



## COMMUNITY SERVICES COMMITTEE

Wednesday, March 9, 2022

### 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 February 9, 2022.
5. Community Services Department Page
  - a) Department Report 3
  - b) Ontario Works Division Report 7
  - c) Child Care and Early Years Division Report 38
6. New Business.
7. Closed Meeting – None at time of mailing.
8. Date of next meeting (Wednesday, April 13, 2022) and adjournment.

**NOTE: a) County Council:**

**Special Meeting - Wednesday, March 23, 2022**

**Regular Meeting - Wednesday, March 30, 2022**

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

## **Strategic Plan**

**Strategic Plan Goal # 1: To inform the Federal and Provincial government on our unique needs so that Renfrew County residents get their “fair share”.**

**Initiatives:**

- (a) Create s strategic communications plan**
- (b) Identify and advocate for issues important to the County of Renfrew.**

**Strategic Plan Goal # 2: Fiscal sustainability for the Corporation of the County of Renfrew and its ratepayers.**

**Initiatives:**

- (a) Commitment from Council supporting principles within the Long-Term Financial Plan**
- (b) Establish Contingency Plan to respond to provincial and federal financial pressures and opportunities beyond the Long-Term Financial Plan.**

**Strategic Plan Goal # 3: Find cost savings that demonstrate our leadership while still meeting community needs.**

**Initiatives:**

- (a) Complete community needs assessment**
- (b) With identified partners implement plan to optimize service delivery to the benefit of our residents.**

**Strategic Plan Goal # 4: Position the County of Renfrew so that residents benefit from advances in technology, to ensure that residents and staff have fair, affordable and reasonable access to technology.**

**Initiatives**

- (a) Ensure that the County of Renfrew is top of the list for Eastern Ontario Regional Network funding for mobile broadband**
- (b) Lobby for secure and consistent radio systems for first responders and government**
- (c) Put a County of Renfrew technology strategy in place.**

**COUNTY OF RENFREW**  
**COMMUNITY SERVICES REPORT**

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**TO:** Community Services Committee  
**FROM:** Laura LePine, Director of Community Services  
**DATE:** March 9, 2022  
**SUBJECT:** Department Report

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**RESOLUTIONS**

**1. Design Build of an Affordable Multi-Residential Housing Project [Strategic Plan Goal #3]**

**Recommendation:** THAT the Community Services Committee supports the position of the Development and Property Committee, that staff be directed to proceed with negotiating the proposal submitted by William Sons, Petawawa, Ontario for RFP-DP-2022-01 Design-Build of an Affordable Multi-Residential Housing Project.

**Background**

At a December meeting of the Renfrew County Housing Corporation Board of Directors, Community Services and Development and Property Committees and the meeting of County Council, staff was directed to issue a request for proposal (RFP) for the construction of at least six new affordable and supportive housing units in the City of Pembroke at the intersection of Lea Street and Douglas Street. The RFP was issued on December 20, 2021 with a deadline of February 25, 2022. Two complete proposals were received by the deadline; from Buttcon Construction and William Sons Limited.

On March 1, 2022, the selection committee comprised of Paul Moreau, Chief Administrative Officer, Craig Kelley, Director of Development and Property, Laura LePine, Director of Community Services and Kevin Raddatz, Manager of Real Estate met to discuss the proposals and share their

independent scoring of the proposals. The selection committee determined that the proposal submitted by William Sons Limited best fit the scope of the project and should move forward in the process. Unfortunately, the estimated budget presented in the proposal exceeds the current budget allotted to this project. Staff are recommending that a meeting be held with the proponent to discuss a revision of the scope and a review of the budget to determine how efficiencies could be attained, while staff also determine next steps which will include a business plan, should it be required, for additional funds that will allow this project to move forward. The results of that meeting and negotiation will be brought to the Renfrew County Housing Corporation Board of Directors, Community Services Committee, Property and Development Committee and County Council for consideration.

## **BY-LAWS**

### **2. Affordable, Supportive Housing in Renfrew County [Strategic Goal #3]**

**Recommendation:** THAT the Community Services Committee recommends to County Council that a By-law be passed to authorize the Clerk and Director of Community Housing to execute the Contribution Agreement between the County of Renfrew, Renfrew County Housing Corporation and the Ministry of Municipal Affairs and Housing.

#### **Background**

At its meeting on December 13, 2021, the Renfrew County Housing Corporation Board of Directors authorized the County of Renfrew to build a provincially funded **Integrated Community Housing Complex** on their property located on Lea Street and Douglas Street in Pembroke, Ontario. The County of Renfrew is taking a leadership role in addressing the housing crisis in Renfrew County by adding additional units to the rental market and by designating them affordable and supportive.

The County of Renfrew is eligible for funding from the Province of Ontario to build affordable, supportive housing in the Renfrew County catchment area. It is their intention to build a complex that will house a minimum of six 2-bedroom housing units on the Renfrew County Housing Corporation (RCHC) property located on Lea Street in Pembroke, Ontario. It is expected and required to be completed by March 31, 2023. The **Integrated**

**Community Housing Complex** will be owned by Renfrew County Housing Corporation once built and will become part of the housing portfolio that RCHC currently operates.

Attached as Appendix I is the by-law to execute the contribution agreement.

**3. Ontario Works Division Report**

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

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

Attached as Appendix III 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.

**COUNTY OF RENFREW**

**BY-LAW NUMBER -22**

**A BY-LAW TO AUTHORIZE THE CLERK AND DIRECTOR OF COMMUNITY HOUSING  
TO EXECUTE THE CONTRIBUTION AGREEMENT BETWEEN THE COUNTY OF  
RENFREW, RENFREW COUNTY HOUSING CORPORATION AND THE MINISTRY OF  
MUNICIPAL AFFAIRS AND HOUSING**

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WHEREAS Sections 8, 9 and 11 of the Municipal Act, 2001, S.O. 2001, c.25, as amended, authorizes Council to enter into agreements;

AND WHEREAS Council wishes to assist with funding to provide new affordable housing;

AND WHEREAS the Renfrew County Housing Corporation is a proponent to secure funding from the Social Services Relief Funding Phase 4 Capital Component;

AND WHEREAS the Corporation of the County of Renfrew has been designated as a Service Manager, pursuant to the Housing Services Act, 2011;

NOW THEREFORE the Council of the Corporation of the County of Renfrew enacts as follows:

1. THAT authority is hereby granted for the Clerk and Director of Community Housing to execute the Contribution Agreement between the County of Renfrew, Renfrew County Housing Corporation and the Ministry of Municipal Affairs and Housing and associated schedules/appendices.
2. THAT Schedule 1, attached hereto, being the Agreement, as to form and content, forms part of the By-law.
3. THAT this By-law shall come into force and take effect immediately upon the approval of County Council.

READ a first time this 23<sup>rd</sup> day of February, 2022.

READ a second time this 23<sup>rd</sup> day of February, 2022.

READ a third time and finally passed this 23<sup>rd</sup> day of February, 2022.

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DEBBIE ROBINSON, WARDEN

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PAUL V. MOREAU, CLERK

**ONTARIO WORKS REPORT**

Prepared by Andrea Patrick, Manager of Ontario Works

Prepared for: Community Services Committee

March 9, 2022

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**INFORMATION****1. Profile of Females on Social Assistance [Strategic Plan Goal #3 (b)]**

Attached as Appendix OW-I is a slide deck from the Ministry of Children, Community and Social Services (MCCSS) titled “Profile of Females on Social Assistance”. This document provides a foundational profile of females on Ontario Works and the Ontario Disability Support Program (ODSP).

The deck consists of two sections:

Demographic Profile: examines the demographic characteristics of females on Ontario Works and ODSP, including:

- Cases and Beneficiaries
- Age
- Family Composition
- Lone Parents of Children 17 or Younger
- Accommodations
- Education
- Disability
- Immigration Background

Outcomes: examines outcomes of female primary applicants on Ontario Works and ODSP, including:

- Percentage with Earnings and Average Earnings
- Months on Assistance
- Exits to Employment

**2. Ontario Works/Ontario Disability Support Program Client Advisory Group [Strategic Plan Goal #3 (b)]**

The joint Ontario Works/Ontario Disability Support Program Client Advisory Group (CAG) held their first meeting on January 19, 2022. These quarterly

meetings have been on pause since the start of the pandemic and have now resumed in a virtual format. The CAG provides us with valuable feedback on our services and allows our office to make changes to improve the customer experience. Five clients from Ontario Works (OW) as well as three from the Ontario Disability Support Program (ODSP) participated in the meeting to share their thoughts and opinions. The CAG meeting minutes are attached as Appendix OW-II.

3. **Wesley United Church Soup Kitchen [Strategic Plan Goal #3 (b)]**

A new soup kitchen will be opening on March 5, 2022 at the Wesley United Church in Pembroke. This soup kitchen will be operational every Saturday from 4 – 6 pm and will be serving soup, sandwiches, coffee and tea to area residents. The church has indicated that everyone is welcome and no preregistration is required.

4. **Ontario Works Financial Audit [Strategic Plan Goal #2 (a)]**

On February 3, 2022, the Ontario Works financial audit was completed by Scott Rosien Black & Locke. Twenty Ontario Works payments were reviewed. All financial transactions were completed accurately and there were no issues or concerns identified.

5. **Social Assistance Renewal Highlights [Strategic Plan Goal #3 (b)]**

Attached as Appendix OW-III is the Social Assistance Renewal Highlights newsletter providing updates and next steps regarding the development of the new social assistance operating model.



# **Profile of Females on Social Assistance**

October 2021

# Overview

- The purpose of this deck is to provide a foundational profile of females on Ontario Works and ODSP.
- The deck is divided into two sections.
  1. **Demographic Profile:** examines the demographic characteristics of females on Ontario Works and ODSP, including:
    - Cases and Beneficiaries
    - Age
    - Family Composition
    - Lone Parents of Children 17 or Younger
    - Accommodations
    - Education
    - Disability
    - Immigration Background
  2. **Outcomes:** examines outcomes of female primary applicants on Ontario Works and ODSP, including:
    - Percentage with Earnings and Average Earnings
    - Months on Assistance
    - Exits to Employment
- This analysis is based on the mandatory “Sex” field in SAMS.
- Background: SAMS historically collected information on the sex of social assistance recipients by asking applicants to choose an honorific (Mr., Mrs., Ms.) when applying for social assistance. The applicant’s choice of honorific populated the client ‘gender’ field in SAMS as either ‘male’ or ‘female’.
- In 2019, this ‘gender’ field was re-named to “Sex,” and applicants were asked explicitly about their sex at birth (2 options, male or female). A new “Gender Identity” field was created, which asks applicants to select which gender they identify as (9 options, including prefer not to say). The “Gender Identity” data remains incomplete, so this analysis relies on the “Sex” field. (See Appendix A for more detail).

# Snapshot

## Demographics (October 2021)



- There are **100,713** female primary applicants to **Ontario Works** making up **56%** of primary applicants.
- There are **174,330** female primary applicants to **ODSP** making up **47%** of primary applicants.



- Female primary applicants are on average **younger** than male applicants on **Ontario Works** and **older** than male applicants on **ODSP**



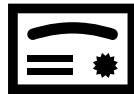
- Female primary applicants are **more likely to have children** and more likely to **be lone parents**



- Female lone parents of children under 18 are **overrepresented** on Ontario Works (**27%** of cases vs **5%** of households in the general population).
- **74%** of **dependent children** under 18 on Ontario Works are in female lone-parent households.



- Female primary applicants are **more likely** to be in **subsidized rental** units and **less likely** to be **homeless** than male primary applicants.



- Female primary applicants generally have **higher levels of educational achievement** than male applicants.



- Female primary applicants are **more likely** to have a **mental** (53% vs 52%) or a **physical** disability (33% vs 29%) than males, and **less likely** to have a **developmental** disability (14% vs 18%).



- Female primary applicants to Ontario Works make up a **greater share of refugee claimants** and of cases **new to Canada** than males.

## Outcomes (October 2021)



- A greater share of Ontario Works cases with female primary applicants reports **employment earnings** (10% vs. 7% for males) and cases with female primary applicants have **higher average earnings** (\$958 vs \$820).
- A comparable share of ODSP cases with female primary applicants reports **employment earnings** (9.1% vs 8.6% for males) and cases with female primary applicants have **higher average earnings** (\$1,217 vs. \$1,155)



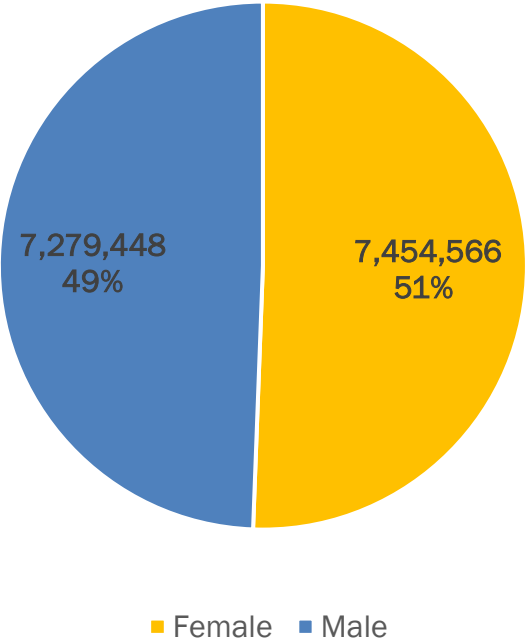
- The average time spent on Ontario Works is **higher** for female primary applicants than for males (54 months vs 43 months).



- **Fewer** female primary applicants **exited to employment** than male primary applicants on average each month in the first 10 months of 2021 (Ontario Works: 760 vs 862. ODSP: 28 vs 34)

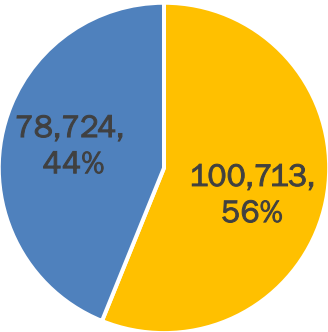
# Cases and Beneficiaries

GENERAL POPULATION\*  
(2020)

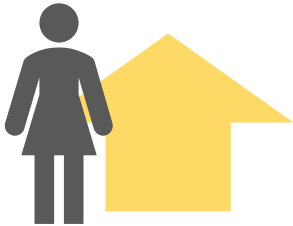


ONTARIO WORKS

Primary Applicant

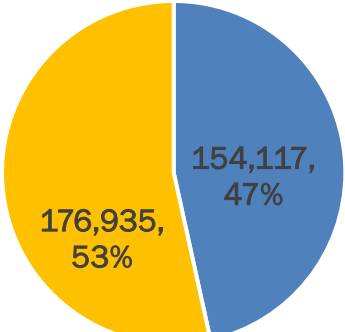


Oct. 2021



Higher than General Population

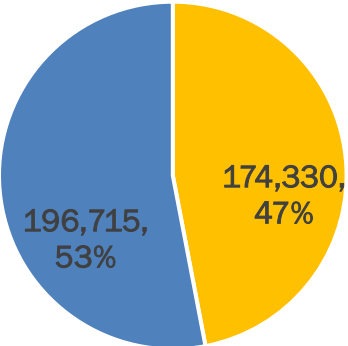
Beneficiaries



Oct. 2021

ODSP

Primary Applicant

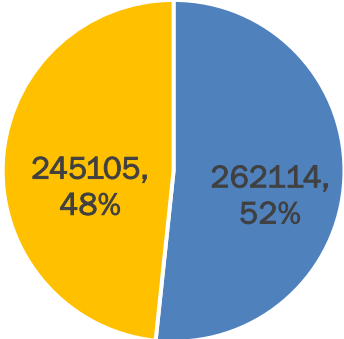


Oct. 2021



Lower than General Population

Beneficiaries

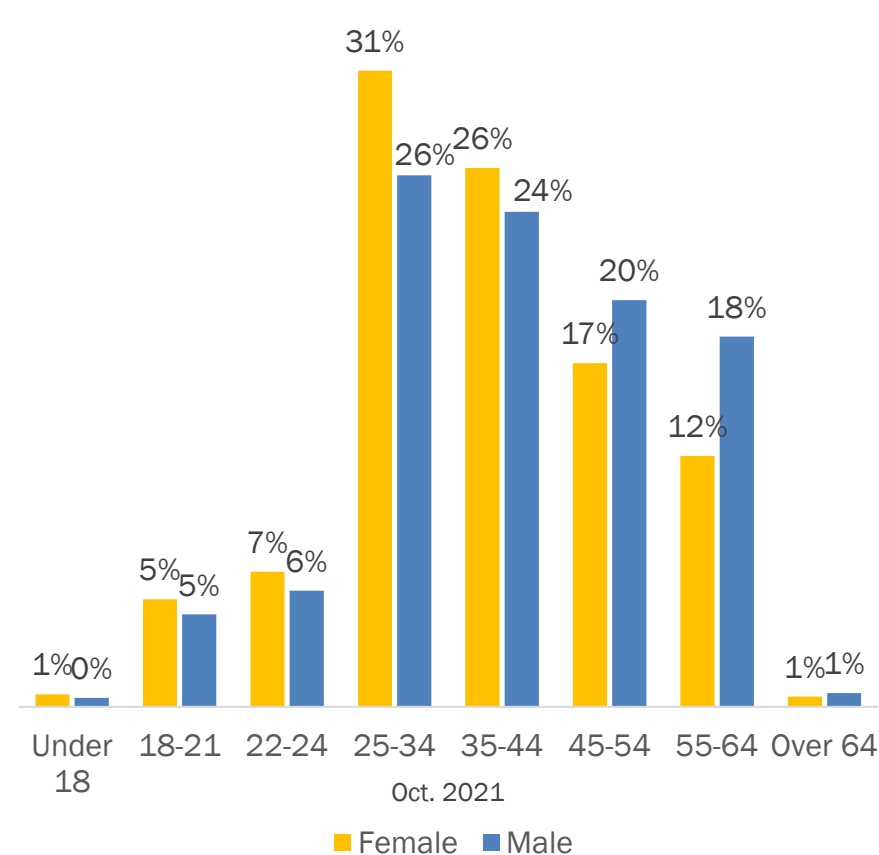


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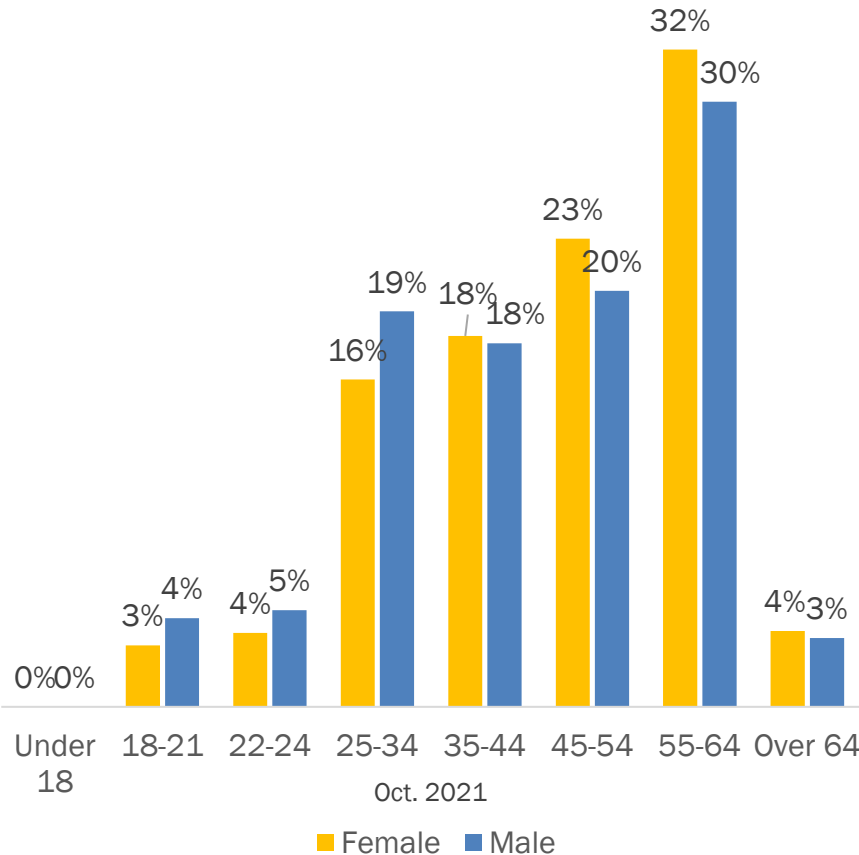
\*Statistics Canada. Table 17-10-0134-01 Estimates of population (2016 Census and administrative data), by age group and sex for July 1st, Canada, provinces, territories, health regions (2018 boundaries) and peer groups

# Age

Ontario Works Primary Applicants by Age Group and Sex



ODSP Primary Applicants by Age Group and Sex

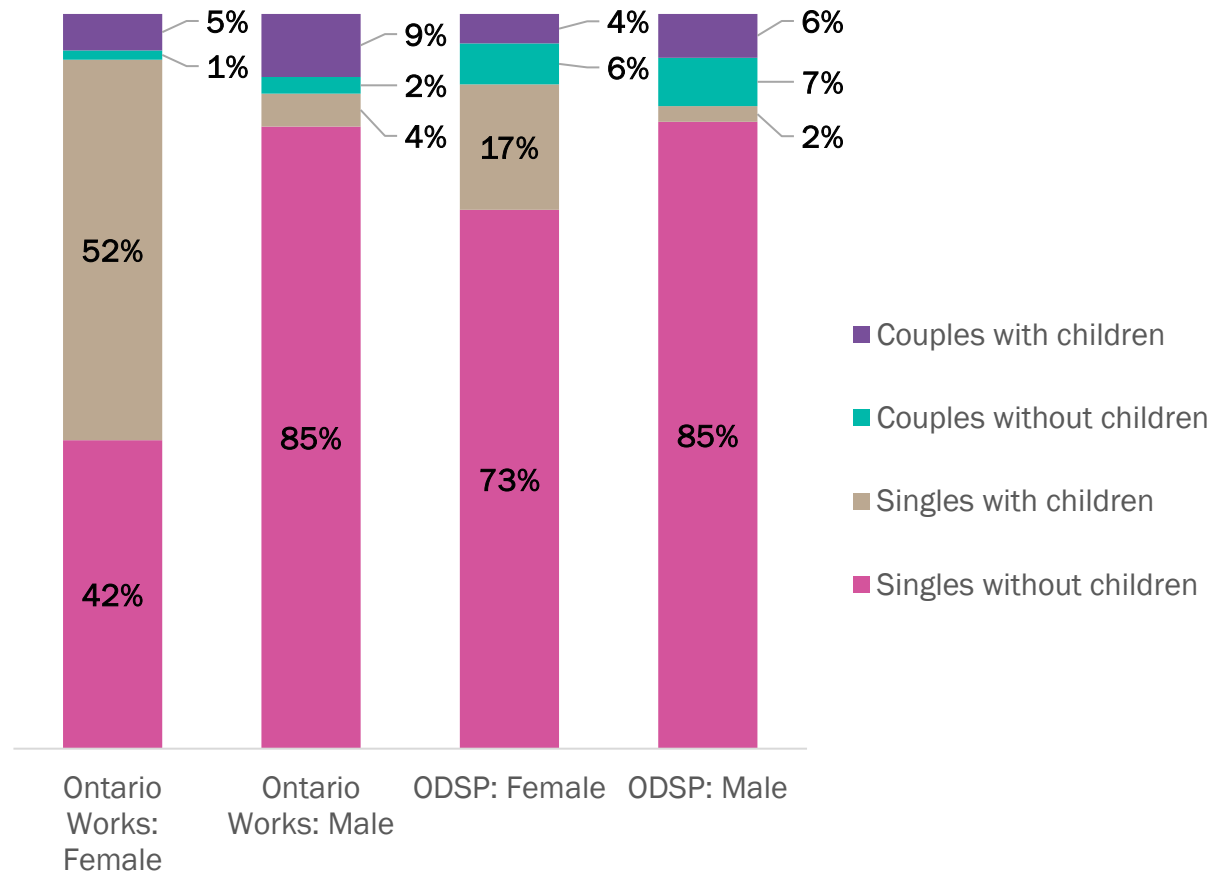


- Ontario Works female primary applicants are on average **younger** than males (38 years old vs 41 years old).
- ODSP female primary applicants are on average **older** than males (47 years old vs 45 years old)

# Household structure

- Female primary applicants are **more likely to have children**.
  - OW: 56% of female primary applicants have children compared to 13% of male primary applicants
  - ODSP: 21% of female primary applicants have children compared with 8% of male primary applicants
- Female primary applicants are **more likely to be single parents with children**
  - OW: 52% of female primary applicants are single parents compared to 4% of male primary applicants
  - ODSP: 17% of female primary applicants are single parents compared to 2% of male primary applicants
- The **average family size for female primary applicants is larger**
  - OW: 2.2 compared with 1.4 for male primary applicants
  - ODSP: 1.5 compared to 1.3 for male primary applicants

Family Structure by Sex of Primary Applicant\*

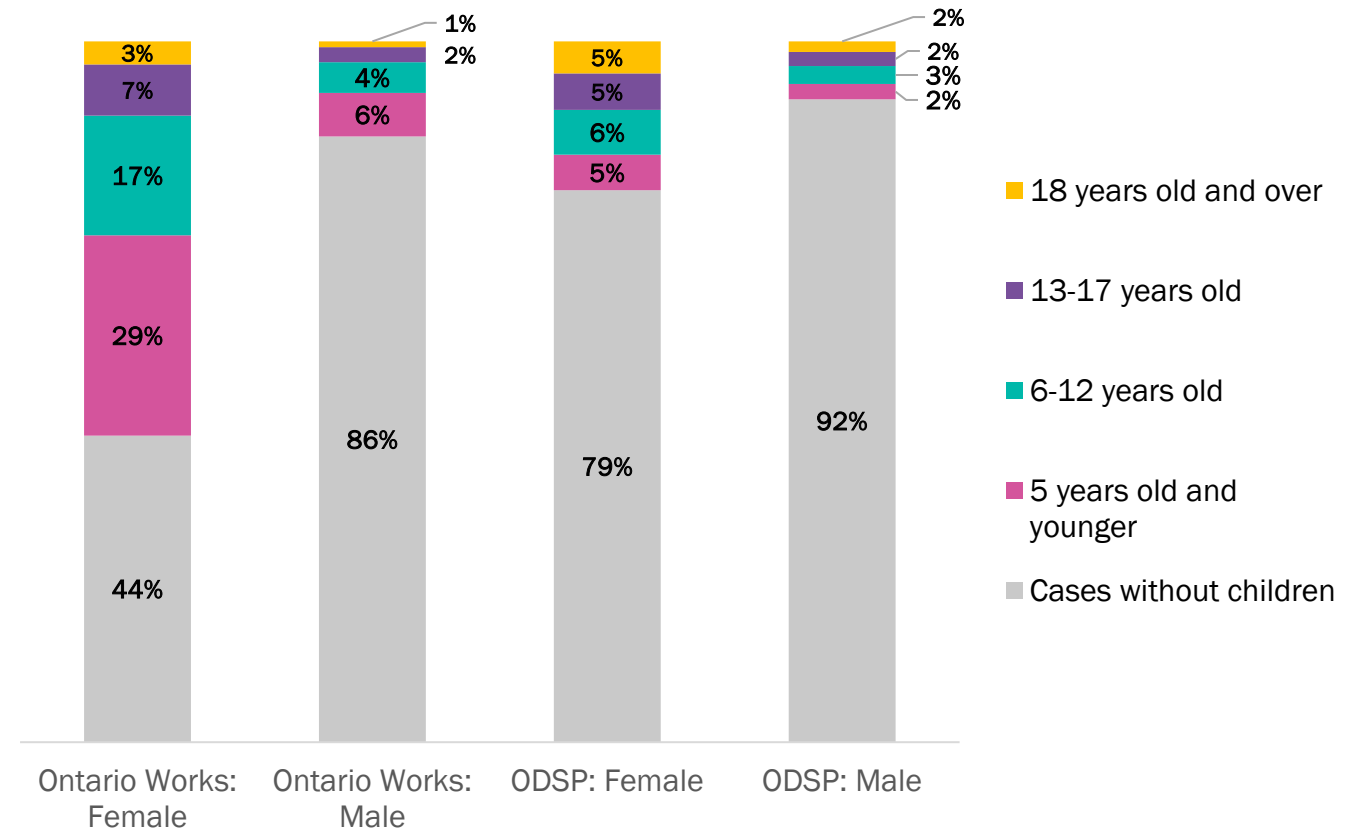


Oct. 2021

# Children

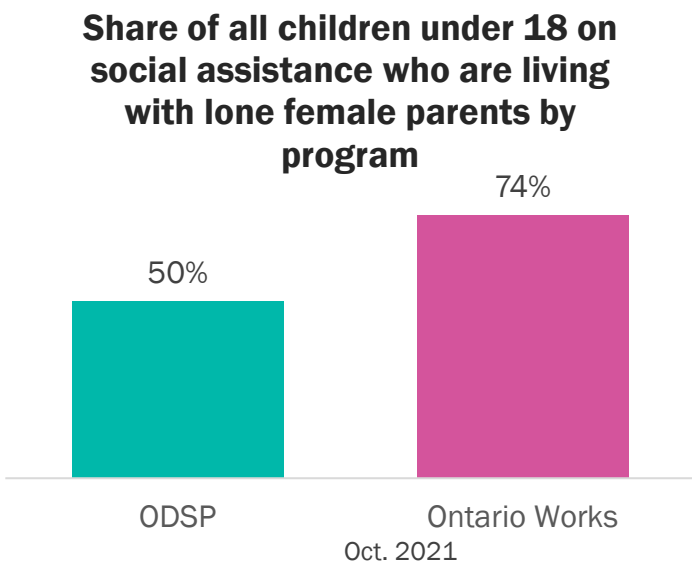
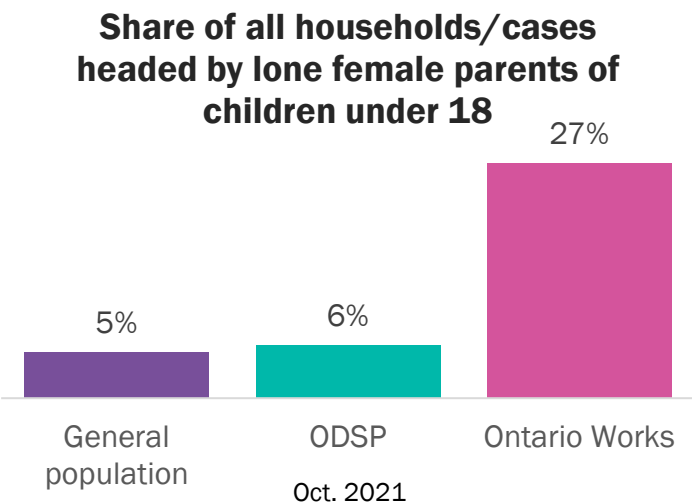
- Over a quarter (29%) of all female primary applicants on Ontario Works have children aged 5 years or younger, compared to 6% of all male primary applicants on Ontario Works.
- 5% of all female primary applicants on ODSP have children aged 5 years or younger. This compares with 2% for all male primary applicants on ODSP.

Share of Cases by Sex of Primary Applicant and Age of Youngest Child\*, Oct 2021

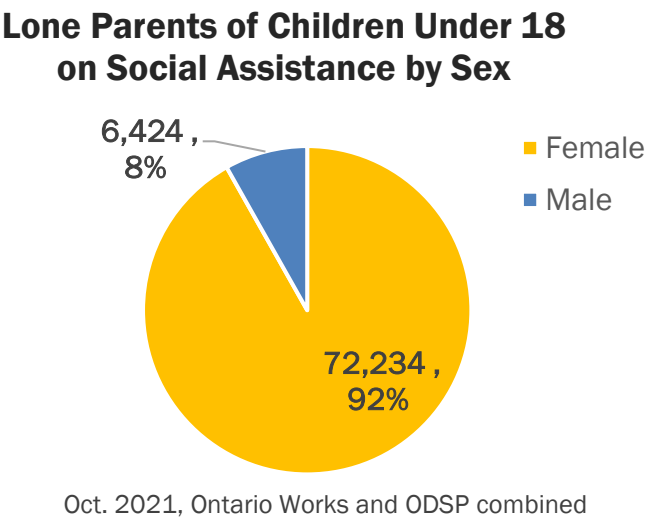


# Lone Female Parents of Children Under 18

- Lone female parents of children under 18 are overrepresented on the Social Assistance caseload compared to the general population.
- Lone female parents of children under 18 represent 27% of all Ontario Works cases and 6% of all ODSP cases. This compares with 5% of all households in the general public.
- Among all lone parents on social assistance, 92% are female.
- Approximately two out of three dependent children under 18 (65%) on Ontario Works or ODSP are children of lone female parents.



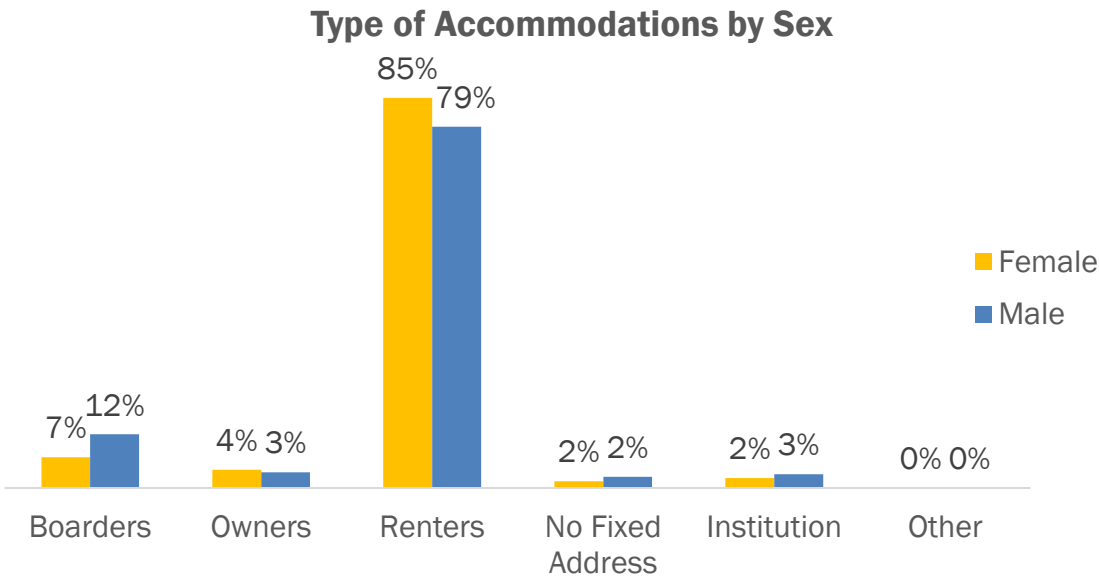
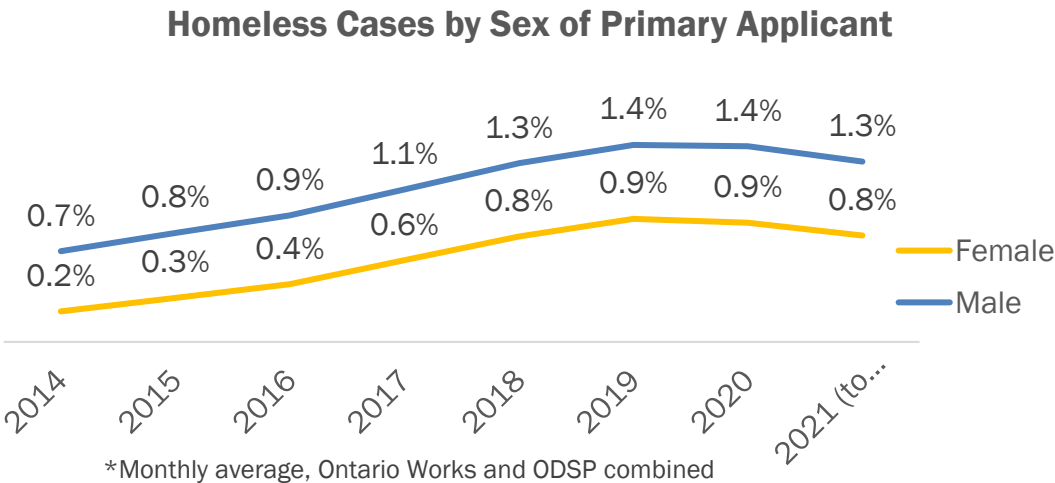
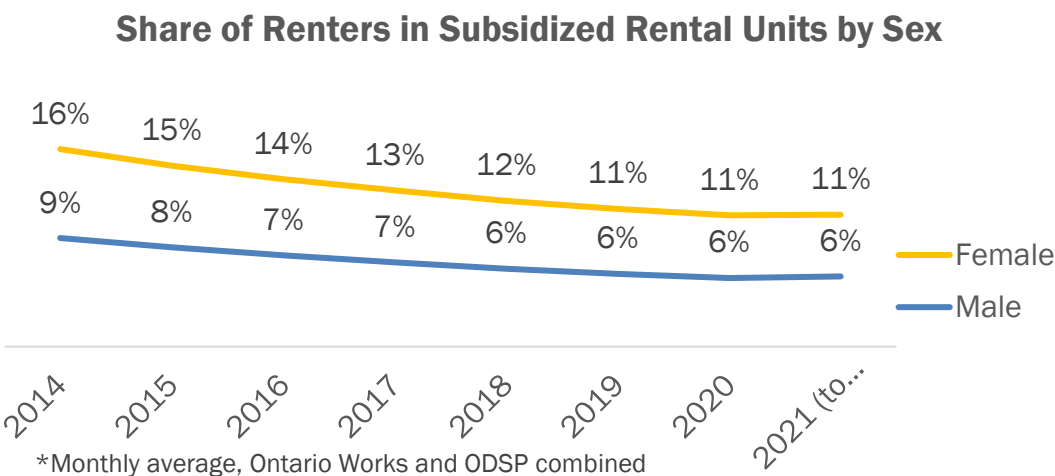
Lone Parents of Children Under 18 on Social Assistance		
Oct, 2021	Ontario Works	ODSP
Female	49,172	23,062
Male	3,191	3,233





# Accommodation Type

- Female-headed cases on OW living in rental accommodations are more likely to be in subsidized rental units than male-headed cases.
  - Both sexes have seen the share of renters in subsidized rental units decrease steadily since 2014.
  - In 2011, 16.5% of Ontario renter households were in subsidized housing, compared with 15.0% in 2016.\*
- Female-headed cases are less likely to be homeless than male-headed cases, but both have seen homelessness grow from 2014 to 2019.



Oct. 2021, Ontario Works and ODSP combined

# Education\*\*\*

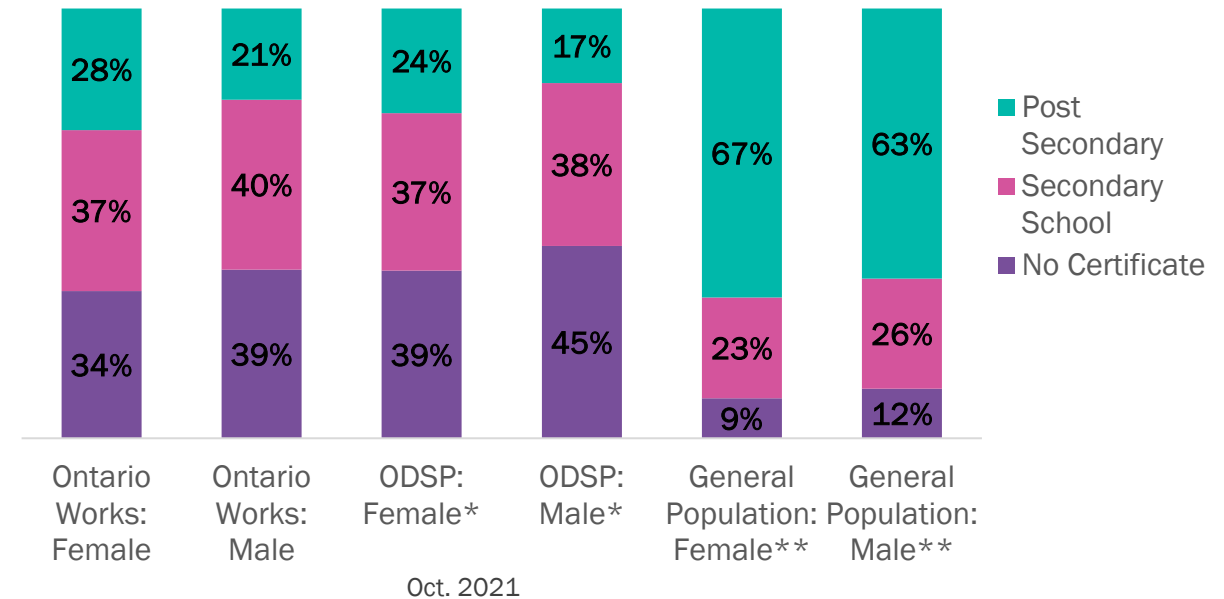
- Female primary applicants generally have **higher levels of educational achievement** than male applicants.
- Educational attainment on social assistance is generally lower than among the general population.
- Between 2014 and 2021 (October) for both sexes on Ontario Works
  - The share with primary school or less has been approximately consistent (6% on average)
  - The share who had commenced but had not completed secondary school has decreased (from 34% to 30%), while the share who had completed secondary school has increased (from 34% to 38%).

\*Disabled primary applicants and spouses only

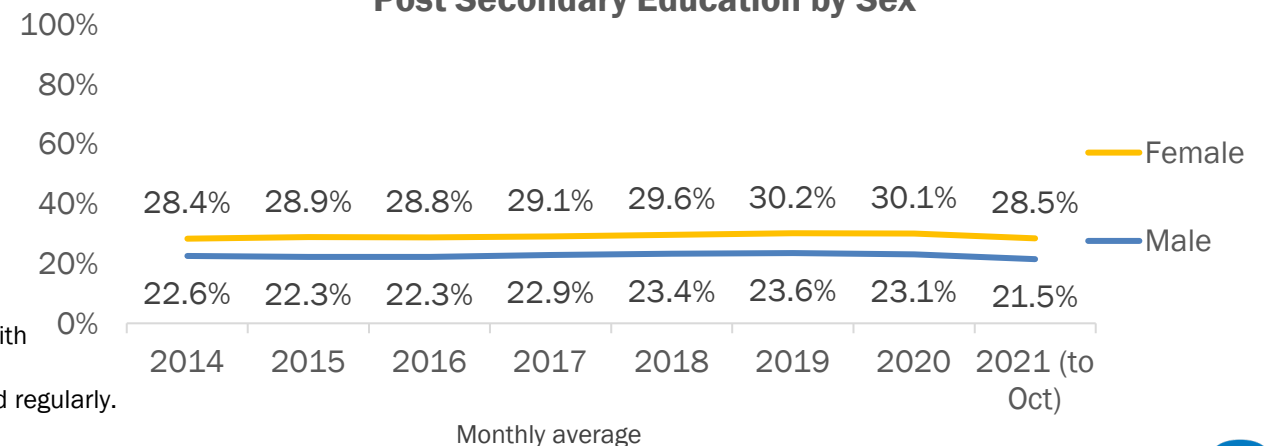
\*\*Statistics Canada. Table 37-10-0100-01 Distribution of population aged 25 to 64 (total and with Aboriginal identity), by sex and educational attainment. 2016

\*\*\*Characteristics that are not necessary to determine eligibility and funding may not be updated regularly. As such, these often reflect the status at time of intake.

Highest Level of Educational Attainment



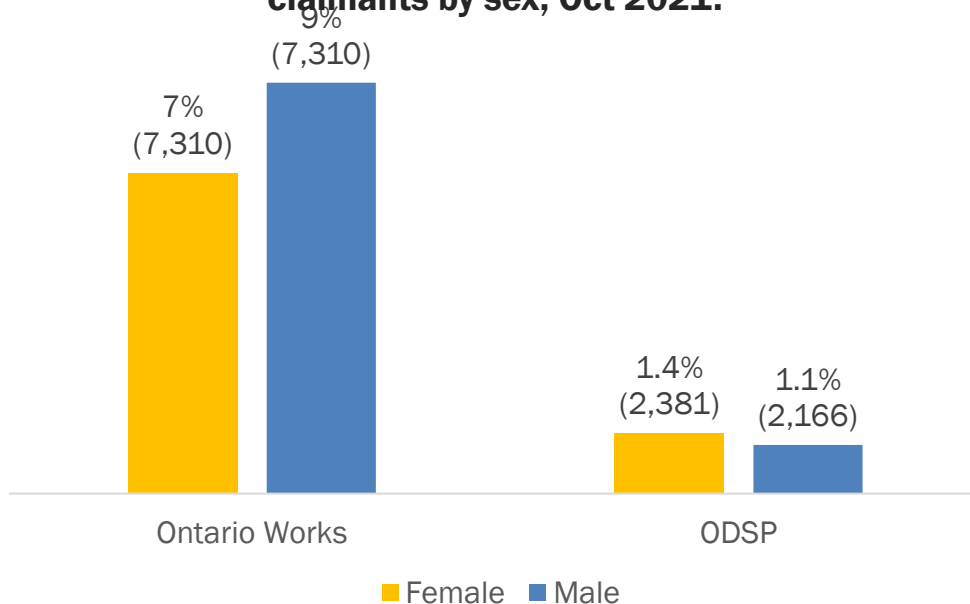
Share of Primary Applicants on OW with Post Secondary Education by Sex



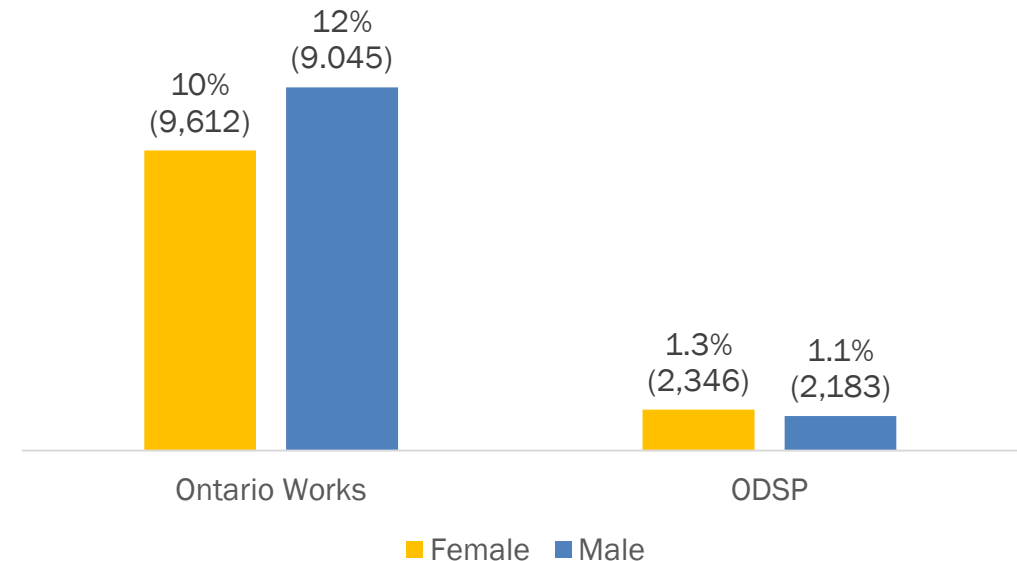
# Immigration

- As of October 2021, an equal number of male and female primary applicants to Ontario Works were refugee claimants – 7,310. However, a greater proportion of male primary applicants to Ontario Works were refugee claimants compared to female primary applicants – 9% vs. 7% respectively.
- For ODSP, the proportion of primary applicants who are refugee claimants was similar between males and females – 1.1% and 1.4% respectively.
- For Ontario Works and ODSP, the number of primary applicants who are new to Canada is higher for females than males.
- A greater proportion of male primary applicants to Ontario works are new to Canada (12%), compared to females (10%). For ODSP, the shares are similar – 1.1% vs. 1.3% respectively.

**Share and count of applicants who are refugee-claimants by sex, Oct 2021.**



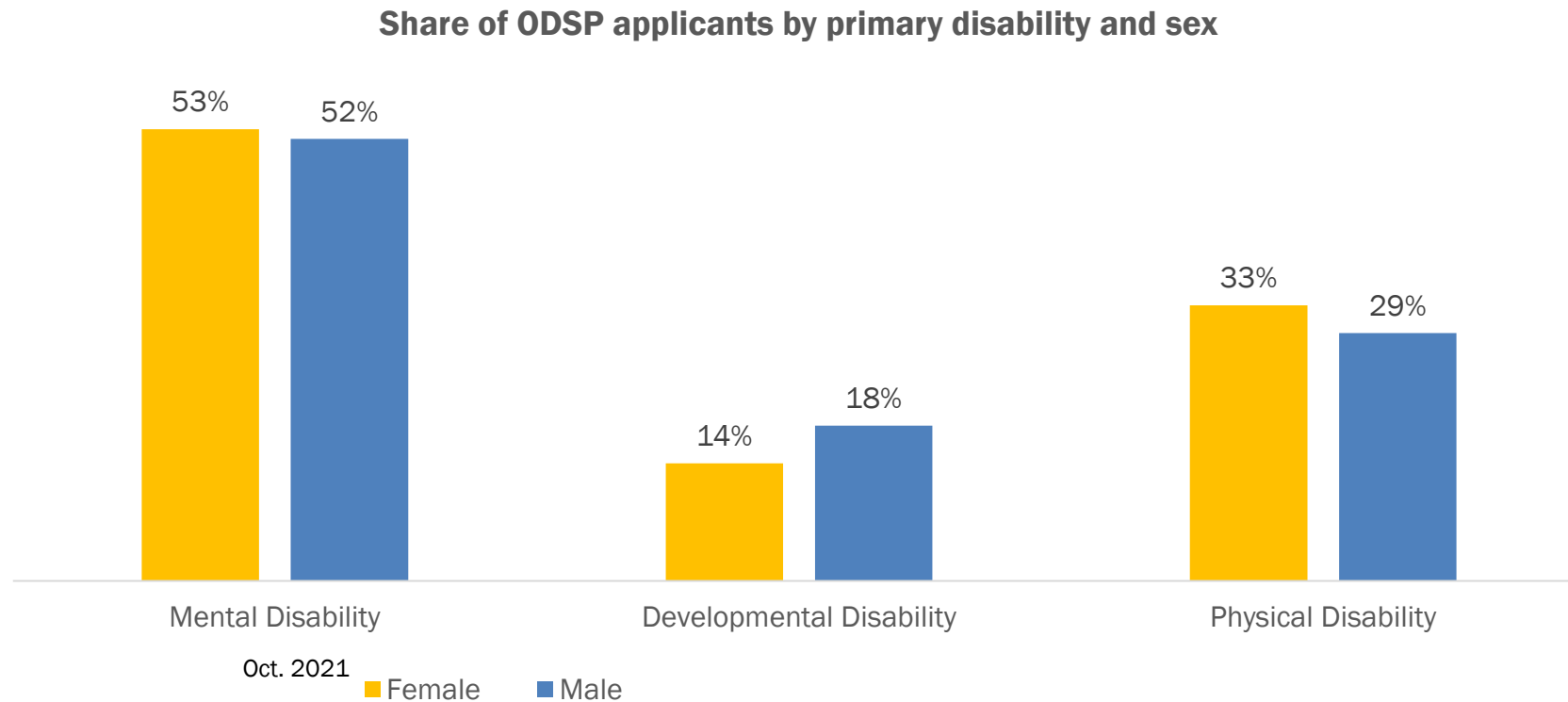
**Share and count of applicants who are new to Canada\* (here 3 years or less) by sex, Oct 2021**



\*Includes individuals born outside Canada who have been in Canada for three years or less; include immigrants of all classes, people granted refugee status and refugee claimants.

# Disability - ODSP

- The most common disability among female primary applicants on ODSP is mental disability (53%).
- Developmental disability is the primary disability for 14% of female primary applicants, lower than for male primary applicants.
- Physical disability is the primary disability for 33% of female applicants, higher than for male primary applicants.

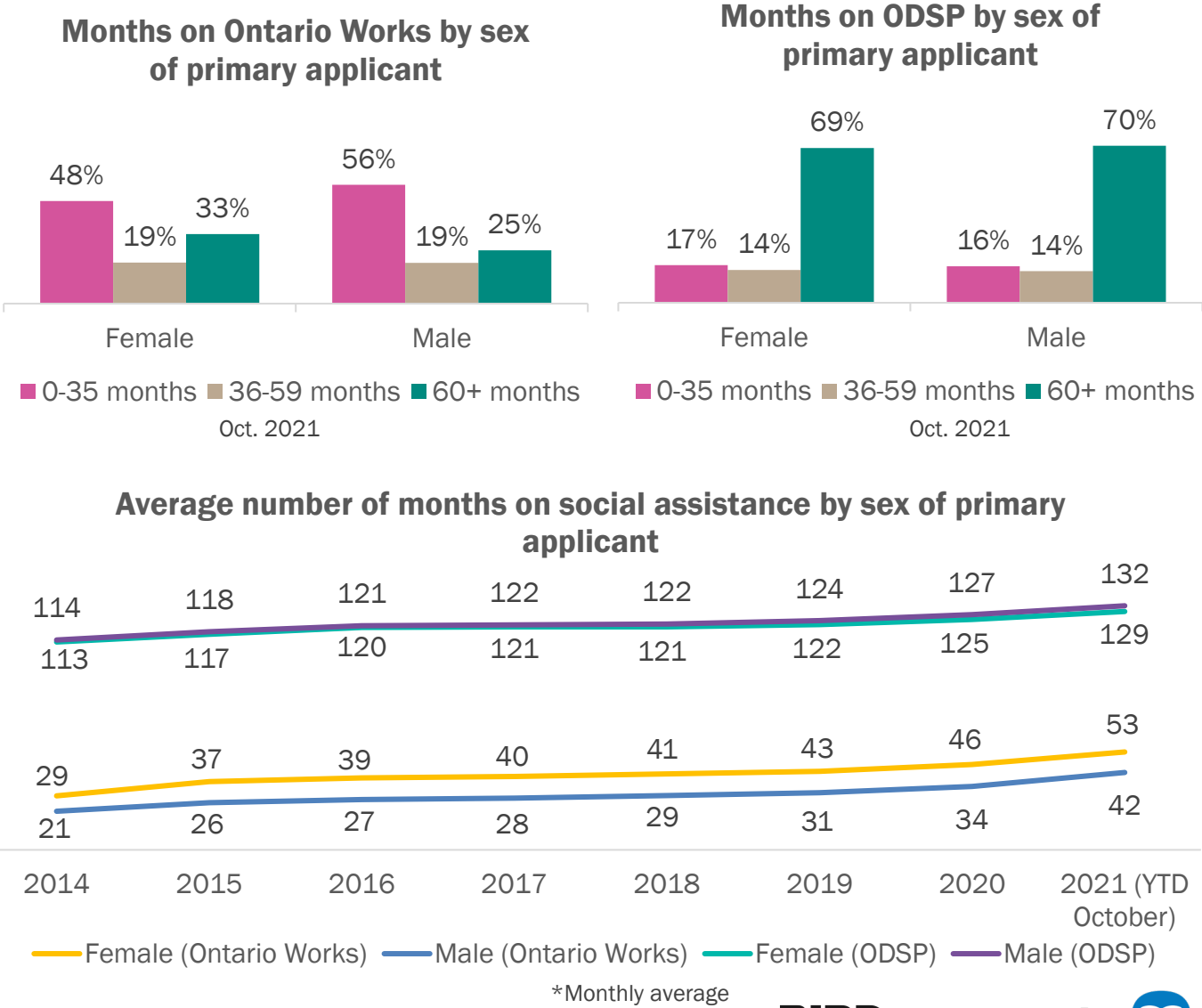


Oct. 2021

# Outcomes

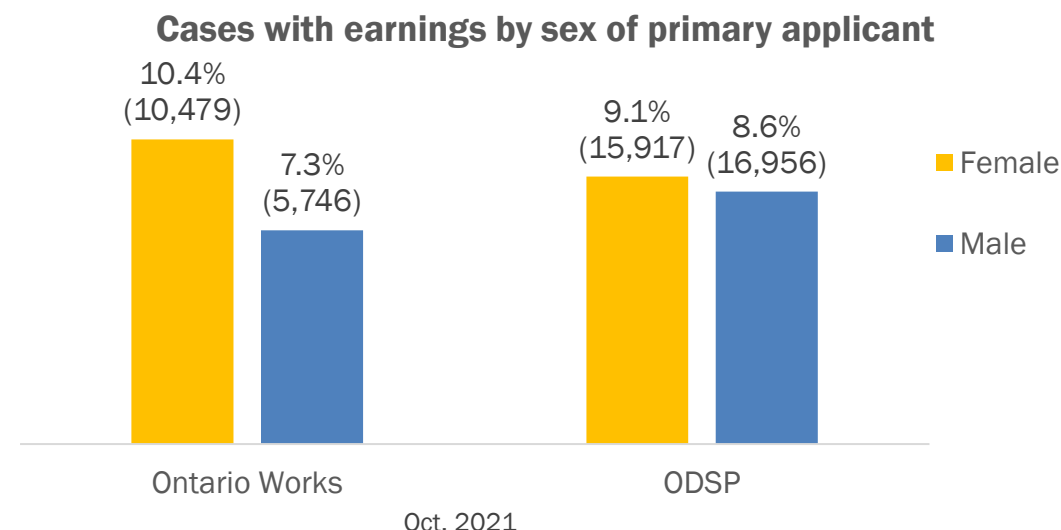
# Months on Assistance

- Female primary applicants **spend more time on Ontario Works** on average than male primary applicants (53 vs. 42 months), and **spend less time on ODSP** on average than male primary applicants (129 vs. 132 months).
- 1 in 3 female primary applicants have been on Ontario Works 5 years or longer, compared with 1 in 4 male primary applicants..
- Across males and females on both OW and ODSP, average months on assistance have been increasing.
  - The proportion of female primary applicants on Ontario Works for less than 35 months decreased from 72% in 2014 to 50% in 2021.
  - The proportion on Ontario Works for over 60 months increased from 14% in 2014 to 31% in 2021.



# Earners and Earnings

- Of the total Ontario Works cases with earnings, **65% have female primary applicants** compared to 35% male primary applicants.\*
  - Female primary applicants make up a higher share of earners than they make up of the general caseload (56%).
- Of the total ODSP cases with earnings, **48% have female primary applicants** compared to 52% male primary applicants.
  - This is comparable to the share of the caseload that is female (47%).
- The percentage of cases with female primary applicants on Ontario Works with earnings has decreased from 14% in 2014 to 10% in 2021 (higher than cases with male applicants, 7% in 2021). On ODSP, the percentage decreased slightly from 10% in 2014 to 8% in 2021 (same as cases with male applicants in 2021).
- The average earnings for cases with female primary applicants on Ontario Works and ODSP has increased from 2014 to 2021. Average earnings for cases with female primary applicants has consistently remained slightly higher than male primary applicants.
  - So far in 2021, female-headed cases earned \$1.15 for every dollar male-headed cases earned on Ontario Works, and \$1.08 on ODSP.



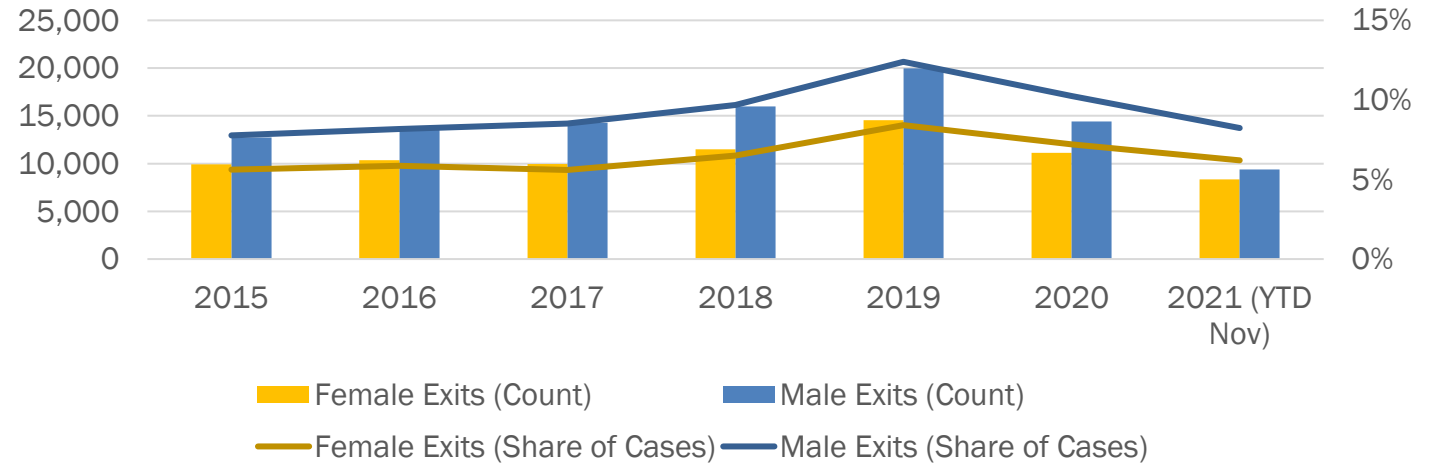
Average earnings of case by sex of primary applicant				
	Ontario Works		ODSP	
	2014	2021 (YTD Oct)	2014	2021 (YTD Oct)
Female	\$791.51	\$978.56	\$907.07	\$1,232.81
Male	\$684.91	\$849.99	\$826.58	\$1,146.72

\*All claims on this slide refer to earnings of cases, which could be from any member of the case, whether they are the primary applicant or not.

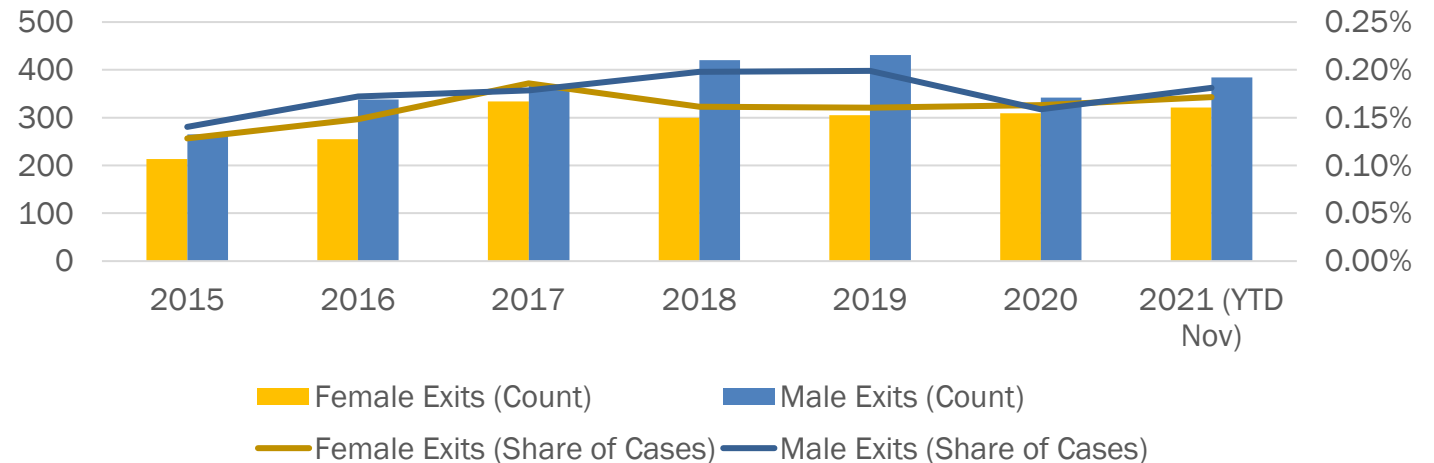
# Exits to Employment

- On Ontario Works, a greater share of cases with male primary applicants exits to employment (8% so far in 2021) than of cases with female primary applicants (6% so far in 2021). On ODSP, the share is comparable for both (0.17% and 0.18% so far in 2021).
- So far in 2021 on Ontario Works, cases with a female primary applicant made up
  - 47% of cases exiting to employment
  - 56% of the caseload
  - 65% of cases with earnings
- So far in 2021 on ODSP, cases with a female primary applicant made up
  - 46% of cases exiting to employment
  - 47% of the caseload
  - 48% of cases with earnings
- The number of cases exiting to employment from Ontario Works peaked in 2019 and has declined to date. For female primary applicants on ODSP, exits to employment have remained relatively stable from 2017 to date.

Count and share of distinct cases exiting Ontario Works to employment by sex of primary applicant



Count and share of distinct cases exiting ODSP to employment by sex of primary applicant





# Appendix A: Data Considerations

- Effective August 2019, the Ministry started to collect identity-based data on social assistance recipients, including gender identity.
- Prior to this addition, the Ministry collected data only on sex. At the time, the question was labeled “Gender” was populated based on applicants’ chosen honorific (Mr., Mrs., Ms.) with the values “Male” and “Female.”
- Since the addition of identity-based questions in August 2019, the “Gender” question has been re-labeled “Sex” and clients are now explicitly asked about their sex at birth as well as their Gender Identity.

The screenshot shows a web form titled "Edit Person" with a help icon (?) and a close icon (x) in the top right corner. A red asterisk indicates a required field. The form is organized into two columns. The left column contains fields for "Title" (a dropdown menu showing "Ms."), "Middle Name" (a text input field containing "Yusuf"), "Suffix" (a dropdown menu), and "Birth Last Name" (a text input field). The right column contains fields for "First Name \*" (a text input field containing "Shaquille"), "Last Name \*" (a text input field containing "Cuffe"), "Initials" (a text input field containing "SC"), "Sex \*" (a dropdown menu showing "Female"), and "Gender Identity \*" (a dropdown menu showing "Transgenc"). The "Sex \*" and "Gender Identity \*" fields are highlighted with red rectangular boxes. A vertical scrollbar is visible on the right side of the form.

- The Ministry continues to monitor and work with local offices to improve the collection of identity-based data, but at this time the data remains too incomplete to report on. As such, this analysis focuses exclusively on sex at birth based on the “Sex” (formerly “Gender”) question.

# Appendix A: Data Considerations (Continued)

- The analysis uses Social Assistance administrative data entered into SAMS by caseworkers for eligibility determination and benefit payments. Characteristics that are not essential to determining eligibility and support levels, like educational attainment for example, may not be updated regularly.
- Social Assistance reporting uses three technical terms, which are also used in this deck:
  - **Case:** A case refers to a single individual or a family unit on social assistance.
  - **Primary Applicant:** The primary applicant is the individual who applies for Social Assistance. For family units, the primary applicant can also be referred to as the head of the family unit.
  - **Beneficiary:** Beneficiary refers to the single individuals and heads of family units on social assistance plus all their dependents (i.e., spouses, dependent children and dependent adults).

**Ontario Disability Support Program & Ontario Works Client Advisory Group  
Meeting Minutes – January 19<sup>th</sup>, 2022**

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The first meeting of the new year regarding the Client Advisory Group was held on Wednesday, January 19<sup>th</sup>, 2022, virtually on the Microsoft Teams platform from 1 p.m. to 3 p.m.

**Attendees:** 1 ODSP manager, 3 ODSP caseworkers, 3 ODSP members, 2 OW supervisors, 2 OW caseworkers, 5 OW members.

**Agenda Items:**

**1. Introduction:**

ODSP caseworker began the meeting by providing a land acknowledgment and welcomed everyone in attendance. ODSP caseworker stated that the Client Advisory Group (CAG) is for the members and allows individuals the opportunity to speak at their own comfort level to Ontario Works (OW) and Ontario Disability Support Program (ODSP) employees. The meeting minutes will go to local and regional management levels for distribution. All statements made are in respect of anonymity. It was noted that this is the first CAG meeting since December 2019 due to the restrictions of the global pandemic.

**2. Terms of Reference Review:**

The two programs, ODSP administered through the Ministry of Children, Community and Social Services and OW administered through the County of Renfrew, integrate to create a resilient and inclusive community. The CAG was created to allow members the opportunity to share their experiences and thoughts, with a goal to improve communication between members and caseworkers. ODSP caseworker stated that there will be 4 meetings per year and the organization who hosts them will rotate. The terms of participation are outlined as 1 year for both members and staff.

**3. Open Discussion:**

**a) Member-Caseworker Relationship**

The members were asked to begin the discussion with what is working and what is not working regarding the delivery of these programs. Member stated that they would like to have a more personal relationship between OW caseworkers and members. Member suggested that ODSP caseworkers have large caseloads and are unable to reach a level of personal interaction due to their multiple members. ODSP caseworker acknowledged this comment and stated they will review this matter but adds that it is important to continue developing that relationship with their caseworker.

**b) Budget Plan**

Member stated that they would like to see assistance with budgeting and asked about creating a budget plan for OW and ODSP members to utilize. Member expressed difficulties with budgeting their monthly amount for groceries, bills, and personal hygiene products. The member added they know several people who must refer to the local food bank and The Grind for additional meal support. Member suggested OW and ODSP have a meeting with these community organizations to collaborate ideas to assist those who struggle with food costs.

**c) Housing**

Member asked where the homeless would be placed if OW did not offer motel stays and that they would like to see a shelter built in the future. Another member referenced the Addiction Supportive Housing (ASH) program as they assist individuals with securing shelter and subsidizing rent. ODSP manager stated that the ASH program has mandatory requirements such as participating in ongoing addiction treatment and reducing or abstaining from using. Member suggested the transition house through The Grind as an additional resource for individuals to explore.

**d) Application Process**

Member stated their frustration with the lengthy time frame for the ODSP application process but added that the transition is easier with the support from their OW caseworker. A member commented that the process is difficult and if you are denied and wish to appeal the decision, the length and extent of the matter continues for months. ODSP caseworker spoke about the application process for the Canada Pension Plan Disability benefits (CPP-D) as another option, which differs from ODSP. It is a federal program, and this application does not go through the Disability Adjudication Unit (DAU). ODSP caseworker suggested extending an invite to a worker from the DAU for the next meeting to allow members to have a discussion and ask questions about the process when applying for ODSP. Members responded well to this suggestion.

**e) Medical Transportation**

Member discussed struggles with finding transportation to their medical appointments for the ODSP application process. OW caseworker reminded members that assistance exists for medical transportation matters, regardless of the member driving themselves or if someone else is driving them the expense is paid.

**f) Assistance Navigating the Programs**

ODSP manager suggested that if members are having difficulty navigating the ODSP program, they could create an informational handout to be used as a resource. This resource could include useful tips and reference other community services.

**g) ODSP and OW**

Member asked a question about the differences in assets a person can have in their possession. ODSP caseworker stated that there have been improvements made to the program relating to assets over the years and provided examples of what is exempt from assets, such as a primary vehicle. OW caseworker added that for OW members in the application process with ODSP, they can review and consider assets within the ODSP guidelines on a one-time basis.

**h) Healthy Recipes**

Member shared their struggle with affording healthy groceries and preparing meals. ODSP manager suggested looking at economical ways to have healthy home cooked recipes and suggested creating a handout resource for member access. Member asked if there were any community gardens in the area that they could utilize for fresh produce. ODSP manager provided a location in Renfrew where a community garden exists. Member stated that they have experience cooking healthy meals and are willing to help others learn. ODSP caseworker suggested this as an agenda item for the next CAG meeting. The member agreed and planned to speak on this and share some of their healthy recipes.

**i) Backpay Concern**

Member asked a question regarding backpay from ODSP from when their application is received. ODSP caseworker stated that when medical paperwork is received, the backpay goes back to that date. Member asked what they can do if they are experiencing hardship for rent due to awaiting backpay. OW caseworker suggested members contact their local OW office and inquire about the Homelessness Prevention Program (HPP) to assist.

**j) Meeting Invitation**

Member suggested that the CAG should extend an invitation to a local councillor or a member of Provincial Parliament to the next meeting to listen to their concerns and answer questions. OW supervisor stated that the staff will take this suggestion back for further consideration.

**4. Closing:**

ODSP caseworker asked the group if they would like management to continue attending these meetings in the future. Members agreed to this, as they prefer their attendance as it allows management to hear their experiences first-hand. Each caseworker voiced their appreciation to everyone for being present, sharing their time, and having this discussion.

Issue 4 – February 2022

# Social Assistance Renewal Highlights

## Contents

New Year's Update.....	2	In Case You Missed It.....	8
Words, Words, Words.....	2	More Information.....	8
Engagement Updates.....	4		
What We Heard Report.....	4		
Client Engagement.....	4		
Community Service Providers Engagement.....	5		
Implementation Updates.....	5		
MyBenefits Messaging Service.....	5		
Digital Disability Determination Package.....	6		
Electronic Document Management: Ontario Works.....	7		

**The Vision:** “To create an efficient, effective, and streamlined social services system that focuses on people, providing them with a range of services and supports to respond to their unique needs and address barriers to success so they can move towards employment and independence where possible.”

# New Year's Update

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With a new year, we find ourselves in a different context. This year has begun with us having to adjust to another wave of COVID-19 infections and more public health measures. Understandably, provincial and municipal leaders and staff have been focused on pandemic response and continuity of operations, while many offices are experiencing staffing challenges, as the new variant of the virus is spreading faster than previous strains.

We continue to make progress on Social Assistance Renewal, and we look forward to sharing next steps soon.

This edition of our newsletter will provide some updates to our project terminology, next steps on client engagement, and progress we've made on the technology front, which is a key enabler for a renewed social assistance system.

## Words, Words, Words...

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Words matter. As the work on Social Assistance Renewal evolves, so does our language. We want to make sure everyone is aware of some terminology changes that reflect both things we've heard during the engagement process and the evolution of the project.

## From "Life Stabilization" to "Stability Support"

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Through ongoing engagement, we've heard that the phrase "life stabilization" may give the impression of service delivery leading to a guaranteed outcome or end-state for clients. We recognize that client outcomes rely on many factors including the availability of local services and supports, as well as client participation and readiness. To better convey the intent of these changes, the ministry will be using the term "stability supports" going forward. This term better reflects the types of

services that will be accessed by clients without presuming the impact on someone's circumstances.

This is only a terminology change. The underlying reasons, objectives and goals of social assistance renewal remain the same. The previously approved amendments to the *Ontario Works Act, 1997* (which received Royal Assent on June 3, 2021) to shift from "employment assistance" to "employment and life stabilization assistance" will not change and will also be reflected in regulations. We will provide additional information for full provincial roll-out of these regulatory changes later this year.

## From "Social Assistance Recovery and Renewal" to "Social Assistance Renewal"

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"Social Assistance Recovery and Renewal" was introduced in September 2020, when we announced a plan in response to the COVID-19 pandemic. At that point, the focus was on the economic "recovery" side of the plan to prepare the system for a surge in applications following the end of federal pandemic benefits, by accelerating digital solutions and centralizing intake. At the time, we didn't know how long the emergency federal benefits programs would last, and we expected many Ontarians would turn to social assistance as the next step.

In February 2021, we released an expanded vision for the "renewal" piece of this plan, which included developing a new model over the next several years. Now, two years into the pandemic, we're close to identifying the new model for social assistance, the centralized intake prototype is maturing nicely, and we continue to collaborate with our municipal partners. So, we are shortening the name of our transformation initiative to "Social Assistance Renewal" to signify that this is a long-term endeavour that will transform the system for many years to come and is not tied to shifting economic circumstances.



# Engagement Updates

## What We Heard Report

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In January, we released the [What We Heard Report](#) outlining the main themes that we heard through staff and client engagement sessions on Social Assistance Renewal throughout 2021. We have been listening to the valued voices of those involved in the social assistance system through surveys, discussion materials, engagements, town halls, and during our everyday work. We all have a tremendous opportunity to build a better system for clients, and we can seize this opportunity together.

We are using the feedback to inform the design of a new service delivery model, along with the co-design work that has taken place over the past year with our municipal partners. The report outlines both the opportunities presented by a new model for social assistance and some of the critical success factors that staff and clients are telling us are essential to making it work.

Staff want to know, among other things, that the new system will provide client pathways that work, that people will be supported through change, and that the system will be effectively resourced. We also heard from clients about how important it is to have services and supports that are adaptable to their individual circumstances. We will continue to further engage with clients, staff and our municipal partners in the upcoming months, and we look forward to sharing more about the path forward on social assistance renewal as we begin to move to more focused engagement on technical aspects of a new delivery model in 2022.

## Client Engagement

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Client engagement continues to be a priority. Provincial and municipal offices are participating in another round of client engagements focusing on groups who were

underrepresented in the August 2021 sessions. This includes people living with disabilities and social assistance clients in the North Region.

As part of the ongoing strategy to centre the voices of Black, Indigenous, and people with disabilities, the SA Renewal team is also collaborating with the MCCSS Youth Justice Division to engage youth involved with the justice system. This approach will ensure that we learn from the unique experiences of at-risk groups receiving social assistance who may otherwise not have access to client engagement opportunities.

## Community Service Providers Engagement

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Thank you to the local ODSP and Ontario Works offices who worked with community service partners in their areas to facilitate this feedback. We are currently in the process of analyzing feedback on the opportunities and challenges of social assistance renewal from 49 local agencies and organizations that deliver services, supports and programs directly to clients and communities. Watch for details of this feedback in future editions of this newsletter.

## Implementation Updates

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The co-design work to build the renewed social assistance model is supported by ongoing projects, which allow us to test new ideas, technologies, and processes. Below are updates from some of these projects.

## MyBenefits Messaging Service

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The new MyBenefits Messaging service was released to all MyBenefits users on June 19, 2021. Social Assistance staff and MyBenefits users across Ontario have quickly adopted to the new communication channel. The messaging service is designed to allow timely communication between clients and caseworkers; providing more choice and flexibility in how clients receive, manage, and report information, including the ability to upload documents!

As of January 4, 2022, we have received and processed over 400,000 messages and documents through MyBenefits that otherwise would have been shared via traditional mail, client walk-ins or phone calls.

## Digital Disability Determination Package

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We have partnered with the Ontario Digital Service and the Ministry of Health (MOH) to develop a digitized Disability Determination Package (DDP). Prior to November 15, 2021, the DDP was only printed on paper and provided to the client when financial eligibility for ODSP had been established. The client and health care professionals (HCPs) worked together to mail the completed package back to the Disability Adjudication Unit (DAU) before the adjudication process began.

As part of the Digital DDP Pilot, 69 HCPs have volunteered to test a new digital method of submission. Participating HCPs can electronically complete the Health Status Report (HSR) and Activities of Daily Living Index (ADLI) and submit medical information related to the applicant's medical history and current health condition in the Specialized Authorization Digital Information Exchange (SADIE) online service.

The Digital DDP will:

- improve the experience for the applicant and health care professional
- reduce the amount of errors made in the application
- save money and time
- reduce the amount of delayed and lost applications
- ensure more accuracy by eliminating hand-written applications
- support digital clinical practices such as virtual appointments
- protect health and safety by reducing the need for in-person medical appointments to complete the DDP

Pilot Phase 1 (November 15, 2021 – March 2022) is being conducted with 69 HCPs as well as DAU adjudicators, and support staff to process and adjudicate applications. The project team will collect feedback from HCPs and the DAU and will continue iterating on the design of the Digital DDP process and forms. Phase 2 will be released in Spring 2022 and it will be available to most eligible HCPs. The paper DDP will continue to be available for those who wish to use it.

If you want to learn more about the Digital DDP please feel free to connect with us on SLACK through the #DigitalTools channel or via email at [digitalddp@ontario.ca](mailto:digitalddp@ontario.ca). You can also find more information on the [SA Extranet](#).

## Electronic Document Management: Ontario Works

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Since May 2020, the Electronic Document Management (EDM) team has been collaborating with participating Ontario Works delivery agents to implement digital mailrooms. While all municipalities/regions ("municipalities") have partial EDM functionality (MyBenefits, Document Upload, Messaging), most have chosen to expand the suite of services to include digitization by a scanning vendor.

As of January 1, 2022, 71% of Ontario Works municipalities have gone live with full EDM. By the end of April 2022, this number will increase to 75% of municipalities (representing 93% of the Ontario Works caseload). As we look forward to strengthening connections between program areas, Ontario Works municipalities will benefit from implementing full EDM functionality by:

- taking advantage of centralized processing of benefits completed by the Ministry's Intake and Benefit Administration Unit
- digital file transfers and instant access to historical files in SAMS
- secure transfer of documents within SAMS between program areas (SAMS document forwarding, document assignment to work queues, etc.)

While participation is optional at this time, we will continue to support our Ontario Works partners who wish to align their document management processes with ODSP. The EDM Digital Mailroom has been available to all ODSP locations since July 2020.

## In Case You Missed It

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- On November 22, 2021, the government announced the expansion of the [Second Career Program](#). By Spring 2022, the Second Career program will begin supporting unemployed individuals with little or no work experience, those who are self-employed and those in the gig economy. The program will also offer much better access for those whose employment barriers may have been made worse by the pandemic, including young people, newcomers, people on social assistance, and people with disabilities.

## More Information

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For more information or to find previous issues of this newsletter, see the [Social Assistance Transformation page](#) on the SA Extranet or contact [SA.Renewal@ontario.ca](mailto:SA.Renewal@ontario.ca) with any questions.

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

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

Prepared for: Community Services Committee

March 9, 2022

### **INFORMATION**

**1. EarlyON Programs Reopening In Person Programming [Strategic Plan Goal #2 (a)]**

On February 14, 2022, Premier Ford announced that Ontario will move into the next phase of reopening on February 17, 2022. As a result the EarlyON programs located within the County of Renfrew will be resuming in person operation. There will be a hybrid of in person and virtual programs being offered by all seven EarlyON locations, to best meet the needs of the families in Renfrew County. All Public Health measures will be followed, as required by the Ministry of Education and Renfrew County District Health Unit.

### **BY-LAWS**

**2. Amendment to By-law 49-17- County of Renfrew Licensed Home Child Care Policies and Procedures [Strategic Plan Goal #3 (b)]**

**Recommendation:** THAT the Community Services Committee recommends to County Council that By-law No. 49-17 be amended authorizing the County of Renfrew to amend policies LHCC-01, LHCC-13, LHCC-17, and approve the addition of a new policy, LHCC-18 Pet and Animal Policy, to the Licensed Home Child Care Policies and Procedures.

**Background:**

LHCC-01 Anaphylaxis Policy be amended to meet the requirements of the Child Care and Early Years Act, 2014, and to be present in our Parent Handbook.

LHCC-13 Compliance and Contravention Policy, be amended to include our new policies:

- LHCC-17 COVID-19 Immunizations Disclosure Policy; and
- LHCC-18 Pet and Animal Policy.

LHCC-17 COVID-19 Immunizations Disclosure Policy be amended to include that we are to follow the most current recommendations provided by The Chief Medical Officer of Health and/or the Ministry of Education.

Policy LHCC-18 Pet and Animal Policy be added to meet the requirements of the Renfrew County District Health Unit.

Attached as Appendix CC-I is the by-law, amended polices and new policy.

- LHCC-01 – Anaphylaxis Policy
- LHCC-13 – Compliance and Contravention Policy
- LHCC-17 – COVID-19 Immunization Disclosure Policy
- LHCC-18 – Pet and Animal Policy

**COUNTY OF RENFREW**

**BY-LAW NUMBER -**

**A BY-LAW TO AMEND BY-LAW 49-17 - TO ESTABLISH POLICIES AND PROCEDURES FOR  
LICENSED HOME CHILD CARE SERVICES FOR THE COUNTY OF RENFREW**

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WHEREAS on April 26, 2017, the Corporation of the County of Renfrew enacted By-law No. 49-17, being a By-law to establish policies and procedures for Licensed Home Child Care Services for the County of Renfrew, as amended on April 25, 2018, and September 29, 2021;

AND WHEREAS it is deemed desirable and expedient to amend the said By-law for the purpose of amending Policy LHCC-01, LHCC-13, and LHCC-17;

AND WHEREAS it is deemed desirable and expedient to amend the said By-law for the purpose of adding one new policy;

NOW THEREFORE the Council of the Corporation of the County of Renfrew hereby enacts as follows:

1. That the following policies be added to By-law 49-17 and be included in Schedule "A" of By-law 49-17:
  - LHCC-18 – Pet and Animal Policy
2. That this By-law shall come into force and take effect upon the passing thereof.

READ a first time this 30<sup>th</sup> day of March, 2022.

READ a second time this 30<sup>th</sup> day of March, 2022.

READ a third time and finally passed this 30<sup>th</sup> day of March, 2022.

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DEBBIE ROBINSON, WARDEN

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PAUL V. MOREAU, CLERK



County of Renfrew Policies and Procedures			
<b>DEPARTMENT:</b> Community Services – Child Care and Early Years Division – Licensed Home Child Care			<b>POLICY #:</b> LHCC-01
<b>POLICY:</b> Anaphylaxis			
<b>DATE:</b> April 26, 2017	<b>REV. DATE:</b> February 16, 2022 <del>New</del>	<b>COVERAGE:</b> Licensed Home Child Care	<b>PAGE #:</b> 1 of 5

#### POLICY STATEMENT:

The County of Renfrew recognizes that Anaphylaxis is a serious allergic reaction and can be life-threatening and is committed to supporting the needs of children with severe allergies. This policy is intended to provide relevant and important information on anaphylaxis to parents, home child care providers, volunteers, students, persons who are ordinarily residents and persons regularly at each home child care premises.

Anaphylaxis means a severe systematic allergic reaction which can be fatal, resulting in circulatory collapse or shock. This allergy may be related to food, insect stings, medicine, latex, exercise and other items. These provisions are intended to align with Sabrina's Law, 2005. While it is impossible to create a risk-free environment, the County of Renfrew Licensed Home Child Care will make every attempt to minimize potentially fatal anaphylactic situations.

#### PROCEDURE TO REDUCE THE RISK OF EXPOSURE TO ANAPHYLACTIC CAUSATIVE AGENTS AND A SEVERE ALLERGIC REACTION:

- Where allergies are identified in a child attending a Licensed Home Child Care location, the parents/guardians will be required to complete and sign a Child's Individual Anaphylaxis Plan (IAP) (Appendix 1- Child's Individual Anaphylaxis Plan).
- If children attending the Licensed Home Child Care (LHCC) location are allergic to certain chemicals, fabric or craft items, these items will be avoided in the licensed home.
- A child at risk of food anaphylaxis should only eat lunches and snacks that have been prepared at home or at the child care service under strictly supervised conditions. Children should not swap or share food, food utensils and food containers.
- Special care will be taken to avoid cross contamination occurring at the LHCC by providing separate utensils for a child with allergies, taking extra care when cleaning surfaces, toys and equipment, and ensuring strict compliance with hygiene policies.
- Parents of children attending the licensed home who have an allergy to dairy products will be asked to provide their child with alternatives. (i.e.: soya products).
- All parents will be given updated lists of foods or other causative agents to be avoided for daily snacks, bag lunches or snacks for special activities.
- Non-latex gloves will be used if latex allergies are identified.

County of Renfrew Policies and Procedures			
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<b>POLICY:</b> Anaphylaxis			
<b>DATE:</b> April 26, 2017	<b>REV. DATE:</b> February 16, 2022 <del>New</del>	<b>COVERAGE:</b> Licensed Home Child Care	<b>PAGE #:</b> 2 of 5

8. Medication will be stored in a locked cupboard with the exception of asthma medication or epinephrine which will be carried in a waist pouch by the provider.
9. Parents/guardians will be required to fill out an Epi-Pen Medication Authorization Form. (Appendix 2- Epi-Pen Medication Authorization Form).
10. Medications will only be administered if prescribed by a physician and provided in the original, labeled container.
11. Medication will be administered by the provider.
12. For children with severe allergies to insect venoms, prevention of insect stings from bees and wasps include measures such as:
  - a. Wearing shoes when outdoors;
  - b. Regularly inspecting for bee and wasps nests on or near the property; and
  - c. Storing garbage in well-covered containers so that insects are not attracted.
13. Particular care will be taken when planning cooking or craft activities involving the use of empty food packaging to avoid inadvertently exposing the child to allergens.
14. When parents/guardians attend the orientation meeting, families will be advised to avoid eating peanut butter or other identified causative agents prior to attending the LHCC location.
15. The child care provider shall inspect and read labels for snack foods brought in by parents/guardians and direct all other students and volunteers to read these labels.
16. The child care provider will ensure that the child identified with an anaphylactic allergy is provided only with foods that are accompanied with ingredient labels and are void of the child's allergen.
17. The child care provider shall ensure that the parents of a child with anaphylactic allergies brings a functioning, non-expired epi-pen daily, and ensure they keep it with them at all times by wearing a waist pouch for the entire duration while the child is in attendance.
18. The LHCC provider will ensure that the epi-pen is returned to the parent when they pick up the child.

County of Renfrew Policies and Procedures			
<b>DEPARTMENT:</b> Community Services – Child Care and Early Years Division – Licensed Home Child Care			<b>POLICY #:</b> LHCC-01
<b>POLICY:</b> Anaphylaxis			
<b>DATE:</b> April 26, 2017	<b>REV. DATE:</b> February 16, 2022 <del>New</del>	<b>COVERAGE:</b> Licensed Home Child Care	<b>PAGE #:</b> 3 of 5

## COMMUNICATION PLAN

1. General information on life-threatening allergies will be provided to staff, volunteers, placement students and parents/guardians prior to commencing work or placement.
2. At the time of registration parents/guardians will be asked to identify if their child has any special medical conditions, including whether their child is at risk of anaphylaxis.
3. As soon as an allergy is diagnosed, the LHCC provider will develop the Child's Individual Anaphylaxis Plan (IAP) and complete the Anaphylaxis Emergency Plan (Appendix 3 – Anaphylaxis Emergency Plan) in consultation with the child's parents/guardians and appropriate health professionals.
4. The child's IAP will be revisited annually or when parents/guardians identify changes in the child's medical needs.
5. If medication is to be administered, parents will be required to complete and sign a Medication Administration Form.
6. Signs will be posted at all entrances to inform any persons entering that there are children in attendance who are at risk for life threatening allergies.
7. The County of Renfrew Child Care Newsletter and Facebook page will be used to communicate and increase awareness of allergy issues and requirements.
8. The Anaphylaxis Emergency Plan identifying known allergies of enrolled children will be posted in the eating areas, containing allergy information and a photo of the child.
9. Parents/guardians will be required to complete a permission form to allow the licensed home to post the allergy information chart with the child's photo.
10. All allergy information will be listed on the child's emergency form, kept in the licensed home binder and will be taken on all field trips.
11. In the event that a child arrives at the LHCC location have just eaten an identified causative agent, (i.e.: peanut butter) they will be required to leave, change their clothing, brush their teeth and wash thoroughly before returning.
12. General information and the Anaphylaxis Policy and procedures will be reviewed annually by staff, placement students and volunteers working directly with the children as well as with service providers and other visitors.

County of Renfrew Policies and Procedures			
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<b>POLICY:</b> Anaphylaxis			
<b>DATE:</b> April 26, 2017	<b>REV. DATE:</b> February 16, 2022 <del>New</del>	<b>COVERAGE:</b> Licensed Home Child Care	<b>PAGE #:</b> 4 of 5

13. For special occasions such as birthdays or other activities, the Provider will offer further guidance around those specific events.
14. In the event that a parent/guardian should forget the child's lunch/snacks, a suitable replacement will be offered to the child and the parent/guardian will be notified. For example, should the child have an allergy to dairy, water will be offered.

## TRAINING

1. Where a child is enrolled at a County of Renfrew Licensed Home Child Care location and has an anaphylactic allergy, the provider, placement students and volunteers will be provided with training from a physician or the parent of the child on the procedures to be followed in the event the child has an anaphylactic reaction, including how to recognize the signs and symptoms of anaphylaxis and how to administer medication.
2. The physician or parent will sign a statement stating they have provided training on procedures to follow if a child with a severe allergy has an anaphylactic reaction.

## INDIVIDUAL ALLERGY PLAN AND EMERGENCY PROCEDURES FOR A CHILD WITH ANAPHYLAXIS

1. The parent/guardian and/or health professional of an enrolled child with an anaphylactic allergy are required to provide direction in regards to the child's individual anaphylaxis plan, which includes:
  - a. Description of the child's allergy;
  - b. Monitoring and avoidance strategies;
  - c. Signs and symptoms of an anaphylactic reaction;
  - d. Action to be taken by staff in the event the child has an anaphylactic reaction;
  - e. Emergency contact information; and
  - f. Parent/guardian consent that allows the staff to administer the allergy medication in the event their child has an anaphylactic reaction.
2. The licensed home visitor will review the child's individual plan and emergency procedure with the LHCC provider, placement students and volunteers upon the child's enrolment or prior to their first day.
3. If the child has an IAP, the provider, volunteers and placement students will also be required to read, date, and initial the IAP stating they have read it.

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4. Parents are required to acknowledge that they will inform County of Renfrew Licensed Home Child Care if their child develops an allergy and required medication, or if there are any changes to an individual plan, or if their child has outgrown an allergy and no longer required medication.
5. All information on the child's IAP should be reviewed annually with the child's parents/guardians to ensure information is current to the child's developmental level.

APPENDIX 1 - Child's Individual Anaphylaxis Plan (IAP)

APPENDIX 2 - Epi-Pen Medication Authorization Form

APPENDIX 3 - Anaphylaxis Emergency Plan

This policy will be included in County of Renfrew Licensed Home Child Care Parent Handbook.

County of Renfrew Policies and Procedures			
<b>DEPARTMENT:</b> Community Services – Child Care and Early Years Division – Licensed Home Child Care			<b>POLICY #:</b> LHCC-13
<b>POLICY:</b> Monitoring Compliance and Contraventions			
<b>DATE:</b> April 26, 2017	<b>REV. DATE:</b> <del>September 21, 2021</del> February 16, 2022	<b>COVERAGE:</b> Licensed Home Child Care Providers	<b>PAGE #:</b> 1 of 3

#### **POLICY STATEMENT:**

The County of Renfrew Department of Social Community Services – Child Care and Early Years Division is committed to ensuring that all individuals affiliated through the County of Renfrew Licensed Home Child Care Agency will adhere to the policies, procedures and individualized plans as outlined in the Home Child Care Licensing Manual and the Ontario Child Care and Early Years Act. Both compliance and contraventions to the policies, procedures and individualized plans will be monitored, recorded and addressed with Child Care Providers and their families, students, and volunteers.

The following required policies and procedures include:

- ~~Equipment & Playground Safety Policy (if applicable)~~
- Standing Bodies of Water Policy
- Anaphylactic Policy
- Sanitary Practices Policy
- Sleep Supervision Policy
- Serious Occurrence Policy
- Medication Policy
- Supervision of Volunteers and Students Policy
- Program Statement Implementation Policy
- Staff Training and Development Policy
- Criminal Reference Check/Vulnerable Sector Check Policy
- Fire Safety/Evacuation Procedures
- Wait List Policy
- Parent Issues and Concerns Policy
- COVID-19 Immunization Disclosure Policy
- Pet and Animal Policy
- Children's individualized plans developed in consultation with parents and other professionals indicating how the home child care agency will support a child with an anaphylactic allergy or a child with special needs.

#### **PROCEDURE:**

1. Compliance and contraventions of the above policies will be monitored daily as they occur and on an ongoing basis. They will be monitored using observation through in-person site

County of Renfrew Policies and Procedures			
<b>DEPARTMENT:</b> Community Services – Child Care and Early Years Division – Licensed Home Child Care			<b>POLICY #:</b> LHCC-13
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visits, reviewing documentation, interviews with Child Care Providers and also through spot checks and self reporting. Compliance and contraventions will be recorded by all individuals involved when appropriate and addressed by the Licensed Home Visitor on an as needed basis.

Contraventions to policies will be dealt with using the following guidelines:

- a. Upon first contravention, initial discussion will take place with the individual involved and the Licensed Home Visitor, identifying the applicable contravention.
  - b. The policy or plan will be reviewed, with expectations discussed, agreed upon and recorded.
  - c. Second contraventions will be addressed as above, followed with a verbal warning recorded in their personnel file.
  - d. Third contraventions could include progressive discipline up to and including immediate termination of the Caregiver Agreement.
2. Compliance and Contraventions will be documented using the Compliance and Contravention to Policies & Procedures Monitoring Form (APPENDIX A - Compliance and Contravention to Policies & Procedures Monitoring Form) This form will document the following:
  - a. Name of Provider
  - b. Location of Provider
  - c. Name of Individual(s) Involved
  - d. Policy / Plan
  - e. Date of Contravention
  - f. Details of Compliance/Contravention
  - g. Outcome
3. Records of compliance or contraventions observed will be stored in a secure location at the County of Renfrew Child Care Services and Early Years Office for at least seven years from the date of creation in accordance with section 82 of the Child Care and Early Years Act, 2014 and the County of Renfrew Records Retention Policy.

County of Renfrew Policies and Procedures			
<b>DEPARTMENT:</b> Community Services – Child Care and Early Years Division – Licensed Home Child Care			<b>POLICY #:</b> LHCC-13
<b>POLICY:</b> Monitoring Compliance and Contraventions			
<b>DATE:</b> April 26, 2017	<b>REV. DATE:</b> <del>September 21, 2021</del> February 16, 2022	<b>COVERAGE:</b> Licensed Home Child Care Providers	<b>PAGE #:</b> 3 of 3

4. The Licensed Home Visitor is required to ensure that a review of policies, procedures and individualized plans is conducted. A record must be signed by each person who conducted or participated in the review. If the Child Care Provider is the individual who conducted the review of the policies, procedures and individualized plans, they can date and sign the review.
5. The date on the records of review must indicate that the policies, procedures and individualized plans have been reviewed at least annually by the licensee.

APPENDIX A – Compliance and Contravention to Policies & Procedures Monitoring Form



County of Renfrew Policies and Procedures			
<b>DEPARTMENT:</b> Community Services – Child Care and Early Years Division – Licensed Home Child Care			<b>POLICY #:</b> LHCC-17
<b>POLICY:</b> COVID-19 Immunization Disclosure Policy			
<b>DATE:</b> September 7, 2021	<b>REV. DATE:</b> <del>September 21, 2021</del> February 16, 2022	<b>COVERAGE:</b> Licensed Home Child Care Providers & Licensed Home Visitors	<b>PAGE #:</b> 1 of 3

#### **POLICY STATEMENT:**

The purpose of this policy is to outline organizational expectations with regards to COVID-19 immunization disclosure. This information will follow the most current recommendations provided by The Chief Medical Officer of Health and/or the Ministry of Education.

Contingent upon vaccine availability, all eligible individuals, are strongly encouraged to receive a COVID-19 vaccine, unless there is a medical reason to not receive a vaccine.

#### **BACKGROUND:**

County of Renfrew Licensed Home Child Care recognizes the importance of immunization of individuals regularly interacting and providing services to children due to the nature of their work and potential for exposure in the community. This COVID-19 immunization policy aims to protect the child care program's population including children, staff, volunteers, students on educational placements and any person providing child care or other services to a child in care.

COVID-19 is an acute respiratory illness caused by the severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2). It may be characterized by fever, cough, shortness of breath, and several other symptoms. Asymptomatic infection is also possible. The risk of severe disease increases with age but is not limited to the elderly and is elevated in those with underlying medical conditions.

#### **APPLICATION OF POLICY**

The Immunization Disclosure Policy will apply to the following groups of individuals, except where the individual works remotely and the individual's work does not involve in-person interactions:

- Employees of the licensee (including home visitors in the case of home child care);
- Home child care providers;
- Volunteers;
- Students on an educational placement;
- Any licensee who regularly interacts with children, staff or providers;

County of Renfrew Policies and Procedures			
<b>DEPARTMENT:</b> Community Services – Child Care and Early Years Division – Licensed Home Child Care			<b>POLICY #:</b> LHCC-17
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<b>DATE:</b> September 7, 2021	<b>REV. DATE:</b> <del>September 21, 2021</del> February 16, 2022	<b>COVERAGE:</b> Licensed Home Child Care Providers & Licensed Home Visitors	<b>PAGE #:</b> 2 of 3

- Adults ordinarily a resident of or regularly present at a home child care premises; and Any person who provides child care or other services to a child who receives child care (e.g., special needs resourcing consultant).

### PROCEDURE/POLICY:

The Chief Medical Officer of Health has directed all licensed child care programs to develop, implement and ensure compliance with a COVID-19 immunization disclosure policy. All individuals covered by this policy must provide one of the following:

1. Proof of all required doses of a COVID-19 vaccine approved by the World Health Organization.
2. Written proof of a medical reason, provided by either a physician or nurse practitioner that sets out:
  - a. that the person cannot be vaccinated against COVID-19; and
  - b. the effective time period for the medical reason (i.e., permanent or time- limited).
3. Proof that the individual has completed an educational session approved by County of Renfrew Licensed Home Child Care.

Child Care Providers, regular visitors and residents in the home, who are eligible, must provide proof of vaccination as part of the application process required to open a Licensed Home with the County of Renfrew.

### EDUCATIONAL SESSION

The educational session has been approved by and/or provided by County of Renfrew Licensed Home Child Care and addresses all of the following learning components:

- How COVID-19 vaccines work;
- Vaccine safety related to the development of the COVID-19 vaccines;
- Benefits of vaccination against COVID-19;
- Risks of not being vaccinated against COVID-19; and
- Possible side effects of COVID-19 vaccination.

### SUPPORT FOR VACCINATION

County of Renfrew Policies and Procedures			
<b>DEPARTMENT:</b> Community Services – Child Care and Early Years Division – Licensed Home Child Care			<b>POLICY #:</b> LHCC-17
<b>POLICY:</b> COVID-19 Immunization Disclosure Policy			
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County of Renfrew Licensed Home Child Care will provide the following supports for people subject to this policy to receive a vaccine:

- Peer to peer support;
- Assistance with booking vaccine appointments; and
- Provide flexibility and support relating to the vaccine.

### TESTING REQUIREMENTS

Individuals subject to the policy who are not fully vaccinated must regularly complete an antigen point of care testing for COVID-19. ~~and (demonstrate a negative result.)~~ Individuals must provide verification of negative test results at two times per week. To support this process: ~~with at least a day in between.~~

~~Testing is to take place at an individual's residence prior to attending work.~~

- ~~• Testing should be implemented consistently on a weekly basis with at least 3 days between tests, and conducted Sunday to Friday.~~
- ~~• Testing should not take place more than 48 hours before attending work.~~
  - Testing requirements will follow the most current recommendation by The Chief Medical Officer of Health and/or the Ministry of Education.

Individuals can submit photo evidence of their rapid antigen test results for verification by the Licensed Home Visitors.

### CONFIDENTIALITY STATEMENT

As per s. 77 of O. Reg 137/15 made under the Child Care and Early Years Act, 2014, County of Renfrew Licensed Home Child Care is required to report such statistical information to the Ministry of Education as may be required. No identifying information will be provided to the ministry in relation to this policy; all statistical information will be provided in aggregate form.

This policy will be included in County of Renfrew Licensed Home Child Care Parent Handbook.

County of Renfrew Policies and Procedures			
<b>DEPARTMENT:</b> Community Services – Child Care and Early Years Division – Licensed Home Child Care			<b>POLICY #:</b> LHCC-18
<b>POLICY:</b> Pet and Animal Policy			
<b>DATE:</b> February 4, 2022	<b>REV. DATE:</b> New	<b>COVERAGE:</b>	<b>PAGE #:</b> 1 of 2

#### **POLICY STATEMENT:**

The County of Renfrew recognizes that infection prevention and control of facility pets as well as visiting animals is a vital policy in Licensed Home Child Care. This policy is intended to provide relevant and important information on pets and animals to parents, home child care providers, volunteers, and students, persons who are ordinarily residents and persons regularly at each home child care premises.

Interaction with animals can provide a valuable learning experience for children. Infants and children, particularly those less than 5 years of age, have an increased risk of infection due to their developing immune systems and frequent hand-to-mouth activities. There are infection control measures that should be taken to decrease the risks of bacteria transmission when handling pets or visiting animals.

Child Care Providers and Licensed Home Visitors will work together on an individual basis, and in conjunction with the Renfrew County District Health Unit, to determine what type of animal or pet is permitted in the Licensed Home.

#### **PROCEDURE:**

1. Contact between children and animals should be supervised at all times.
2. Proper hand washing must be done with the Child Care Provider and children before and after touching the animal.
3. Hand hygiene should be done before and after contact with animal food, toys, bedding and/or general environment.
4. Children should be encouraged to never kiss or put their face close to the animal.
5. Ensure children understand they are to never touch animal stool.
6. Animals are prohibited from sleeping areas as well as entering all food preparation and eating areas.
7. Child Care Provider must ensure daily health screening of the animal for signs of infection/injury.
8. All cages/tanks must be cleaned/disinfected. It will be added to the Cleaning and Disinfecting Form as it applies to each Child Care Provider. Never clean tanks, feeders, water containers or equipment in sinks or areas where food is prepared, served or eaten.

<b>County of Renfrew Policies and Procedures</b>			
<b>DEPARTMENT:</b> Community Services – Child Care and Early Years Division – Licensed Home Child Care			<b>POLICY #:</b> LHCC-18
<b>POLICY:</b> Pet and Animal Policy			
<b>DATE:</b> February 4, 2022	<b>REV. DATE:</b> New	<b>COVERAGE:</b>	<b>PAGE #:</b> 2 of 2

9. Ensure contact number for Veterinarian is readily accessible.
10. Rabies inoculation status for cats, dogs, and ferrets must be provided to the Licensed Home Visitor and kept in the Child Care Providers file on the premises.
11. Child Care Providers must ensure the animals' temperament supports being around children and people who do not reside in the home on a regular basis.
12. Child Care Provider to note the importance of information for pregnant women pertaining to litter changes due to toxoplasmosis – a disease that can cause birth defects.
13. Child Care Provider will ensure families, or anyone entering the home, is aware if the Provider has pets or animals in the Licensed Home.

**PROCEDURE DUE TO AN INJURY FOLLOWING A BITE OR SCRATCH (IF DEEP ENOUGH TO BLEED).**

1. Child Care Provider should perform First Aid as required based on the injury.
2. If anyone is injured by an animal, immediately contact the Licensed Home Visitor who will then notify the Renfrew County District Health Unit at 613-732-3629 ext 505.
3. Parents will be notified and an accident form will be completed.
4. Should an incident occur that if someone is injured, Licensed Home Visitors will review situation and discuss causes of the injury.

County of Renfrew Licensed Home Child Care will follow the most current recommendations from the Renfrew County District Health Unit and is subject to change based on updated information.

**REFERENCES:**

- A Public Health Document for Child Care, 2019 Edition
- Infection Prevention and Control for Animals in Areas of Public Health Interest