



COMMUNITY SERVICES COMMITTEE

Wednesday, November 15, 2023

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 October 11, 2023. Page
2
 5. Delegations: None at time of mailing.
 6. Community Services Department 5
 - a) Administration Report 7
 - b) Department Report
 - c) Ontario Works Division Report 30
 - d) Child Care and Early Years Division Report 45
 7. New Business.
 8. Closed Meeting: None at time of mailing.
 9. Date of next meeting (at the call of the Chair) and adjournment.
- NOTE:** a) **County Council: Wednesday, November 29, 2023.**
b) Submissions received from the public, either orally or in writing may become part of the public record.



COMMUNITY SERVICES COMMITTEE

Wednesday, October 11, 2023

A meeting of the Community Services Committee was held on Wednesday, October 11, 2023 at 2:45 p.m. at the County of Renfrew Administration Building, Pembroke, Ontario.

Present were: Chair Anne Giardini
Warden Peter Emon
Vice-Chair Debbi Grills
Councillor David Mayville
Councillor Neil Nicholson
Councillor Gary Serviss

City of Pembroke
Representative: Councillor Ed Jacyno (Attended Virtually)

Staff Present: Craig Kelley, Chief Administrative Officer/Clerk
Laura LePine, Director of Community Services
Mike Blackmore, Director of Long-Term Care
Jennifer Dombroskie, Manager of Housing and Homelessness
Andrea Patrick, Manager of Ontario Works
Margo Smith, Manager of Child Care & Early Years Services
Tina Peplinskie, Media Relations and Social Media Coordinator
Gwen Dombroski, Deputy Clerk
Wendy Hill, Administrative Assistant III

Chair Giardini called the meeting to order at 2:45 p.m. The roll was called and no pecuniary interests were disclosed.

RESOLUTION NO. CS-C-23-10-40

Moved by Councillor Serviss

Seconded by Councillor Mayville

THAT the minutes of the August 16, 2023 meeting be adopted. CARRIED.

The Director of Community Services overviewed the Community Services Department Report which is attached as Appendix A.

RESOLUTION NO. CS-C-23-10-41

Moved by Councillor Grills

Seconded by Councillor Serviss

THAT the Community Services Committee recommends that County Council approve delegation requests at the 2024 Rural Ontario Municipal Association (ROMA) Annual Conference with the Minister of Municipal Affairs and Housing and Associate Minister of Housing to discuss additional funding opportunities to increase housing in our community; AND FURTHER THAT the Chair of the Standing Committee, along with the Warden, be designated to attend the delegation. CARRIED.

RESOLUTION NO. CS-C-23-10-42

Moved by Councillor Mayville

Seconded by Councillor Serviss

THAT the Community Services Committee recommends to County Council that the confirmed 2023-24 and planned 2024-25 confirmed funding allocations for the Provincially-Delivered National Housing Strategy Initiatives be approved; AND FURTHER THAT a By-law be adopted authorizing the Warden and CAO/Clerk to execute the amended Transfer Payment Agreement for the Canada-Ontario Community Housing Initiative (COCHI) and the Ontario Priorities Housing Initiative (OPHI) and the Canada-Ontario Housing Benefit (COHB) programs between the County of Renfrew and the Ministry of Municipal Affairs and Housing. CARRIED.

Ontario Works Division

The Manager of Ontario Works overviewed the Ontario Works Division Report, which is part of the Community Services Department Report.

RESOLUTION NO. CS-C-23-10-43

Moved by Councillor Nicholson

Seconded by Warden Emon

THAT the Community Services Committee recommend to County Council that any changes to Ontario Works Administration components of the upcoming Ontario Works budget that exceed the budgeted amounts be funded from the Social Services Fiscal Pressure Reserve. CARRIED.

Child Care and Early Years Division

The Manager of Child Care and Early Years Services overviewed the Child Care and Early Years Division Report, which is part of the Community Services Department Report.

RESOLUTION NO. CS-C-23-10-44

Moved by Councillor Mayville

Seconded by Councillor Nicholson

THAT the Community Services Department Report which is attached as Appendix A be approved. CARRIED.

RESOLUTION NO. CS-C-23-10-45

Moved by Councillor Serviss

Seconded by Warden Emon

THAT this meeting adjourn and the next regular meeting be held on November 15, 2023. Time – 3:23 p.m. CARRIED.

DRAFT

**COUNTY OF RENFREW
ADMINISTRATION REPORT**

TO: Community Services
FROM: Craig Kelley, Chief Administrative Officer/Clerk
DATE: November 15, 2023
SUBJECT: Department Report

INFORMATION:

1. **Patti Moore Human Services Integration Award**

Attached as Appendix I is a letter from the Ontario Municipal Social Services Association (OMSSA) president and executive director notifying that Laura LePine is the 2023 recipient of the Patti Moore Human Services Integration Award. This award is an annual award that is given to a social services leader who has a proven and respected track record of achievement in human services and in the development and/or application of the theory and practice of human services integration; demonstrated experience and commitment in placing clients/people at the centre of the planning and administration of human services and someone who has strengthened or broadened internal and external relationships to achieve a common vision of seamless service delivery. The award will be presented at the OMSSA Annual Policy Conference in Toronto November 30, 2023, to December 1, 2023. In addition to receiving the award, Laura will be featured in OMSSA's Knowledge Exchange Blog for January.

Congratulations to Laura on this tremendous achievement.



October 26, 2023

Laura LePine
 County of Renfrew
 9 International Drive
 Pembroke, ON
 K8A 6W5

Re: 2023 OMSSA Awards – Patti Moore Human Services Integration Award Nomination

Dear Laura,

It gives us great pleasure to inform you that the Ontario Municipal Social Services Association (OMSSA) has awarded you our 2023 [Patti Moore Human Services Integration Award](#).

This award recognizes an OMSSA member or delegate who has displayed extraordinary leadership and made an exceptional contribution to human services.

OMSSA would like to highlight your achievements as a Patti Moore Human Services Integration recipient during our annual [Policy Conference](#). This year's Policy Conference takes place in-person on November 30th and December 1st at the Hilton Toronto Airport Hotel & Suites. We would be pleased if you could join us as you will have the opportunity to speak directly to attendees, including many senior human services leaders.

OMSSA's Communications and Member Engagement Manager, Rob Kirsic, will be in contact with you shortly to confirm details and collect information about your achievement that we can share. Should you have any questions, please do not hesitate to contact Rob at rkirsic@omssa.com.

We are honoured to present you with this award on behalf of our Association, and we look forward to many more meaningful exchanges in the future.

Sincerely,

Henry Wall
 OMSSA President

Doug Ball
 OMSSA Executive Director

**COUNTY OF RENFREW
COMMUNITY SERVICES REPORT**

TO: Community Services Committee
FROM: Laura LePine, Director of Community Services
DATE: November 15, 2023
SUBJECT: Department Report

INFORMATION

1. Childcare Availability in Ontario

Attached as Appendix I is correspondence dated October 2, 2023, from the Municipality of Bluewater regarding the critical issue of childcare availability in the province of Ontario and how it is linked to educational requirements and low wages within the childcare sector.

2. Department Of Community Services Presentation

Attached as Appendix II is the presentation that was overviewed by the Community Services management team on October 4th, 2023, to the council of Killaloe, Haggarty, and Richards.

3. Senior Women Living Together (SWLT)

Attached as Appendix III is a poster announcing that the program Senior Women Living Together will be launching their program in Renfrew County in January 2024. SWLT is a housing program/platform that connects senior women to shared housing opportunities. Originally operating in Peterborough, ON and to its success, the program is branching out into other communities- Renfrew County being the first in the area that this program is moving into.

RESOLUTIONS

4. 2024 Budget

Recommendation: THAT the Community Services Committee directs staff to bring the Business Plan(s) for all relevant divisions under the purview of the Community Services Committee to the appropriate 2024 budget workshop and planning meetings, including any suggested revisions or conceptual projects or areas of concentration.

Background

Engaging elected leaders in the budget process is a critical component of transparent and accountable governance. In order to foster a more inclusive and effective decision-making process, it is imperative to actively involve members of the standing committee. By including an interactive discussion regarding the budgetary discussions, we not only ensure that public funds are allocated in alignment with the needs and priorities of the community but also promote a sense of ownership and responsibility among elected representatives. This collaboration between the executive and legislative branches can lead to more informed, well-rounded budget decisions that better serve the interests of the people. Elected leaders, as representatives of the public, offer a unique perspective on the needs and priorities of the citizens of Renfrew County. Active participation in shaping the allocation of public funds can offer insight, and possibly highlight potential pitfalls, unanticipated consequences, or areas where budgetary resources may be better utilized.

Attached as Appendix IV is a compendium of 2023 highlights from those departments under the terms of reference for this Committee, along with a description of proposed areas of concentration in 2024. Committee members are encouraged to review the report and participate in a facilitated presentation during the meeting.

5. 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.

6. Child Care and Early Years Division Report

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



**Corporation of the
Municipality of West Grey**

402813 Grey Road 4, RR 2 Durham, ON N0G 1R0
519 369 2200

October 23, 2023

Honourable Michael Parsa, Minister
MinisterMCCSS@ontario.ca
Ministry Children, Community and Social Services
7th Flr, 438 University Ave
Toronto, ON, M5G 2K8

RE: Childcare availability in Ontario

Dear Minister Parsa,

Please be advised that at its meeting held on October 17, 2023, the council of the Municipality of West Grey considered the above-noted matter and passed Resolution No. R-231017-004 as follows:

"THAT in consideration of correspondence received from the Municipality of Bluewater respecting childcare availability, council directs staff to send a letter of support to the Ministry of Children, Community and Social Services with copies being sent to the Premier of Ontario and all Ontario municipalities."

If you have any questions or concerns, please do not hesitate to contact me.

Sincerely,

A handwritten signature in blue ink that reads "Jamie Eckenswiller".

Jamie Eckenswiller, AMP (he/him)
Director of Legislative Services/Clerk
Municipality of West Grey

Attachment: Municipality of Bluewater – Childcare availability in Ontario Resolution

Cc. Honourable Doug Ford, Premier of Ontario
Ontario municipalities

Municipality of *Bluewater*

October 2, 2023

The Honourable Lisa M. Thompson
Member of Provincial Parliament (MPP)
408 Queen Street, P.O. Box 426
Blyth, ON N0M 1H0

Re: Childcare availability in Ontario

Dear Minister Thompson:

The Municipality of Bluewater is concerned about the critical issue of childcare availability in our province and how it is linked to educational requirements and low wages within the childcare sector. We believe that addressing these issues is crucial for the well-being of our families and the future prosperity of Bluewater and Ontario.

Childcare availability in Ontario has become an increasingly pressing problem for parents and guardians. Access to affordable, high-quality childcare is essential for families to balance work and family responsibilities, and it plays a vital role in supporting the early development and education of our children. However, the lack of available childcare spaces is a significant barrier for many parents, limiting their ability to participate fully in the workforce and achieve financial stability.

We suspect that one of the key factors contributing to the shortage of childcare spaces is the educational requirements imposed on childcare workers. While it is important to ensure the safety and well-being of children in childcare settings, the current educational requirements may be overly restrictive. These requirements often result in a shortage of qualified childcare providers, making it challenging to expand the availability of childcare services.

This year in the Municipality of Bluewater, we have childcare facilities and before and after school programs that have closed or have reduced capacity due to lack of qualified staffing. These recent closures and capacity issues have imposed a significant amount of stress on families in our community.

Additionally, low wages within the childcare sector are a significant concern. Many qualified and passionate individuals are discouraged from pursuing a career in childcare

due to the low wages and limited opportunities for professional growth. This low-wage structure not only makes it difficult to attract and retain skilled childcare educators but also effects the quality of care children receive. Investing in the professional development and fair compensation of early childcare educators is essential to ensure that our children receive the best care possible and the best start in life.

To address these issues and improve childcare availability in Ontario, the Municipality urges you to consider the following actions:


1. Review and Reform Educational Requirements: Work with relevant stakeholders to review and potentially revise the training methods of early childcare educators, striking a balance between safety and accessibility by increasing the praxis model to learning.
2. Invest in Professional Development: Advocate for increased investment in professional development opportunities for childcare workers to enhance their skills and qualifications.
3. Increase Wages: Support initiatives to increase the wages of childcare workers, ensuring that they are paid a fair and competitive salary for the vital work they do.
4. Expand Funding: Work to secure additional funding for the expansion of childcare services and facilities, especially in underserved and rural communities.
5. Promote Public Awareness: Raise public awareness about the importance of accessible and high-quality childcare services and the need for policy changes.

This is an urgent matter that is expected to worsen and your timely response to these concerns is needed.

By addressing these issues, we can make significant strides toward improving childcare availability in Bluewater and Ontario and ensuring that families have the support they need to thrive. We kindly request your timely support and advocacy on these matters and would be grateful for any updates or initiatives related to childcare reform in our province.

Thank you for your attention to this critical issue. We look forward to your continued dedication to the well-being of Ontario's families and children.

Sincerely,



Mayor Paul Klopp for the
Council of the Municipality of Bluewater

cc: Premier Doug Ford
Ben Lobb, Huron-Bruce MP
Hon. Michael Parsa, Minister of Children, Community and Social Services
All Ontario Municipalities



County of
Renfrew
Ontario . Canada

Appendix II

Experience Our History, Share Our Future!



Department of Community Services



Comprised of Three Divisions

Community Housing

Governed by Housing Services Act, 2011

Program outcomes and funding reporting to the Ministry of Municipal Affairs and Housing

Reports to the Renfrew County Housing Corporation (RCHC) Board of Directors

RCHC 2023 Budget: \$17,177,659

Municipal Contribution: \$5,464,565

Property Management: rent calculations, lease signings, rent collection, unit inspections, etc.

Client-centered services: tenancy supports for health, social, and financial well-being, interventions and programs to promote housing stability.

Housing Registry for Rent-Geared-to-Income (RGI)

Rent Allowances, Emergency Minor Home Repairs, Ontario Renovates, Affordable Homeownership





Community Housing - Continued

RCHC Properties: 1,020 Rent-Geared-To-Income units (19 apartment buildings, 57 single family homes, 152 duplexes, 217 townhouses)

1,020 households, approximately 1,857 occupants

Waiting list average: 1,350 applications

Average wait time: 7-10 years general chronological; 1-4 years special priority chronological (domestic violence; human trafficking)

Biggest demand is for one-bedroom and two-bedroom homes

Service Manager for 5 non-profit housing organizations (housing registry, provincial reporting, viability)

Kinsmen Court Pembroke – 25 one-bedroom units

St. Joseph Non-Profit Housing Corporation Pembroke – 90 one-bedroom units for seniors, 50 family units consisting of 2-, 3-, and 4-bedroom townhouses

Baskin Place Arnprior- 24 one-bedroom units for seniors

Petawawa Housing Corporation – 35 one-bedroom units for seniors

Killaloe and District Housing Inc. – 28 one-bedroom units for seniors

Homelessness Prevention Program

Funding for this program was previously called Community Homelessness Prevention Initiative and was renamed by the province and called Homelessness Prevention Program effective April 1, 2022. The Homelessness Prevention Program (HPP) mentioned here reflects the emergency supports and payments issued by Ontario Works, however HPP funding includes 2 other programs that are delivered by Community Housing (Emergency Minor Home Repairs and Rent Allowance).

To help prevent homelessness in low-income individuals and families in the County of Renfrew by providing financial assistance for eligible items.

Maximum entitlement is \$1,500 per year for singles/couples and \$2,000 per year for families with children.

Applications can be submitted online through the County of Renfrew website or dropped off/emailed to one of our Community Services offices.



Eligible expenses:

- Rent arrears
- Utility arrears
- Rent deposit/last month's rent
- Transportation to shelter supports
- Short term motel stay



•The County of Renfrew has partnered with Built for Zero Canada (BFZC) and local community groups to help reduce chronic homelessness.

BFZC is an ambitious national change effort helping a core group of leading communities end chronic homelessness.

The Ministry of Municipal Affairs and Housing requires that every Service Manager maintain a By-Name List (BNL) of all individuals experiencing homelessness in their community.

•A BNL Survey has been created to better know every person experiencing homelessness by name, to understand their unique needs, and to prioritize services and housing supports.

•Homelessness programs delivered by Ontario Works and Community Housing staff.

•Further details about our homelessness supports are available on our website.

Ontario Works

Ontario Works is a mandatory provincial program overseen by the Ministry of Children, Community & Social Services. Ontario Works provides financial assistance and person-centered supports to eligible low-income individuals.

Caseworkers support individuals in accessing services to help improve their quality of life and employability. These services include:

- Crisis and safety supports (domestic violence, trauma-informed care)
- Medical treatment and counselling (physical, mental health, addictions)
- Community resources (food security, cultural services, legal support)
- Life skills (financial literacy, digital access, motivation & resilience)
- Educational upgrading and skills training



Types of Ontario Works Applications



- Regular Ontario Works assistance
- Temporary Care assistance – for individuals who have a child placed into their temporary care/custody and require financial assistance to support the child
- Under Age 18 – assistance for individuals who are 16 or 17 years of age, attending school full-time, and are unable to live with a parent due to special circumstances
- Emergency Assistance – for individuals with income/assets exceeding program limits that are experiencing an emergency which poses a threat to the health or wellbeing of a member of the family (assistance can be provided for up to 48 days)

Applications for Ontario Works assistance can be made online at www.ontario.ca/socialassistance or by phone at 1-888-999-1142.

Ontario Works



Social assistance rates are set by the province and the Ontario Works rates have not been increased since October 2018. The maximum entitlement for a single recipient is \$733/month.



Social assistance payments to recipients are 100% paid for by the province. Program administration is cost-shared between the province and the municipality 50% - 50%.



The average 2022 Ontario Works caseload in the County of Renfrew is 1,119. The program is delivered by a total of 23 staff members located throughout the County.

Child Care & Early Years Division



The Child Care and Early Years Division is the designated service system manager for provincial funding for licensed child care and EarlyON Child and Family Centres.

Total of 16 staff serving all areas in the County of Renfrew

Number of Licensed Child Care Agencies – 29

Number of Licensed Home Child Care Agencies – 2

Number of licensed homes open - 11

Average Monthly Number of Children Served:

- Licenced Child Care and Licensed Home Child Care – 1,671
- EarlyON Child and Family Centres – 1,279

Programs & Services

CHILD CARE FEE SUBSIDY

- Program to assist eligible families with the cost of licensed child care for children up to 13.
- Fee subsidy supports eligible families by paying up to 100% of the child care costs.
- Applications can be made online or by contacting our office.



CANADA-WIDE EARLY LEARNING AND CHILD CARE SYSTEM (CWELCC)

- Provincial/federal agreement for licensed child care programs to provide an average of \$10 per day child care by September 2025 for children up to age 6.
- 29 out of 31 of the County's licensed child care providers are enrolled in CWELCC.

INCLUSION SERVICES (Special Needs Resourcing)

- Our team of Inclusion Coordinators support licensed agencies so that children with varying needs and abilities can attend their programs.
- Resources, training, and funding are provided as needed.



Programs & Services - Continued



LICENSED HOME CHILD CARE

- Our team directly operates a licensed home child care agency at the County of Renfrew.
- Support is given to home providers across the county to become licensed to operate child care within their homes.

EarlyON CHILD AND FAMILY CENTRES

- These centres provide free support and programming to parents and children up to age 6.
- We oversee 8 EarlyON Child and Family Centres throughout the County.
- There are 6 stationary EarlyON programs (Deep River, Petawawa, 2 in Pembroke, Renfrew, and Arnprior). One in Pembroke is a Francophone EarlyON.
- There are two mobile units that move throughout the County, including an Indigenous Led EarlyON.

Questions?



Shared hopes

Shared dreams

Shared living



**For Senior (55+) Women looking for
alternative rental housing**

- **Find other senior women to live with**
- **Get to know one another**
- **Create a homemate agreement**
- **Choose a rental to live in together**

Would you like to cut your housing costs, have friends right there to chat, laugh and play with, plus avoid a nursing home for as long as possible?

Launching in Renfrew County : January 2024



2024

Community Services: Child Care and Early Years, Ontario Works, and Community Housing



2023 ACHIEVEMENTS

The year began with a successful and smooth transition to a new Community Services committee. Community Services Committee had a lot in front of them this year and they made decisions and provided guidance in a way that will better support our community and residents.

With the roll out of the new Canada-Wide Early Learning and Child Care (CWELCC) program, we were able to decrease parent fees for Canada-Wide Early Learning and Child Care (CWELCC) eligible spaces by 52.75%.

As Service System Manager, we participated in the process of creating 281 new licensed spaces throughout the County of Renfrew so far this year.

There was significant growth in our directly operated Licensed Home Child Care agency that resulted in more licenced homes than at any other point in time since the County took over this service.

Expanded the Child Care Inclusion team to meet the increased demand for special needs resourcing for the children and families in the County of Renfrew.

May 12th marked our 10th annual May Day, a full day professional learning day for all licensed child care centres, EarlyON centres, Algonquin college ECE students and staff, Ministry program staff and Community Services staff. This year there were 370 attendees, the largest number to date.

Continued efforts to move forward on our French Language Service Plan to include bilingual signage, letterhead, business cards, telephone greeting, online applications, and exterior signage.

Successful Employment Services Transformation on October 1, 2023, and effective partnership with the Service System Manager, Serco Canada Inc., and all Employment Ontario delivery agents to better support social assistance job seekers.

Enhanced stability support services and community partnerships formed to work collaboratively and better respond to the needs of community residents; staff are deployed out in the community on a regular basis and work onsite at Employment Ontario offices, The Grind, The Fountain, and other community agencies to meet clients where they are at and bring services to them.

Implementation of Electronic Document Management – all active Ontario Works files have been digitized and all required documentation is uploaded directly into the Social Assistance Management System (SAMS).

Participation on the Renfrew County Risk Watch Table enabling our office to bring forward cases at an acute elevated risk of harm to themselves or others and work collaboratively with other service providers to provide effective and timely interventions to help our community's most vulnerable residents.

Successful partnership with Built For Zero Canada resulting in reduction of chronic homelessness by 10%.

Declaration of Intimate Partner Violence as an Epidemic by County Council.

The introduction of a range of training and supports for staff to assist with people experiencing Intimate Partner Violence.

Establishment of a Warming Center Ad-Hoc Committee to address the needs in Pembroke for a warming center or shelter.

Successful advocacy work at both Rural Ontario Municipal Association Annual Conference and the Association of Ontario Municipalities Annual Conference regarding childcare, social assistance, and housing issues.

2024 CONSIDERATIONS AND OPPORTUNITIES

Community Services Committee is faced with a number of challenges and opportunities, which come before Committee and can be expected to be a focus in 2024. These include:

Fiscal Sustainability: In 2024, budgeting will be aligned with business plans. Escalating costs and increasing service demands put upward pressure on taxation. Reductions to the Ontario Works budget will have service implications that may need the county to revisit the cost sharing mechanisms currently in place.

Social Issues/Community Service: The impacts of homelessness are unfortunately growing, and the County is being asked to respond alongside with its partners in the City of Pembroke. Committee will continue to find it necessary to work with stakeholders to address public safety, housing and homelessness, mental health and addictions, food security and advocate for senior government intervention and upstream investment.

Technology: Making changes to our current telephone system will improve service to residents and enhance the client-caseworker relationship. The current phone systems tie staff to physical offices at a time when more staff are in the field and in community agencies. Voice over Internet Protocol (VoIP), is a technology that allows voice calls using a broadband Internet connection instead of a regular (or analog) phone line. Investments in new technology like VoIP will reduce telephone costs over time. Investing in electronic document management will reduce our office footprint by digitalizing all the (hard) client files in storage resulting in less office space needs.

Increase in Licenced Childcare Spaces: For residents in the County to have access to reliable licenced childcare, more spaces need to be allocated for our area. Ongoing pressure and advocacy work needs to be expanded in 2024 to ensure that the County of Renfrew receives its fair share of licenced spaces.

New Housing Partnerships: Through Community Housing, we hope to see more P3 partnerships developed to help increase housing across the County. Increases in affordable and attainable housing along with supportive housing will need investment from all levels of government.

Expansion of Services: The Community Services department is often at the forefront of meeting the social and economic needs of vulnerable people in the community. As the needs of the community grow, so does the expectation that Community Services will expand their services and partnerships that involve other County agencies such as the Mobile Hub that is a proposed partnership with Paramedic and Community Services. Being responsive and nimble to these growing changes will be important to ensuring that the County continues to take care of its residents. This could have budget implications including staffing and resource costs.

ONTARIO WORKS REPORT

Prepared by: Andrea Patrick, Manager of Ontario Works

Prepared for: Community Services Committee

November 15, 2023

INFORMATION**1. Ontario Works Caseload Statistics**

Month	2023 Total Caseload	2022 Total Caseload
January	1,161	1,052
February	1,167	1,083
March	1,182	1,118
April	1,185	1,127
May	1,189	1,147
June	1,182	1,143
July	1,168	1,120
August	1,167	1,132
September	1,161	1,149
October		1,131
November		1,143
December		1,124

2. Provincial Support Unit Update

Attached as Appendix OW-I is a memo dated October 20, 2023, from the Social Assistance Service Delivery Branch providing an update on the Provincial Support Unit (PSU). Individuals receiving Ontario Works assistance who are found eligible for ODSP are considered streamlined grants as all required verification documentation has been

collected and files are able to be transferred electronically to the local ODSP office. Approximately 70% of recipients of the Ontario Disability Support Program (ODSP) are streamlined grants. Over the past three years the PSU has been working with 27 Consolidated Municipal Service Managers (CMSMs) to process streamlined grants. The PSU's scope of work is being expanded and by late fall their office will process ODSP applications referred by Ontario Works for all CMSMs. These changes align with the provincial strategy to centralize and automate the application process and reduce the administrative burden on social assistance caseworkers.

3. **Serco Meeting**

On October 23, 2023, Serco hosted a meeting with all Employment Ontario service providers in Renfrew County, as well as ODSP and Ontario Works staff. The meeting, which was held in the County Administration Building, provided an opportunity to continue the discussions between employment service providers and social assistance staff on service coordination for social assistance job seekers. In addition, attendees were able to discuss challenges which have been identified within the catchment area since the Employment Services Transformation occurred on October 1, 2023. Appendix OW-II is a slide deck which was reviewed at the meeting providing an outline of the topics discussed. All agencies appreciated the opportunity to meet in person and expressed commitment to ongoing collaboration to ensure successful service delivery moving forward.

4. **Centralized Intake Statistics**

Attached as Appendix OW-III is a statistical report regarding all Ontario Works applications received by the province in the month of July 2023. The report provides a breakdown by CMSM of the 14,518 applications received, and a comparison of applications processed centrally versus applications directed back to local offices. Information for Renfrew County is highlighted on page two of the report.

Ministry of Children,
Community and Social Services

Director's Office
Social Assistance
Service Delivery Branch

Ministère des Services
à l'enfance et des Services
sociaux et communautaires
Bureau du directeur
Direction de la prestation des
services en matière d'aide sociale



October 20, 2023

**MEMORANDUM TO: Ontario Works Administrators
CMSMs and DSSABs**

FROM: Colleen Hardie
Director, Social Assistance Service Delivery Branch, Toronto
and West Regions
Nancy Sauvé
Director, Social Assistance Service Delivery Branch, Central,
East and North Regions

**RE: Ontario Works to ODSP Streamlined Grants - Provincial Support Unit
Update**

Quick Summary

The Social Assistance Service Delivery Branch (SASDB) is undertaking further realignment of the work of our Provincial Support Unit (PSU) to further centralize some of our service delivery structure so that all local Ontario Disability Support Program (ODSP) offices are benefiting from it's support. Over the last three and a half years the PSU has supported offices in all regions with various functions including Ontario Works to ODSP streamlined grants, inclusive of prescribed class, rapid reinstatement and new referrals. Presently, the PSU is supporting 27 local offices with this critical function and we are moving to further centralize this work through the Fall of 2023.

Centralizing the Ontario Works to ODSP streamlined grants is intended to provide local staff with a level of immediate relief to workload pressures as the function will be completed elsewhere. Ongoing case management, including completing the [Welcome to ODSP](#) meeting for all new grants, will remain the function of the local office.

FYI for

- Ontario Works Administrators
 - Consolidated Municipal Service Managers / District Social Service Administration Boards
- Senior Program Managers
- Program Supervisors

What's Happening

As you most likely read in the latest [“What's New in MCCSS Social Assistance Technologies”](#), the most recent SAMS release included enhancements that will leverage technology to streamline and align the application case/task assignment with the PSU workload. This enhancement is only for new ODSP applications created by Ontario Works and assigned to the PSU after October 1, 2023. The DAU tasks for existing ODSP applications, will still be assigned to the Integrated Case Application owner at the local office.

We anticipate that in late fall 2023, all pending ODSP applications from Ontario Works will change ownership and be assigned to the PSU for review and appropriate action. As approximately 70% of all grants are Ontario Works to ODSP streamlined grants, this is a sizeable undertaking and requires a significant amount of coordination and collaboration across all offices. We thank everyone for their support during this transition.

For the offices the PSU is currently supporting with Ontario Works to ODSP streamlined grants (see list below), we ask that you follow the status quo procedures of sending the lists to the PSU every Tuesday.

For all other offices, if any tasks come in for new ODSP applications due to the SAMS enhancement, these tasks will be forwarded to the appropriate Local Office work queue for review and action, until such time as the PSU begins supporting these offices. Please note that local office staff should not be forwarding any application cases or DAU tasks to the PSU work queues.

Timelines

The PSU is currently supporting the following offices with Ontario Works to ODSP streamlined grants:

- Central Region 1 – Barrie, Newmarket, Orillia
- Central Region 2 – Brampton, Burlington, Mississauga
- East Region 1 – Cornwall, Ottawa

- East Region 2 – Belleville, Kingston, Lindsay, Oshawa
- North Region – Bracebridge, Kenora, Kirkland Lake, Thunder Bay
- West Region 1 – London, Owen Sound, Stratford, Windsor
- West Region 2 – N/A
- Toronto Region – All offices

We anticipate that by late fall 2023, the PSU will be responsible for all new Ontario Works to ODSP grants across the province and will review and action all DAU decision tasks assigned to the PSU work.

Contact

If you have any questions, please speak with your Program Supervisor.

Colleen Hardie
Director,
Social Assistance Service Delivery Branch, Toronto and West Program Office

Nancy Sauvé
Director,
Social Assistance Service Delivery Branch, Central, East and North Regions

EmployNext

powered by serco

Deloitte. | serco

Social Assistance and Employment Service Provider Session Pre Read

October 20th 2023



Objectives and Focus of Session

The focus of this session is to align between Employment Ontario (EO) and Social Assistance (SA) on service coordination for Social Assistance jobseekers.



Objectives of This Session

- 1 Align between Employment Ontario and Social Assistance on **service coordination** for Social Assistance jobseekers
- 2 Discuss **challenges and trends** emerging within the catchment
- 3 Set foundation for **successful partnership in delivery and operations** moving forward
- 4 Address any **questions or areas of uncertainty** for service providers on the IESD Program



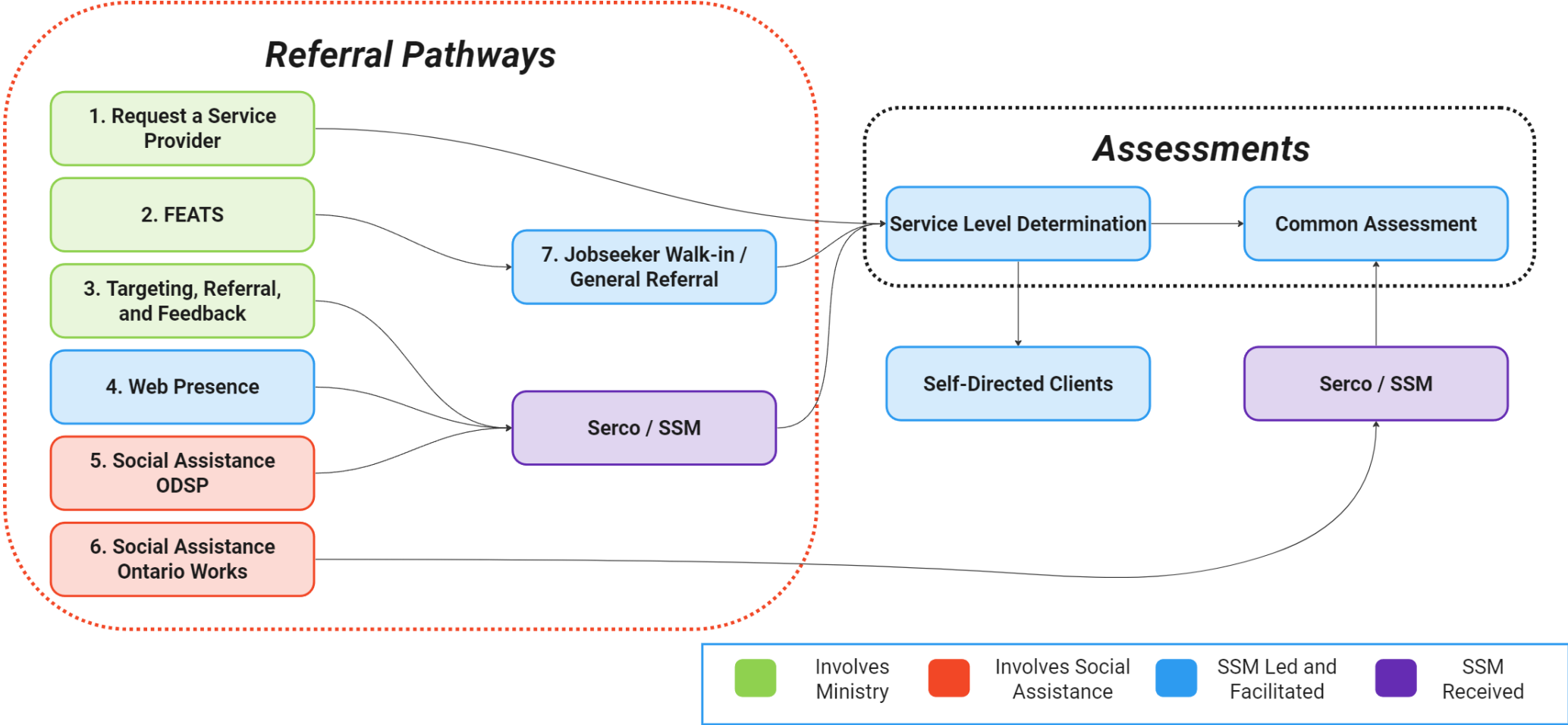
Focus of This Session

We will discuss the following focus areas within jobseeker journey:

1. **Referral Readiness**
 - Defining referral readiness
 - Factors that impact readiness
 - Roles in defining readiness
2. **Referral Process**
 - Overview of the pathways into employment services
 - Roles in referral process
3. **Benefits Coordination**
 - Case conferencing for benefits coordination
 - Roles in coordinating benefits

Referral Pathways Overview

There are **7 unique pathways** into the IESD Program which vary based on the relevant systems used, and if they are first received by Serco or a Service Provider. Further information on each of the referral pathways are included on the subsequent pages.



Pathway Descriptions

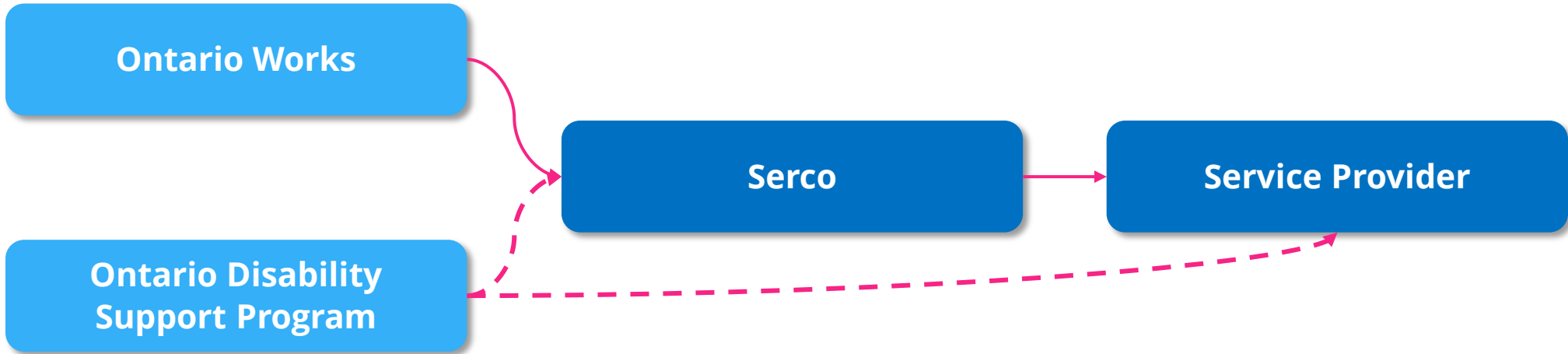
There are **7 unique pathways** into the IESD Program which vary based on the relevant systems used, and if they are first received by Serco or a Service Provider.

Referral Pathway	Brief Description	Received by	Jobseeker Entry Point
Serco Web Presence	Serco's Web Page serves as a landing page for jobseekers to access and provides information on IESD programs. Jobseekers will be asked to share relevant contact information and eligibility criteria for Employment Services through the Web Page.	Serco	Serco Web Page
Targeting, Referral and Feedback (TRF)	TRF is a client referral channel that targets Employment Insurance (EI) applicants to direct them to relevant programs and services or job opportunities within their local community to a quicker return to work.	Serco	EOIS-CaMS
Ontario Disability Support Program (ODSP)	ODSP Caseworkers must submit the referral of their client through EOIS-CAT to Serco . Referrals from social assistance into IESD are received by Serco and referred out to a relevant Service Provider .	Serco / Service Provider	Common Assessment Portal or ODSP Caseworker
Ontario Works (OW)	OW Caseworkers must submit the referral of their client through EOIS-CAT to Serco . Referrals from social assistance into IESD are received by Serco and referred out to a relevant Service Provider Organization .	Serco	Common Assessment Portal via OW Caseworker
General Referral/ Walk-in	Jobseekers have the option to enter the IESD program through a general walk-in or word-of-mouth referral and will be referred to the appropriate Service Provider or program, based on their need.	Service Provider	In Person, Phone, or Email
Finding Employment and Training Services (FEATS)	FEATS is an online portal that allows Ontarians to search for employment and training services.	Service Provider	FEATS website
Request a Service Provider (RASP)	RASP is an online portal which enables Ontarians to pre-screen for EO programs and services . Jobseekers and employers have the option to begin an online application to request for services from one of the EO programs, and to submit their online application using RASP to a Service Provider Organization of their choosing.	Service Provider	RASP portal

Social Assistance Pathways into IESD

There are **2 unique social assistance pathways** into the IESD Program, received by Serco via Common Assessment Portal or via phone.

Social Assistance Entry Doors



Referral Pathway	Brief Description	Received by	Jobseeker Entry Point
Ontario Works	OW Caseworkers must submit the referral of their client through the Common Assessment Portal to Serco . Referrals from social assistance into IESD are received by Serco and referred out to a relevant Service Provider Organization .	Serco	Common Assessment Portal via OW Caseworker
Ontario Disability Support Program	ODSP Caseworkers may submit the referral of their client through the Common Assessment Portal to Serco or refer a client directly to the EO Service Provider (before a CAT is initiated)	Serco	Common Assessment Portal or phone via OSDP Caseworker

Referral Readiness

Understanding what referral readiness entails for clients seeking support in the Employment services network, including guidelines to support caseworkers in their assessment.

Referral Readiness

To be considered 'referral ready' the client should be able to **meaningfully and actively participate in job search activities**, as determined by the SA Caseworker or EO Service Provider and **not be in an acute crisis**.

The client can however pursue **life stabilization services** such as housing and financial aid if they can still engage in job search activities in tandem.

Guidelines

- ✓ Readiness for employment services **does not mean that a client is 'job-ready'**, but rather that the individual can actively and meaningfully participate in employment-related services to prepare for and find a job
- ✓ SA Caseworkers should use their expertise and discretion in determining client readiness as it **differs from person to person**
- ✓ EO Service Providers and SA Caseworkers will ensure **ongoing communications through case conferencing** to ensure alignment in supporting the client, coordinate financial supports, and address any challenges the client may be facing in achieving their goals

Key Factors That May Impact Readiness



As the Common Assessment (CA) is administered, **client statements are linked to corresponding relevant questions** as well as categories from the **life stabilization action plan**. In considering a client's readiness, their responses from Module 1 of CA should be reviewed against the key statements.



All areas of the **client's situation** and responses to each statement should be **considered as a whole**. Clients may be experiencing **multiple barriers at one time** that when compounded may create an overall barrier that makes them not ready for employment services.

Referral Process – Roles & Responsibilities

SA Caseworkers, Serco, and EO Service Providers have a role to play to support and promote a seamless transition for existing clients within the Ontario Works (OW) ecosystem into the IESD program.

SA Caseworkers



- Complete **Module 1 of Common Assessment** in Common Assessment Portal with SA recipient
- Determine if SA recipient is **referral ready**
- Send referral to Serco **in Common Assessment Tool** (or direct to Employment Service Provider where applicable for ODSP)
- Continue reoccurring formal and informal touchpoints for **enhanced service and benefits coordination and increased support**

Serco



- **Review referral** in Common Assessment Portal and determine relevant EO Service Provider
- Refer SA recipient to EO Service Provider based on **capacity and ability to serve** in Common Assessment Portal

EO Service Providers



- **Receive referral** in Common Assessment Portal
- **Review Module 1 of Common Assessment** result
- Connect with SA Caseworker for **warm handover and begin service coordination**
- Administer **Service Level Determination**
- Continue reoccurring formal and informal touchpoints for **enhanced service and benefits coordination and increased support**

Coordination of Benefits and Financial Supports

EO Service Providers are required to work with other community partners in the community to ensure that financial supports are used where needed and do not duplicate funding a client may be receiving from other sources for the same purpose.



Delineation of Responsibility for Financial Supports

Supports should only be funded through EO client financial supports when the service is for an employment-related purpose that:

1. Falls into the **allowable categories**
2. Is **temporary** in nature
3. Costs are **not first recoverable** by the client through other funding sources

Responsibility Breakdown

SA Caseworker is responsible for financial benefits that address stability related needs

EO Service Provider are responsible for financial supports to help clients and their employers remove temporary barriers to participation in employment-related activities.

Caseworkers in each system will have discretion for coordinating and negotiating benefits and financial supports to avoid potential duplication



Integrated Case Management of Social Assistance Clients

Integrated case management begins once the client's Employment Action Plan is established by a Service Provider.

From the client's perspective there will be **one client action plan**. From a business perspective, there will be two linked but discrete components within the client's action plan:



Action Plan (AP) developed and managed by SA Caseworkers for their clients, including AP goals, support needs, referrals to community services and outcomes



The Employment Action Plan (EAP) developed and managed by EO Service Providers for all clients accessing case managed IES services



EO Jobseeker Financial Supports

There are **two categories** of EO Jobseeker Financial Supports:

- a) General Jobseeker Financial Supports:** available to IES clients for removing temporary financial barriers to participation in employment or employment-related activities.
- b) Job Seeker Financial Supports for People with Disabilities:** available to IES clients with disability-related financial barriers to participation in employment or employment-related activities, including ODSP recipients.

The EO Service Provider can administer financial supports, considering the following principles:

1. The financial support is provided based on an **identified need and rationale**; and
2. Is used to **remove a 'temporary' barrier to employment** or employment-related training activities.

Appendix A: Municipal Statistics

Period Covered July 2023 Data Pulled: Sep 5,2023		Processed by Local Offices					Centrally Processed By the Province						
Municipality	Total Applications Received in SADA		RBED Immediate Verification	Warm Transfers of certain application types	ID and Consent concerns referred to Local Offices	Manual Intervention (1 Month and 3 Months)	Total		RBED Auto-grants	1 Month Verification	3 Month Verification	Ineligible & Withdrawn (During ID, Consent, Evidence Checks)	Total
Provincial	14,518	# %	4288 30%	1867 13%	142 1%	0 0%	6297 43%	# %	6090 42%	3295 23%	2795 19%	2131 15%	8221 57%
Algoma	17	# %	7 41%	1 6%	0 0%	0 0%	8 47%	# %	8 47%	1 6%	7 41%	1 6%	9 53%
Brantford	166	# %	49 30%	16 10%	7 4%	0 0%	72 43%	# %	70 42%	25 15%	45 27%	24 14%	94 57%
Bruce	28	# %	7 25%	2 7%	0 0%	0 0%	9 32%	# %	14 50%	3 11%	11 39%	5 18%	19 68%
Chatham-Kent	106	# %	33 31%	11 10%	3 3%	0 0%	47 44%	# %	38 36%	13 12%	25 24%	21 20%	59 56%
Cochrane	53	# %	13 25%	6 11%	2 4%	0 0%	21 40%	# %	24 45%	12 23%	12 23%	8 15%	32 60%
Cornwall	119	# %	32 27%	14 12%	2 2%	0 0%	48 40%	# %	48 40%	18 15%	30 25%	23 19%	71 60%
Dufferin	30	# %	6 20%	1 3%	0 0%	0 0%	7 23%	# %	17 57%	4 13%	13 43%	6 20%	23 77%
Durham	645	# %	225 35%	84 13%	6 1%	0 0%	315 49%	# %	237 37%	124 19%	113 18%	93 14%	330 51%
Greater Sudbury	172	# %	60 35%	20 12%	1 1%	0 0%	81 47%	# %	58 34%	19 11%	39 23%	33 19%	91 53%
Grey	93	# %	27 29%	19 20%	2 2%	0 0%	48 52%	# %	30 32%	11 12%	19 20%	15 16%	45 48%
Halton	258	# %	99 38%	22 9%	2 1%	0 0%	123 48%	# %	97 38%	40 16%	57 22%	38 15%	135 52%
Hamilton	672	# %	208 31%	77 11%	9 1%	0 0%	294 44%	# %	254 38%	126 19%	128 19%	124 18%	378 56%
Hastings	142	# %	40 28%	17 12%	0 0%	0 0%	57 40%	# %	67 47%	23 16%	44 31%	18 13%	85 60%
Huron	27	# %	4 15%	8 30%	0 0%	0 0%	12 44%	# %	12 44%	4 15%	8 30%	3 11%	15 56%
Kawartha Lakes/Haliburton	75	# %	22 29%	11 15%	0 0%	0 0%	33 44%	# %	34 45%	11 15%	23 31%	8 11%	42 56%
Kenora	60	# %	14 23%	20 33%	1 2%	0 0%	35 58%	# %	18 30%	6 10%	12 20%	7 12%	25 42%
Kingston	127	# %	30 24%	16 13%	2 2%	0 0%	48 38%	# %	58 46%	23 18%	35 28%	21 17%	79 62%
L&A	47	# %	14 30%	9 19%	0 0%	0 0%	23 49%	# %	20 43%	7 15%	13 28%	4 9%	24 51%
L&G	77	# %	19 25%	12 16%	1 1%	0 0%	32 42%	# %	37 48%	9 12%	28 36%	8 10%	45 58%
Lambton	106	# %	30 28%	14 13%	2 2%	0 0%	46 43%	# %	47 44%	22 21%	25 24%	13 12%	60 57%
Lanark	49	# %	11 22%	9 18%	2 4%	0 0%	22 45%	# %	18 37%	7 14%	11 22%	9 18%	27 55%
London	554	# %	163 29%	85 15%	3 1%	0 0%	251 45%	# %	210 38%	85 15%	125 23%	93 17%	303 55%
Manitoulin-Sudbury	17	# %	6 35%	2 12%	0 0%	0 0%	8 47%	# %	6 35%	1 6%	5 29%	3 18%	9 53%
Muskoka	36	# %	6 17%	6 17%	5 14%	0 0%	17 47%	# %	14 39%	8 22%	6 17%	5 14%	19 53%

Appendix A: Municipal Statistics

Period Covered July 2023 Data Pulled: Sep 5,2023		Processed by Local Offices						Centrally Processed By the Province					
Municipality	Total Applications Received in SADA		RBED Immediate Verification	Warm Transfers of certain application types	ID and Consent concerns referred to Local Offices	Manual Intervention (1 Month and 3 Months)	Total		RBED Auto-grants	1 Month Verification	3 Month Verification	Ineligible & Withdrawn (During ID, Consent, Evidence Checks)	Total
Niagara	473	# %	150 32%	34 7%	3 1%	0 0%	187 40%	# %	189 40%	82 17%	107 23%	97 21%	286 60%
Nipissing	106	# %	38 36%	10 9%	0 0%	0 0%	48 45%	# %	41 39%	13 12%	28 26%	17 16%	58 55%
Norfolk	74	# %	21 28%	13 18%	3 4%	0 0%	37 50%	# %	27 36%	11 15%	16 22%	10 14%	37 50%
Northumberland	59	# %	22 37%	6 10%	2 3%	0 0%	30 51%	# %	22 37%	12 20%	10 17%	7 12%	29 49%
Ottawa	1,079	# %	285 26%	118 11%	13 1%	0 0%	416 39%	# %	488 45%	213 20%	275 25%	175 16%	663 61%
Oxford	92	# %	28 30%	17 18%	0 0%	0 0%	45 49%	# %	35 38%	14 15%	21 23%	12 13%	47 51%
Parry Sound	17	# %	4 24%	1 6%	1 6%	0 0%	6 35%	# %	9 53%	4 24%	5 29%	2 12%	11 65%
Peel	1,578	# %	505 32%	170 11%	10 1%	0 0%	685 43%	# %	676 43%	425 27%	251 16%	217 14%	893 57%
Peterborough	148	# %	50 34%	27 18%	0 0%	0 0%	77 52%	# %	47 32%	25 17%	22 15%	24 16%	71 48%
Prescott and Russell	63	# %	18 29%	8 13%	1 2%	0 0%	27 43%	# %	21 33%	9 14%	12 19%	15 24%	36 57%
Rainy River	14	# %	5 36%	5 36%	0 0%	0 0%	10 71%	# %	3 21%	1 7%	2 14%	1 7%	4 29%
Renfrew	70	# %	24 34%	10 14%	2 3%	0 0%	36 51%	# %	24 34%	9 13%	15 21%	10 14%	34 49%
Sault Ste. Marie	101	# %	33 33%	10 10%	1 1%	0 0%	44 44%	# %	38 38%	12 12%	26 26%	19 19%	57 56%
Simcoe	356	# %	106 30%	40 11%	4 1%	0 0%	150 42%	# %	146 41%	52 15%	94 26%	60 17%	206 58%
St. Thomas	55	# %	21 38%	2 4%	0 0%	0 0%	23 42%	# %	22 40%	14 25%	8 15%	10 18%	32 58%
Stratford	45	# %	13 29%	6 13%	2 4%	0 0%	21 47%	# %	16 36%	7 16%	9 20%	8 18%	24 53%
Thunder Bay	153	# %	48 31%	29 19%	2 1%	0 0%	79 52%	# %	51 33%	9 6%	42 27%	23 15%	74 48%
Timiskaming	28	# %	6 21%	5 18%	2 7%	0 0%	13 46%	# %	12 43%	4 14%	8 29%	3 11%	15 54%
Toronto	4,692	# %	1318 28%	637 14%	32 1%	0 0%	1987 42%	# %	2114 45%	1440 31%	674 14%	591 13%	2705 58%
Waterloo	557	# %	166 30%	93 17%	8 1%	0 0%	267 48%	# %	199 36%	71 13%	128 23%	91 16%	290 52%
Wellington	131	# %	28 21%	11 8%	3 2%	0 0%	42 32%	# %	59 45%	33 25%	26 20%	30 23%	89 68%
Windsor	406	# %	128 32%	50 12%	1 0%	0 0%	179 44%	# %	162 40%	75 18%	87 21%	65 16%	227 56%
York	545	# %	146 27%	83 15%	2 0%	0 0%	231 42%	# %	253 46%	158 29%	95 17%	61 11%	314 58%

CHILD CARE AND EARLY YEARS REPORT

Prepared by: Margo Smith, Manager of Child Care and Early Years Division

Prepared for: Community Services Committee

November 15, 2023

INFORMATION**1. Inclusion Services Statistics**

The following chart indicates Inclusion Services monthly statistics from January 2023 to September 2023.

Month	Children Served
January	176
February	173
March	177
April	180
May	179
June	175
July	184
August	177
September	181

2. Licensed Home Child Care Statistics

The following chart indicates the County of Renfrew Licensed Home Child Care program monthly statistics from January 2023 to September 2023.

Month	Children Served	Open Homes	Children on Waitlist
January	38	7	131
February	37	7	120

Month	Children Served	Open Homes	Children on Waitlist
March	36	7	135
April	39	7	138
May	44	7	148
June	45	7	155
July	43	7	168
August	44	7	153
September	47	8	171

3. Licensed Child Care Statistics

The following chart indicates monthly statistics for Licensed Child Care in Renfrew County from January 2023 to September 2023.

Month	Licensed Capacity	Operating Capacity	Children Served	Children Served, receiving Fee Subsidy
January	2275	1593	1584	343
February	2275	1598	1612	343
March	2275	1595	1625	353
April	2363	1633	1680	343
May	2363	1659	1727	343
June	2363	1682	1767	341
July	2363	1503	1422	322
August	2363	1544	1471	321
September	2503	1706	1704	309

4. **Child Care Centre Expansion Update**

The Conseil des écoles publiques de l'Est de l'Ontario (CEPEO) has been working on a capital child care expansion project at Centre éducatif Cœur des Jeunes L'Équinoxe, the child care centre operating at École élémentaire et secondaire publique L'Équinoxe in Pembroke. The project is expected to be completed by the end of December 2023 and will see the creation of 39 new Francophone child care spaces (15 toddler and 24 preschool).

5. **Cultural Space Opening Ceremony**

On October 30, 2023, Community Services staff attended a Cultural Space Opening Ceremony at the Phoenix Centre in Pembroke. The event featured an Opening Prayer, Smudging Ceremony, as well as Drumming and Singing to honour and celebrate indigenous culture. Staff were very pleased to be able to attend and recognize this milestone along with other community partners.

BY-LAWS

6. **Amendment to By-law 50-17- County of Renfrew New Licensed Home Agreement**

Recommendation: THAT the Community Services Committee recommend that By-law No. 50-17 authorizing the County of Renfrew to enter into an agreement with Licensed Home Child Care service providers, be amended to enter into an agreement with Candace Gellert (Laurentian Valley).

Background

Since 2018, the County of Renfrew has been licensed by the Ministry of Education to operate a Licensed Home Child Care Agency. Currently, there are eight homes operating under the license. One home is located in Arnprior, one in Eganville, one in Hayley Station and five homes are located in Pembroke.

Attached as Appendix CC-I is the By-law to amend By-law 50-17 authorizing the County of Renfrew to enter into an agreement with Licensed Home Child Care providers, as well as the Funding Agreement with Candace Gellert.

BY-LAW NUMBER

A BY-LAW TO AMEND BY-LAW 50-17 - TO AUTHORIZE THE COUNTY OF RENFREW TO ENTER INTO AN AGREEMENT WITH LICENSED HOME CHILD CARE SERVICE PROVIDERS

WHEREAS on April 26, 2017, the Corporation of the County of Renfrew enacted By-law No. 50-17, being a By-law to authorize the County of Renfrew to enter into an agreement with Licensed Home Child Care service providers, as amended on August 30, 2017, February 28, 2018, May 30, 2018, September 26, 2018, February 27, 2019, March 27, 2019, August 25, 2021, November 24, 2021, May 25, 2022; June 29, 2022, August 31, 2022, April 26, 2023, June 28, 2023 and November 29, 2023.

AND WHEREAS the County of Renfrew is the Consolidated Municipal Service Manager for Community Service Programs and responsible for child care services in the County of Renfrew;

AND WHEREAS the County of Renfrew has been approved by the Ministry of Education to operate a Licensed Home Child Care Agency within the Child Care and Early Years Division;

AND WHEREAS it is necessary to amend By-law NO. 50-17 to include an additional licensed home child care provider;

NOW THEREFORE BE IT RESOLVED THAT the Council of the Corporation of the County of Renfrew hereby enacts as follows:

1. THAT the Warden and Clerk are hereby authorized to sign and seal all things, papers and documents necessary or incidental to the execution of this by-law.
2. THAT the Warden and Clerk are hereby authorized and instructed to enter into a service agreement with Candace Gellert for the provision of child care in their home and that By-law 50-17 is hereby amended.
3. THAT this By-law shall come into force and take effect upon the passing thereof.

READ a first time this 29th day of November 2023.

READ a second time this 29th day of November 2023.

READ a third time and finally passed this 29th day of November 2023.

PETER EMON, WARDEN

CRAIG KELLEY, CLERK

FUNDING AGREEMENT FOR LICENSED CHILD CARE

BETWEEN:

County of Renfrew Child Care Agency
(the "Agency")

-and-

Candace Gellert
(the "Provider")

WHEREAS the Agency has been licensed by the Province of Ontario as a Home Child Care Agency under the *Child Care and Early Years Act, 2014* (the "Act"), and is in a position to provide funding to the Provider;

AND WHEREAS the Provider is a child care provider as defined in the *Act* and has agreed to provide home child care as defined in the *Act*;

THEREFORE THE PARTIES agree as follows:

1. Definition

In this Agreement, unless there is something in the subject matter or context inconsistent therewith, the terms and expressions used in this Agreement that are defined terms and expressions under the *Act* or Regulations made under the *Act*, shall have the same meaning as in the *Act* or the Regulations.

Other Definitions

"Agency Staff" means the staff of the Agency authorized to exercise the rights and perform the duties of the Agency under this Agreement.

"Agreement" means this Agreement, as may be amended from time to time.

"Home" means the premises at which the Provider is providing home child care services.

2. Status

The Agency and the Provider confirm that this is a funding agreement and they specifically deny any intention or agreement to be or to become agents, one for the other, or to create a partnership or other relationship whereby either would be held liable for any tortious, negligent, contractual or other acts, either of omission or commission, of the other party. Neither party shall have any authority to act for or to

assume or to incur any obligations or responsibilities on behalf of the other party unless specifically provided for in this Agreement. The parties specifically agree that this Agreement does not create an employer/employee relationship between the Agency and the Provider.

3. Term

- a) Unless otherwise provided herein, this Agreement shall remain in force from November 29, 2023, until it is superseded or replaced by a subsequent agreement in writing between the parties, or unless terminated in its entirety by either party by giving to the other party thirty (30) days advance written notice of such termination. In the event that this Agreement is terminated by either party, the Provider will refund forthwith to the Agency all monies advanced to it by the Agency which have not been expended by the Provider in accordance with this Agreement.
- b) Notwithstanding any other provision of this Agreement the Agency may immediately terminate this Agreement, in whole or in part, with respect to the provision of any particular service where the Agency, in its sole and unfettered discretion, determines that the health, welfare or safety of any child is at risk.

4. Program

- a) The Provider agrees to provide quality home child care services in accordance with relevant provincial legislation, the policies, guidelines and requirements of Canada, Ontario and the Agency's Child Care Policies and Procedures as amended from time to time, including, but not limited to the child care policies specific to the operation of the licensed Home. The Provider acknowledges that it has received and reviewed the Agency's Child Care Policies and Procedures.
- b) The Provider is not to provide care for more than six (6) children at any one time.
- c) The Provider shall not make private child care arrangements with families placed by the Agency. Should the Provider make such arrangements, the Agency shall be entitled to immediately terminate this Agreement.
- d) The Provider shall immediately provide written notification to the Agency that there is a risk of a temporary closure of the Home in order that the Agency be able to make alternate care arrangements for the children. The Provider shall immediately contact all parents/caregivers and the Agency in the event that the home will not be operating on any particular day or at any particular time during which it would ordinarily be operating.
- e) The Provider understands that if the Home is closed and therefore not operating on any particular day or at any particular time, there will be no funding from the

Agency. Likewise, if the Home is open but there are no children approved for placement in the Home, there shall be no funding provided by the Agency.

- f) The Provider shall participate in all training workshops recommended by the Agency.
- g) The Provider agrees to complete a First Aid course, as recommended by the Agency, within sixty days of the signing of this Agreement. The Provider further agrees to deliver to the Agency, immediately upon it becoming available, a certificate demonstrating completion of the First Aid course.
- h) The Provider shall create an inclusive child care setting which can accommodate children with special needs.
- i) The Provider shall return to the Agency all property, goods, acquisitions, and signage supplied by the Agency within 30 days of termination of this Agreement.
- j) In the event that the Provider ceases operations, it shall not dispose of any records related to the services provided for under this Agreement and shall immediately deliver those records to the Agency or, alternatively, immediately provide copies of those records to the Agency.

5. Payment

The Agency shall pay to the Provider, one month in arrears, for each approved child receiving child care services at the Home, an amount equal to the approved hourly rate multiplied the agreed upon hours, all as contained in the individual Resource Funding Agreement for each child.

6. Agency Access, Consultation and Recommendations

- a) In order to allow the Agency staff (as designated by the Agency) to observe and evaluate the services and inspect all records relating to the services provided pursuant to this Agreement, the Provider shall permit Agency Staff, during regular business hours of the Provider or at such other times as the Agency, in its sole discretion, may deem to be reasonable in the circumstances, to enter any premises used by the Provider in connection with the provision of the services pursuant to this Agreement;
- b) In order to allow the Agency to carry out such oversight of the provision of care to children at the Home, as may be deemed necessary by the Agency and, or the Province of Ontario, the Provider shall permit Agency Staff, during regular business hours of the Provider or at such other times as the Agency, in its sole discretion, may deem to be reasonable in the circumstances, to enter any premises used by the Provider;

- c) The Provider shall make available to the Agency all relevant financial records including but not limited to child attendance sheets or other reports Agency within 10 business days of such request made by the Agency. The Provider shall also allow the Agency to copy those records on site, or alternatively, allow for the removal of the aforementioned records by the Agency for the purpose of copying such records; and
- d) Once the Agency has obtained access to and has reviewed the aforementioned records, and has consulted with the Provider, all as described above, the Agency may make recommendations to the Provider with respect to any matters related to this Agreement, including proper accounting and oversight methods and procedures or any other matter that the Agency deems necessary. The Provider agrees to immediately implement and to abide by any such recommendations made by the Agency and to provide to the Agency such proof of implementation and compliance as may be required by the Agency.

7. Reports

The Provider shall prepare and submit to the Agency, within 5 days following the end of each calendar month in a year, a Monthly Expense/Statistical Report in the form and content of the template attached hereto as Schedule "A" reflecting actual monthly costs for the previous month. In addition to the foregoing the Provider shall:

- a) complete and maintain daily attendance records of staff and children which the Agency may inspect and audit from time to time as it sees fit as well as records of expenses incurred where funding is being provided by the County in connection with any particular child; and
- b) prepare and submit to the Agency, at any time upon request by the Agency, a comprehensive report, in a form and substance acceptable to the Agency, respecting the services being provided by the Provider, which services may include, services delivered in the preceding year.

8. Financial Reports

- a) The Agency may, at any time, request information from the Provider in connection with attendance and expense records and the Provider shall immediately provide that information and materials to the Agency.
- b) The Provider shall adhere to any additional financial reporting requirements in accordance with relevant provincial legislation, the polices, guidelines and requirements of Canada, Ontario and the Agency's Child Care Policies and Procedures as amended from time to time. The Provider acknowledges that it has received and reviewed the Agency's Child Care Policies and Procedures.

- c) The Provider shall prepare and submit annually, or at any time upon reasonable request, a financial report in such form and containing such information as the Agency may require.
- d) The Provider shall comply with the Agency's policies on the treatment of revenues and expenditures. The Provider acknowledges that it has received and reviewed these policies on the treatment of revenues and expenditures.

9. Confidentiality

The Provider will hold confidential and will not disclose or release to anyone, including any person, partnership, corporation or other entity, other than the Agency, at any time during or following the term of this Agreement, except where required by law, any information or document that tends to identify any individual in receipt of services without first obtaining the written consent of the individual or the individual's parent or guardian prior to the release or disclosure of such information or document.

10. Indemnification

The Provider will, both during and following the term of this Agreement, indemnify and save harmless the Agency, its officers, directors, employees, agents, servants and volunteers from all costs, losses, damages, judgments, claims, demands, suits, actions, complaints or other proceedings in any manner based upon, occasioned by or attributable to anything done or omitted to be done by the Provider, its directors, officers, employees, agents, servants or volunteers in connection with services provided, purported to be provided or required to be provided by the Provider pursuant to this Agreement.

11. Insurance

- a) The Provider will obtain and maintain in full force and effect during the term of this Agreement, general liability insurance acceptable to the Agency in an amount not less than two million dollars (\$2,000,000) per occurrence in respect of the services provided pursuant to this Agreement.
- b) The general liability insurance policy shall:
 - i. include the Agency as an additional insured;
 - ii. contain a cross-liability clause endorsement;
 - iii. contain a clause including liability arising out of the Agreement; and
 - iv. contain a provision that the Agency is to be notified by the insurer should the Provider fail to make the required premium payments and that the

policy shall not be terminated by the insurer until such notice has been provided to the Agency and the Agency has been afforded a reasonable time to arrange for the payment of the premiums.

- c) The Provider shall provide to the Agency on or before January 31 of any calendar year proof that the above-noted insurance is in place and, in addition to this, shall, upon request of the Agency at any time, provide such proof of insurance to the Agency.

12. Freedom of Information

Any information collected by the Agency pursuant to this Agreement is subject to the rights and safeguards provided for in the *Municipal Freedom of Information and Protection of Privacy Act*, and the *Freedom of Information and Protection of Privacy Act*.

13. Human Rights Code

It is a condition of this Agreement, and of every Agreement entered into pursuant to the performance of this Agreement, that no right under s. 5 of *Ontario Human Rights Code*, as amended, will be infringed. Breach of this condition is sufficient grounds for immediate cancellation of this Agreement with no further notice required.

14. Severability

If any provision or portion of any provision in this Agreement shall be held by a Court of competent jurisdiction to be unenforceable, invalid or illegal, such provision or such portion of the provision shall be severable and the remaining provisions or portions shall remain valid and binding.

15. Governing Law

- a) This Agreement shall be construed in accordance with and governed by the laws in force in the Province of Ontario.
- b) The parties agree that any legal proceedings in connection with any matter arising from or related to this Agreement shall be commenced in the Province of Ontario.

16. Laws

The Provider shall at all times comply with any and all applicable federal, provincial and municipal laws, by-laws, ordinances, statutes, rules, regulations and orders and policies and procedures in respect of the performance of this Agreement.

17. Notice

Any notice required or desired to be given hereunder shall be delivered in person or sent by prepaid registered mail addressed as follows:

a) To: County of Renfrew, Child Care and Early Years Division
7 International Drive
Pembroke, ON K8A 6W5
Attn: Manager, Child Care and Early Years Division

Copy to: County of Renfrew
7 International Drive
Pembroke, ON K8A 6W5
Attn: Director, Community Services

b) To: Candace Gellert
65 Blue Danube Way
Pembroke, ON K8A 6W2

or at such other address as may be furnished in writing from time to time by either party to the other. Any notice sent by registered mail shall be effective when received by the addressee.

18. Entire Agreement

The Provider and the Agency acknowledge that there are no covenants, representations, warranties, agreements or conditions expressed or implied, collateral or otherwise forming part of or in any way affecting or relating to this Agreement except as expressly set out in this Agreement and the Schedules annexed hereto and that this Agreement and the Schedules constitute the entire agreement between the Provider and the Agency.

19. Non-Waiver

No condoning, excusing or overlooking by the Agency of any default, breach or non-observance by the Provider at any time or times in respect of any covenant, proviso or condition contained in this Agreement shall operate as a waiver of the Agencies rights hereunder in respect of any continuing or subsequent default, breach or non-observance, or so as to defeat or effect in any way the rights of the Agency. No waiver shall be inferred from or implied by anything done or omitted to be done by the Agency save only by way of express waiver in writing.

20. Successors

This Agreement shall ensure to the benefit of and be binding upon the respective heirs, executors, administrators, permitted successors and assigns of the Provider.

21. Amendments

This Agreement can only be amended by written agreement signed by both parties.

For the convenience of the parties, this Agreement may be executed in counterpart and acceptance of this Agreement may be delivered electronically or by facsimile.

IN WITNESS WHEREOF this Agreement has been signed by an authorized County of Renfrew official on behalf of the Agency and on behalf of the Provider by its proper signing officers.

SIGNED, SEALED AND DELIVERED:

On the _____ day of _____, 2023

On Behalf of the County of Renfrew:

Witness - County of Renfrew

Warden
County of Renfrew

Witness - County of Renfrew

Chief Administrative Officer/Clerk
County of Renfrew

On Behalf of Candace Gellert, Provider:

Witness Signature

Signature

**(Name and Position)

Witness Signature

Signature

**(Name and Position)

* Witness required where the Provider is a sole proprietor or partner in a partnership. Not required when corporate seal is affixed.

** I have the authority to bind the corporation.