



## COMMUNITY SERVICES COMMITTEE

Wednesday, November 15, 2023

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A meeting of the Community Services Committee was held on Wednesday, November 15, 2023, at 2:15 p.m. at the County of Renfrew Administration Building, Pembroke, Ontario.

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

Regrets: Chair Anne Giardini

City of Pembroke

Representative: Councillor Ed Jacyno

Staff Present: Craig Kelley, Chief Administrative Officer/Clerk  
Jason Davis, Director of Development and Property  
Daniel Burke, Finance Manager  
Laura LePine, Director of Community Services  
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

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Vice-Chair Grills called the meeting to order at 2:15 p.m. The roll was called and no pecuniary interests were disclosed.

### **RESOLUTION NO. CS-C-23-11-46**

Moved by Councillor Nicholson

Seconded by Councillor Jacyno

THAT the minutes of the October 15, 2023 meeting be adopted. CARRIED.

The CAO/Clerk overviewed the Community Services Administration Report and congratulated Laura LePine on receiving the 2023 Patti Moore Human Services Integration Award. Ms. LePine thanked Council members and staff for acknowledging the award. She added that the award

was momentous in acknowledging the team at the County of Renfrew and not just herself as an individual.

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

Councillor Nicholson explained that the Township of Whitewater Region is also experiencing issues with available childcare and asked Committee to consider supporting the Municipality of Bluewater Report.

**RESOLUTION NO. CS-C-23-11-47**

Moved by Councillor Nicholson

Seconded by Councillor Mayville

THAT the Community Services Committee supports the resolution 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. CARRIED.

Councillor Serviss sought additional information on the rollout of the Senior Women Living Together (SWLT) initiative. The Director of Community Services explained that there would be a media campaign blitz through an online platform to get people connected.

Warden Emon left the Meeting at 2:36 p.m.

The Director of Community Services overviewed the Business Plan.

**RESOLUTION NO. CS-C-23-11-48**

Moved by Councillor Serviss

Seconded by Councillor Mayville

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. CARRIED.

Councillor Serviss congratulated staff on a productive year and asked for clarification on what The Fountain is. The Fountain is an organization in Arnprior that helps people in the community and provides services and resources such as food, clothing and furniture.

Councillor Nicholson through the Mayor suggested that consideration be given in 2024 to the social determinates of health and the living wage as items that need to be considered through all the services offered through Community Services.

Councillor Nicholson suggested that consideration, in 2024, be given to increasing childcare spaces where they are geographically needed; that a County of Renfrew Age Friendly Community Plan be established; and that the County facilitate new affordable housing partnerships (P3's).

The Treasurer's Report was overviewed by staff, which is attached as Appendix B.

### **Ontario Works Division**

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

### **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.

### **BY-LAW NO. CS-C-23-11-49**

Moved by Councillor Mayville

Seconded by Councillor Nicholson

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).

### **RESOLUTION NO. CS-C-23-11-50**

Moved by Councillor Jacyno

Seconded by Councillor Mayville

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

### **RESOLUTION NO. CS-C-23-11-51**

Moved by Councillor Jacyno

Seconded by Councillor Nicholson

THAT this meeting adjourn and the next regular meeting be held at the call of the Chair. Time 3:09 p.m. CARRIED.

**COUNTY OF RENFREW  
COMMUNITY SERVICES REPORT**

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

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**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 4<sup>th</sup>, 2023, to the council of Killaloe, Haggarty, and Richards.

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

Attached as Appendix III 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.

## 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 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](mailto:MinisterMCCSS@ontario.ca)  
Ministry Children, Community and Social Services  
7<sup>th</sup> 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](http://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?







**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](mailto: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

# 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 12<sup>th</sup> marked our 10<sup>th</sup> 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**

<b>Month</b>	<b>2023 Total Caseload</b>	<b>2022 Total Caseload</b>
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**

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## 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

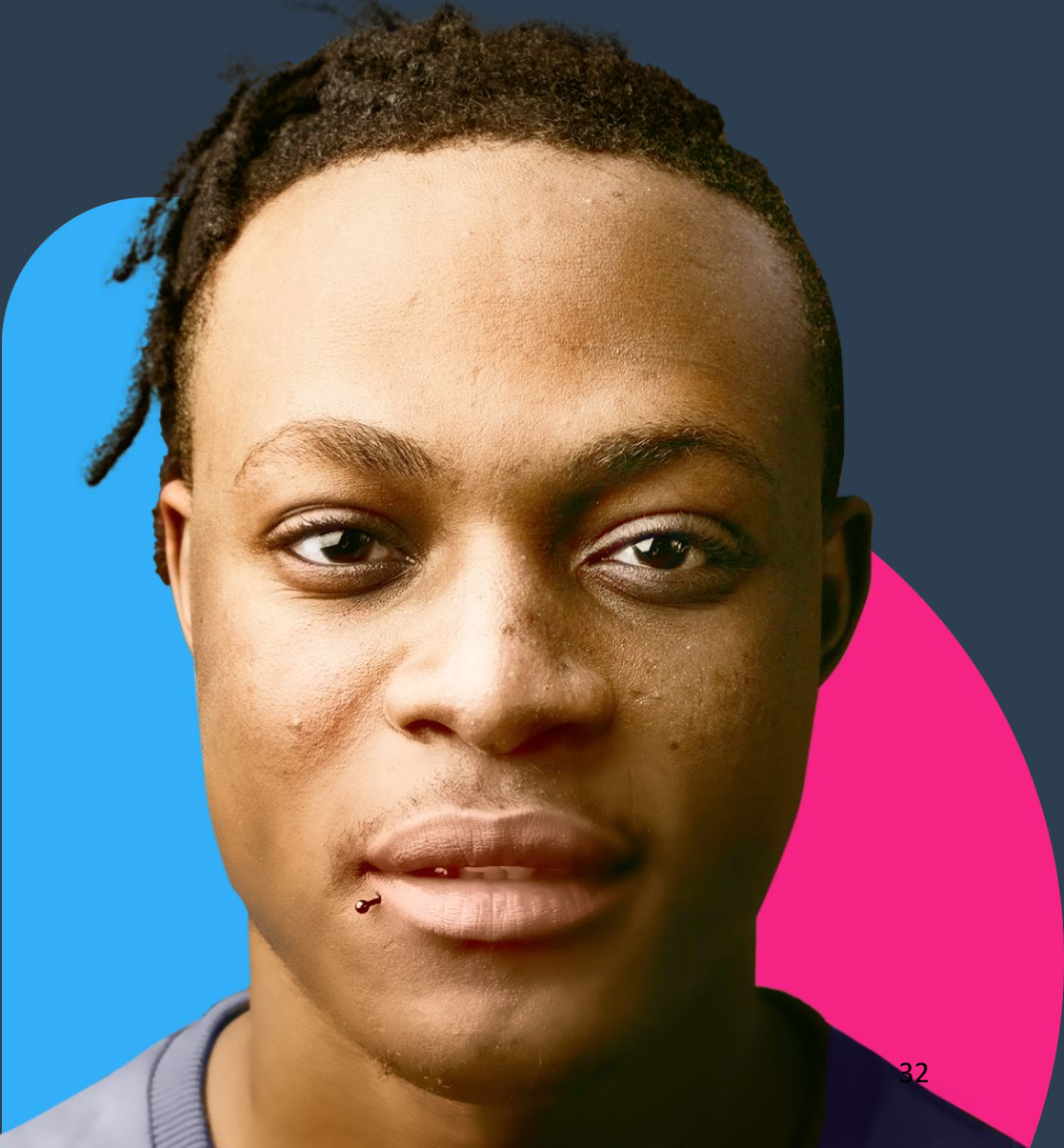
# EmployNext

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## Social Assistance and Employment Service Provider Session Pre Read

October 20<sup>th</sup> 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



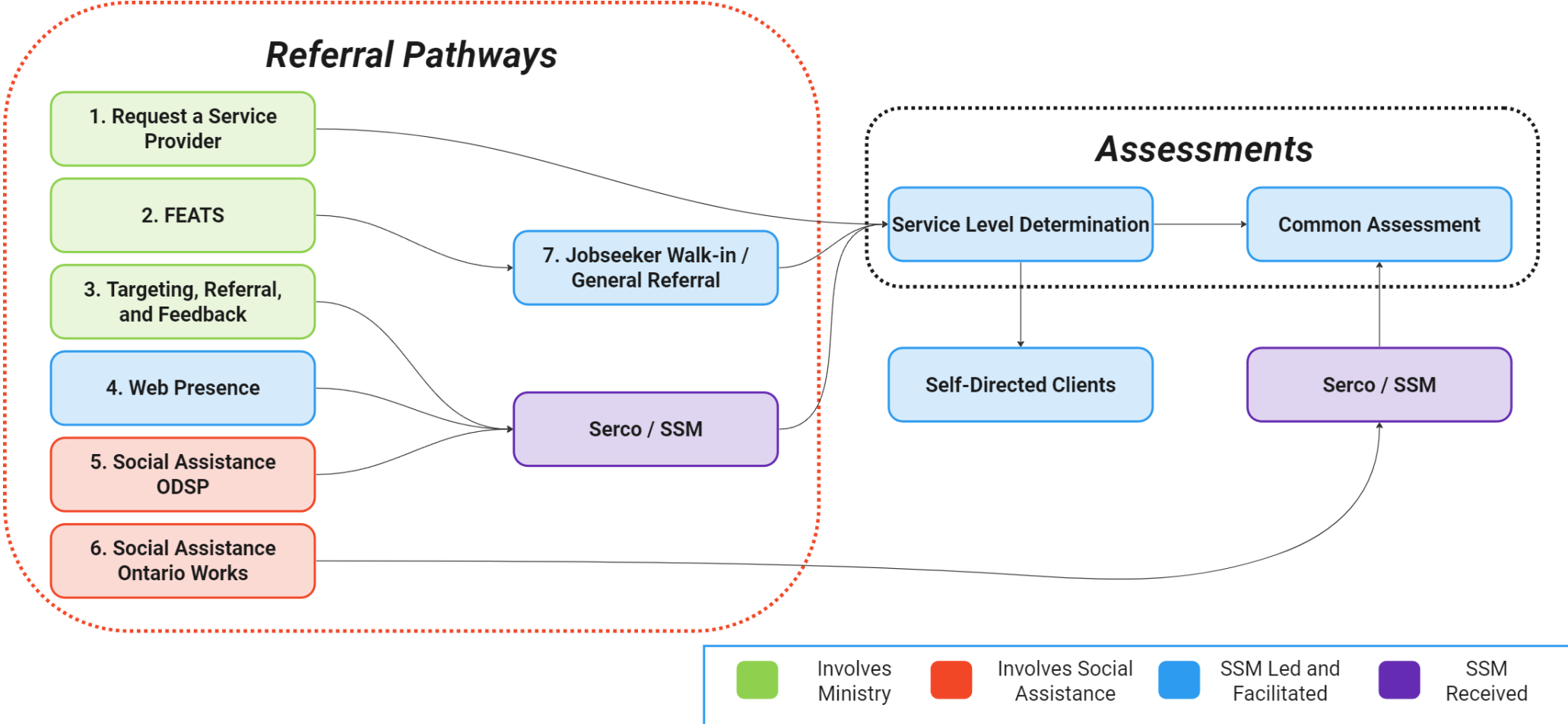
## Focus of This Session

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

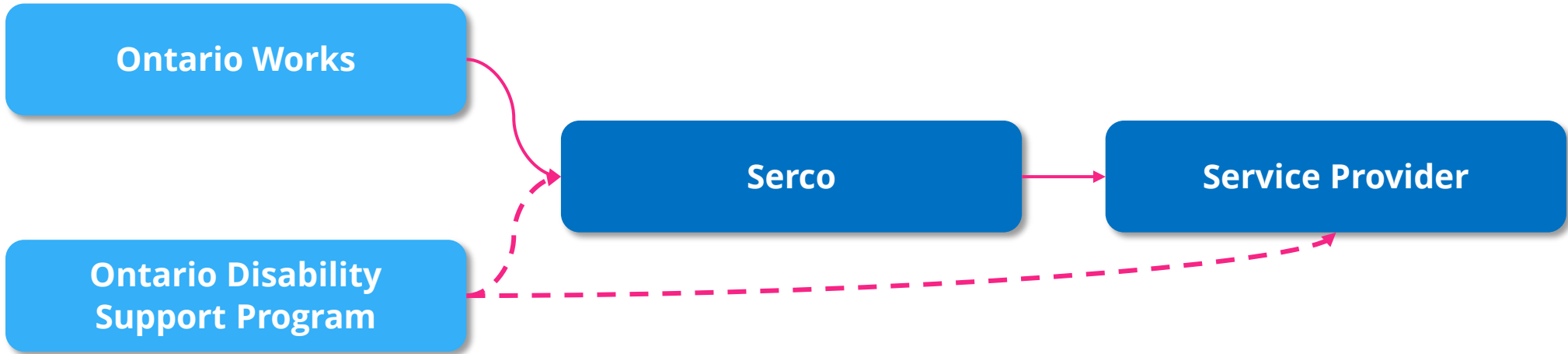
There are **7 unique pathways** into the IESD Program which vary based on the relevant systems used, and if they are first received by Serco or a Service Provider.

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

<b>Month</b>	<b>Children Served</b>
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.

<b>Month</b>	<b>Children Served</b>	<b>Open Homes</b>	<b>Children on Waitlist</b>
January	38	7	131
February	37	7	120

<b>Month</b>	<b>Children Served</b>	<b>Open Homes</b>	<b>Children on Waitlist</b>
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.

<b>Month</b>	<b>Licensed Capacity</b>	<b>Operating Capacity</b>	<b>Children Served</b>	<b>Children Served, receiving Fee Subsidy</b>
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**

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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.

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PETER EMON, WARDEN

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CRAIG KELLEY, CLERK