

DSSAB Quarterly Report

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Mission Statement

"We are committed to the provision and promotion of services that assist individuals in attaining an optimum quality of life and that contribute to the well-being of the community."

Administration - Janet Patterson

As we approach the end of 2017, I hope all of you have a safe and enjoyable Christmas season. I want to thank staff for this past year of commitment to helping vulnerable people in our community. The work that we do is such a necessary role in providing a safety net for those who are struggling whether it be in income supports, assistance with housing, homelessness, supporting children and their families or women and children who are fleeing abuse. I wish to once again express my appreciation to the staff and Board for a great year of learning and growing at the DSSAB.

This past month, the Federal government released their National Housing Strategy. The plan has indicated \$40 billion over 10 years, which includes provincial matching funding. The funding is not to commence until after April 2018. Within the strategy, is a proposed housing benefit to start in 2020 and is targeted to assist up to 300,000 people. One of the concerns is the long time frame for the strategy and the risk of change in either the Provincial or Federal elections. The objectives of the strategy are to reduce chronic homelessness by 50%; remove more than 530,000 households from housing need; create additional new housing units and protecting an additional 385,000 households from losing an affordable place to live. Although there are concerns about the timing of investments under this strategy, it is welcome news as the Federal's first housing strategy. Copies of the strategy, titled a Place to Call Home, are available upon request.

Our Housing staff have completed and submitted their enumeration plan. The enumeration will be a period prevalence count and involve a cross section of the district that includes a mixture of urban areas and rural areas. Municipal areas were chosen where there was a potential connection with community partners. Our staff will be working with these agency partners that serve people experiencing homelessness to gather information on known locations, including working with food security programs for information gathering. A community consultation was held on October 12, to share details of the enumeration and gather local knowledge. A coordinating committee will be established from community partners who are interested and able to provide support and enlist volunteers. We will be holding group training workshops and information update sessions as the spring approaches.

Recently released documents available for members are "Nowhere to Turn; Single Adults Living with Poverty in Canada" and "Hungercount 2016", both released from Food Banks Canada.

Wishing you all the best for 2018.

Human Resources - Lisa Moore

Bill 148 Fair Workplaces, Better Jobs Act, 2017

On November 22, 2017 *Bill 148: Fair Workplaces, Better Jobs Act, 2017*, was passed and with it comes many changes to the *Employment Standards Act, 2000*, the *Labour Relations Act, 1995* and as well some minor changes to several other employment related legislations. This is the most significant number of amendments to employment legislation that many of us have ever seen. These changes will impact employers and provide many new benefits for employees in Ontario. While there are some different dates for when certain sections come into force, a number of changes will be effective January 1st, 2018, including the increase in minimum wage to \$14.00 per hour. Knowledge of the new rights and obligations under Bill 148 is key for employers to ensure compliance and enforcement of the new or amended provisions in the Acts.

EMPLOYMENT
LAW



Going Greener!!

At the end of 2016 we successfully converted our Payroll System from ADP to PayWorks and as a result we no longer distribute hard copy paystubs and other employment related forms. As we continue along the path of using less paper, we are pleased to introduce a new Attendance feature in 2018. We will be launching Absence Management in Payworks. This module will be used by staff to request time off eventually replacing our current paper system for submitting and approving requests for time off. Effective January 6, 2018, Employees will begin requesting time off using their Payworks employee portal.



Future Ready Leadership Program.....

The fourth in a series of six training events was held November 28th and 29th. Future Ready Leadership Program "Facilitating Change". The training was once again open to all levels of staff at the DSSAB in order to help develop skills inventory and allow for personal growth.

In this course, the participants explored how to effectively lead teams through change, and how to use and apply a change management model to recognize the opportunities and challenges that change creates for employees. Upon completion the participants will now be able to describe change and why it is necessary, utilize strategies to guide people through change and apply a change management model to lead teams through change.

We look forward to organizing and offering the final two events in the Spring and Fall of 2018.



Emotional Intelligence Corner.....

What Triggers Your Emotions?

When your brain perceives that someone has taken or plans to take one of these important things away from you, then your emotions are triggered.

You react with anger or fear, and then you quickly rationalize your behavior so it makes sense. You may react in a way that could hurt your relationships in the future.

The key is to catch yourself reacting when your emotions are triggered.

The following list includes some of the most common emotional triggers, meaning you react when you feel as though you aren't getting, or will not get one of these things that are very important to you.

Acceptance	Respect	Be Liked
Be Understood	Be Needed	Be Valued
Be in Control	Be Right	Be Treated Fairly
Attention	Comfort	Freedom
Peacefulness	Balance	Consistency
Order	Variety	Love
Safety	Predictability	Included
Fun	New Challenges	Autonomy

To start controlling your emotional triggers, be honest with yourself, and identify what triggers a reaction in you? You can then examine if someone is actually taking something away from you or not, you can then ask for what you need or let it go and move on.

Children's Services - Cec Barks

Greetings and Happy Holidays from Children's Services!!

This season is always such an exciting time for children and educators and all staff like to foster that excitement and encourage the children to recognize the goodness in giving to others.....even if you have to set Santa and the gifts aside for a bit!

Truth and Reconciliation: Funding provided by the Ministry of Education supported meaningful training events in our District in October and November. The presenter Brock Pitawanakwat is a professor of Indigenous studies and also worked on the Truth and Reconciliation Commission for 3 years. Brock provided 8 – 3 hour sessions in Parry Sound, Magnetawan, Powassan and Emsdale that included 150 DSSAB staff and community partners. The session included information about Indigenous Identities in Canada, Colonization and its Impact on Indigenous Families and Renewing the Relationship in an era of Reconciliation and Resurgence. The sessions and information was very well received and was an effective way to provide education and support in our journey of reconciliation. More research is being done to provide future activities in this area. Brock and his family reside in McDougall.

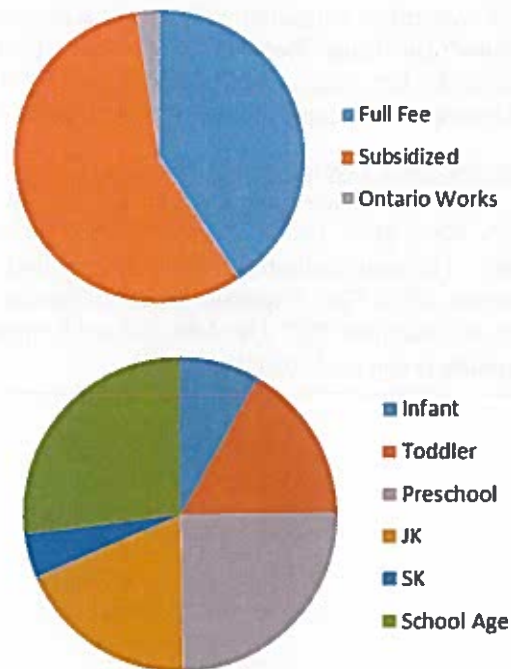
The Sound Hub Indigenous Early Learning and Child Care Centre: We expect to receive information from the Ministry before Christmas regarding the status of the proposal for the Indigenous – operated Early Learning and Child Care Centre for families living off reserve.

Centres of Excellence: Late in November we received a memo “Centres of Excellence for Early Years and Child Care Call for Proposals”. Notice of Intent is due December 22nd while full proposals are due February 2nd. If the timing is right and we receive approval, an application would be made to have the Indigenous Child Care Centre at the Sound Community Hub be a “Centre of Excellence”.

Licensed Early Learning and Child Care Expansion: The provincial government’s goal to increase licensed child care by 100,000 spaces in 5 years has a huge and positive impact in our district. The Expansion provides a great opportunity for those interested in entering the ECE field.

Community Based Early Years and Child Care Capital Program: The Ministry of Education has just recently sent a memo with an announcement of capital funding for Early Years and Child Care for children 0 – 6 years. The template submission is due January 19, 2018. This will help support the Ministry vision of 5,000 new spaces for children 0 – 4 years over the next 5 years.

Child Care Statistics for October 2017				
Age Group	Full Fee	Subsidized	Ontario Works	Total
Infant	24	18	0	38
Toddler	27	40	2	77
Preschool	40	74	6	116
JK	27	27	0	87
SK	11	5	0	21
School Age	46	85	0	126
# of Active Children	175	244	8	419
# of Families Served	168	228	8	404





EarlyON: Previously known as Ontario Early Years Child and Family Centres the Ministry of Education has announced and received positive feedback about the new branding that is effective January 1st. We are happy because it is much easier to say!! Expansion in these programs will follow the plan that was submitted to the Ministry in September and as the hiring of staff to fill the positions allows. EarlyON signage provided by the Ministry has been ordered and is expected to arrive early in the New Year. Watch for the signs and the provincial media coverage!

Early Learning and Child Care Centres

Waubeek Early Learning and Child Care Centre: This Fall has been a wealth of visiting and visitors! The children enjoyed a visit from a dental hygienist, Dave Rice provided drumming and singing and we made our monthly visit and trick or treated at Belvedere Heights. Over 50 family members attended our annual Thanksgiving dinner! We celebrated 17 preschool children in their graduation to K and participated in Week of the Child at the Parry Sound Public School where over 200 were in attendance. Staff participated in TRC training and re-certified in First Aid and CPR. One of our staff is “shaving her lid for a kid” to help raise awareness for childhood cancers (her family has already raised \$40,000!). Our tiny teacher, baby George, for Seeds of Empathy has started his visits. In preparation for the holiday season the children have been practicing Christmas carols that will be recorded for the Radio-thon and sung to the residents at Belvedere Heights. The children are excited to be preparing for a Holiday Concert for their families. Can’t forget our special visitor on December 21st! The staff are also looking forward to the child care expansion to 64 Waubeek in the New Year!

First Steps Early Learning and Child Care Centre: Expansion is certainly welcome with a climbing enrolment! We have children waiting to start in January. Seeds of Empathy has started once again in the Preschool Room. We are happy to have the help of and mentor an ECE student from Algonquin College. Many opportunities for staff training include: Sharing Sensitive News, Mental Health First Aid, First Aid and CPR, Nutrition Workshop and Child Care Cook Training and Truth and Reconciliation. The Jolly Old Elf will be busy as he is also visiting First Steps on Dec. 21st!

Highlands Early Learning and Child Care Centre: The children have settled into another session of Seeds of Empathy. A winter clothing drive was started at the Centre with items being available beginning Nov. 24th. Flyers have gone out to community locations and home with families. The lease at the church was extended due to the delay in the new build. The new temporary fence at the church has been erected and will be more suitable and safe for the winter months. We celebrated 16 preschoolers graduating to K and continue to work at increasing our enrollment. During Week of the Child and in partnership with the Kearney Early Years Program, children and their parents decorated tie-dyed t-shirts, had a “campfire” sing song with a guest who played the guitar and hosted Touch-A-Truck, Marshall Well Drilling, Whitmell Bus Lines, Renolds Construction, Township of Perry and Perry Fire Department all contributed their time and vehicles for the event. Goody bags with Child ID kits, a gross motor toy, books and toothbrushes were distributed to the children with 52 people attending! Santa visits on December 17th. Evergreen After School Program continues to thrive!

Fairview Early Learning and Child Care Centre: Baby Thomas, our tiny teacher started with Seeds of Empathy in October. The children are intrigued with him and always have lots of questions. Fairview welcomed 144 people at this year’s Week of the Child – Family Pizza night event. Children and families went home with donated door prizes and books. The many activities included face painting, sensory activities and craft activities. We are anxious and excited about the Child Care Expansion and look forward to supporting more families on the wait list. Santa will make his way here on December 18th! The After School Programs support children St. Gregory’s, Mapleridge, St. Theresa’s (Callander) and an Astorville School.

Integration Support Services Stats for October 2017						
Site	OEYCFC's	Licensed Early Learning & CCC's	Total	Waitlist	New Referrals	Discharges
Number of Children Supported in East P.S	16	18	34	0	0	12
Number of Children Supported in West P.S.	21	17	38	0	0	5
Monthly Totals	37	35	72	0	0	17
Unduplicated Year to Date Totals	42	63	105	24	53	33

Ontario Early Years Child and Family Centres		
Statistics for the month of:	October 2017	Year-to-Date 2017
Total Adult Visits	759	4,632
Total Children Visits	985	7,055
Total Family Visits	890	6,154
Total New Families	103	327
Total Community Partners/ Visitors	74	478
Number of Workshops	8	24
Number of Workshop Hours	8	41.75

Ontario Early Years Child and Family Centres

It has been an eventful few months of packing and moving for the Early Years Team. On Nov. 1st, the Early Years staff and the Inclusion Support Services Resource Teachers moved into a joint office in the Sound Community Hub that provides enough office space for the 2018 EarlyON Expansion. The partnerships within the Sound Community Hub continue to grow and provide more opportunities for collaboration.

The EarlyON Plan has been developed to expand the current locations and to start new programming in new and previously serviced areas of the district in 2018. Staff are enthusiastic to provide more quality service to our current families and to offer programming and support in the areas of the district that we have been unable to reach.

In partnership with the North Bay Parry Sound District Health Unit, the Early Years Facilitators and other community partners recently attended Triple P Training and will be accredited in this program in December. Triple P Training is a program that offers support for our young families facing parenting challenges. It also provides more opportunities to collaborate with our community partners who offer Triple P Training to better serve the needs of our families. In October Triple P Training was offered to the families who attend the Shawanaga Early Years Program.

Week of the Child events were held throughout the district during October 16th to 20th. Early Years Facilitators, DSSAB staff and community partners planned and provided a variety of activities. The events were all well attended and received by the communities.

Staff have been collaborating with the Parry Sound Friendship Centre to provide future events and are looking forward to offering these activities at the Centre and the Sound Community Hub. Staff attended the "Cultivating a Friendly Parry Sound", hosted by Community Living Parry Sound on October 16th.

Ontario Works - Sharon Smith

We were very pleased to have MCSS staff from the Change Management Unit of the Social Assistance Service Modernization Branch (SASMB) join us on September 20th to give a presentation on the Social Assistance Modernization Strategy. Nelson Loureiro and Natalie Prystay gave a two hour presentation on the modernization strategy and urged us to consider ways to deliver social assistance in a manner that empowers people through a more modern client-centred service. Things coming our way over the next few years include new technologies, new service channels and modified business processes and policies that will positively impact frontline operations and the people we serve. Nelson talked about a new way of thinking outside the box whereby encouraging more trusting relationships between OW staff and applicants/clients. The presentation was attended by all OW staff as well as many staff from our other DSSAB programs.

On September 14th, staff attended the Addiction & Mental Health Annual Recovery Breakfast Celebration in Parry Sound. The breakfast served as the launch of the *Lifeline to Healing Campaign* which has a goal of de-stigmatizing addiction by educating the community.

Our OW Addictions Services Initiative staff met with our partners from Canadian Mental Health Association on September 21st in Parry Sound to discuss mutual cases. Discussion centred on the methadone maintenance program and the high travel costs of getting clients to methadone treatment. Also discussed was the use of Naloxone kits in various organizations.

We had the opportunity to attend a very informative presentation in North Bay on September 28th presented by the North Bay Parry Sound District Health Unit. The presenter was Dr. Dennis Raphael, PhD, School of Health Policy York University. Dr. Raphael spoke about Health Equity and gave very staggering facts and statistics about how "poor" or disadvantaged people have proven less life expectancy and poorer health and the tremendous cost of this to society.

I'm very pleased to report that during the first week of October, 48 DSSAB staff took part in a training module entitled "The Coach Approach" which is training about enhanced relationship building. It's an extremely beneficial module in building successful client interactions and is Module 1 of the Supportive Approaches Through Innovative Learning (SAIL) program. Wade Grocott was the OMSSA facilitator and the feedback from the learners was very positive. The Coach Approach not only builds skills in client relationships but is also relevant to any human interactions. We are building strong interpersonal relationship skills in our staff and we hope to present another SAIL module in 2018.

On October 12th the three OW Supervisors attended our Housing's Enumeration Community Consultation in Magnetawan.

One of the internal cultural change efforts that we've implemented to prepare for the modernization of social assistance is to get rid of paper that is no longer needed. Together, the staff went through some client master files and culled the old paperwork that is no longer necessary to retain in these often huge files. By doing this, we are preparing for an electronic document management system in the future. By eliminating a lot of old paperwork, we're also freeing up some very valuable space in our OW file room.



OW clients have obtained jobs while participating in the Skills Link program through Employment North in Sundridge. The program is geared for young mothers under the age of 30 and helps them obtain essential skills to join the labour market. We have supported OW clients to attend a Lunch & Learn for the Homemakers Program at North Bay City Hall. This program is a partnership between CTS Canadian Career College and Cassellholme. Successful candidates are guaranteed a job working with the senior population.

The Village of Burk's Falls has partnered with the Near North District School Board to provide free learning for adults. Students learn at home and are supported by a NNDSB teacher while working on individual tailored course units based on the student's required diploma needs.

The presentation mentioned earlier by Nelson and Natalie of the Change Management Unit has inspired the OW Supervisors to develop a plan to get started internally on some change management practices in an effort to enhance customer service and streamline services. On Friday, November 17th the Supervisors presented A Path Forward to all OW staff and it was very well received. A Committee will be formed to work out the details for a more client-centred approach to delivering OW.

Staff from the OW Addictions Services Initiative Program, partnered with Canadian Mental Health Association to host a 4-part workshop called "Substance Use and Your Life". The workshop is based on a program called "Smart Recovery" and the target group was long-term, male, methadone users between the ages of 40 & 60.

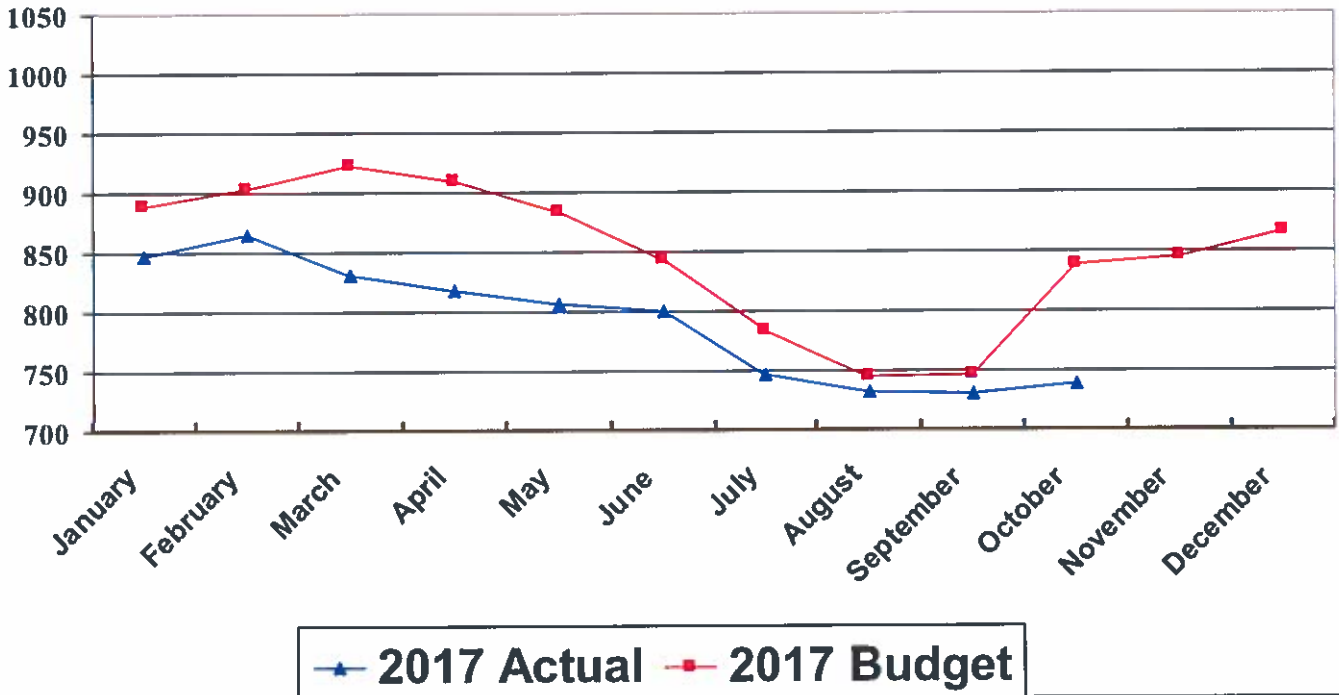
We've recently learned of a new program opening in Parry Sound. The Hope Pregnancy Support Centre will be available in early December and will provide pregnancy tests, options counselling, support groups & mentoring, abortion recovery and other supports for someone facing an unexpected pregnancy.

Several OW West staff recently attended a presentation on Human Trafficking, facilitated by Covenant House of Toronto. The presentation was excellent and very informative. It was well attended by a range of community partners.

The buzz in the Ontario Works world recently has been the release of the much anticipated document Income Security: A Roadmap for Change. We are happy to see the recommendations for positive change in the social assistance system and will provide our feedback to the OW Managers' NOSDA group for consolidation in the NOSDA feedback document.

There seems to be so much going on right on and we are diligently finding ways to manage the many changes coming our way in a manner that provides support and encouragement to our busy OW staff. Our caseload typically increases this time of year with the loss of seasonal employment.

Caseload Activity 2017



LEGEND	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
2017 Actual	846	864	831	818	806	800	747	732	731	739		
2017 Budget	889	903	922	909	884	843	784	745	747	839	845	866

Housing & Community Services - Janice Bray

Esprit

Third quarter at Esprit was extremely busy!! Some details outlining those 3 months are as follows:

- ◆ Website completed and live: www.espritplace.ca
- ◆ Shelter was over capacity 26 days (that's more than both the last 2 quarters combined), and 47 days at capacity (that's more than double the last quarter)
- ◆ Intakes completed for 35 women and 12 children
- ◆ A warm safe bed was provided to a woman 476 times, and to a child 375 times this quarter
- ◆ 15 safety plans were created
- ◆ 88 hours of counselling were provided by our Transitional Support Worker who does outreach East and West, and
- ◆ 193 hours of direct service was provided to women by our Front Line Counsellors
- ◆ In the 3rd quarter staff have fielded 106 phone interactions with 42 of them crisis calls
- ◆ In September we held a staff engagement day, which was an opportunity for team building, communication strengthening, and revitalizing for all staff (15 staff attended)
- ◆ In September, 2 staff plus Supervisor attended the annual VAW conference for the Northern MCSS funded shelters. Topics included harm reduction, and the neuroscience of trauma
- ◆ Children's Voices worker has begun a partnership with the OPP Community Liaison Constable Kyle Ney and will be going into several schools in the District to promote her program and services
- ◆ Collaboration with OPP has strengthened recently and Esprit will be attending 4 platoon changeover times at 7:30 am in order to provide information about the shelter and the importance of our relationship and the protocol we have in place
- ◆ Esprit has started a quarterly newsletter for staff to try and keep all staff up to date
- ◆ We are changing the beds in the shelter from wooden frames to metal for ease of cleaning, and prevention of pests

Emergency Shelter Services		
	October	Year to Date 2017
Number of Women Active in program this month	10	109
Number of New Women Admitted	1	51
Number of Children Active in program this month	6	66
Number of New Children Admitted	0	28
Number of Hours of Direct Service to Women	72	615
Resident Bed Nights (women & children)	296	2,456
Occupancy Rate	95%	80%
Phone Interactions (Crisis/Support)	14	319

Outreach		
	October	Year to Date 2017
Number of New Women Served	7	69

Transitional Support		
	October	Year to Date 2017
Number of Women Active in program this month	7	91
Number of New Women Served	2	43

Child Witness Program		
	October	Year to Date 2017
Number of Women Active in Program this Month	2	30
Number of New Women Served	1	14
Number of Children Active in Program this Month	1	33
Number of New Children Served	0	23

Homelessness Prevention Program (HPP)

September 2017; after 32 years Community Relations Worker, Connie Cunningham has retired from the DSSAB. We wish her well on her retirement.

September 28th – The Supervisor for Homelessness Prevention attended a webinar delivered by A Way Home Canada on *Serving Youth Better: Introducing the Youth Homelessness Assessment and Prioritization (YAP) Tool*. YAO is designed to support both the organization and system of care by assessing youth strengths and risks along with providing helpful information in determining appropriate referrals for housing programs and other services as well as assistance with prioritization for services. Details in regards to training and implementation of YAP will be available in the upcoming months. Since youth homelessness is a priority for the Provincial Government in their goal to end homelessness we are working on understanding youth homelessness in our district.

The Homelessness Prevention Program had a very busy summer. During the summer months, the HPP were successful in housing 3 households who were participating with the HPP within an intense case management model of service. They had previously been insecurely housed, and at risk of homelessness, or living rough. These households are currently securely housed at the Sound Hub- Affordable Housing units. The focus of the Community Relations Worker's will now be; ensuring housing stability for these households moving forward. Our program also assisted all three tenant families who became homeless because of structure fires this fall in finding housing.

The Homelessness Prevention Program continues to receive referrals from and works with the following community partners: CMHA, CCAC, Victim Services, Ontario Works, Ontario Disability Support Program, Parry Sound Non Profit, Georgian Bay Native Non Profit, The Deaf and Blind Society, Municipal Office's, Nursing Stations as well as local physicians, and the Esprit Women's Shelter.

Two new programs were introduced under the Homelessness Prevention Program:

1. Short Term Housing Allowance:

Purpose: The Short Term Housing Allowance will provide short term portable financial support for individuals or families at risk of homelessness, or who are currently experiencing homelessness. Short term means a period of 6 months, or longer at the discretion of the program Supervisor, and as funds permit.

From June 2017 to October 31st, 2017, the Homelessness Prevention Program has assisted 7 households with a Short Term Housing Allowance.

2. Homemakers Services Program:

Purpose: The Homemakers Service Program is intended to provide support services in the home to those individuals who would otherwise be unable to remain in their home. Assistance will be provided to those individuals who are at risk of homelessness due to financial vulnerability and the inability to obtain the necessary supports to remain in their home. The program provides for service on a short-term basis in crisis situation (6 months), and must have a sustainability plan pass 6 months.

From July to October, the HPP has supported one household within this program.

October 2017 Contacts/Referrals

There were 21 new Households in contact with the Homelessness Prevention Program within the month of October:

East: 12 West: 9

- 20 referrals through the ACW's in Ontario Works
- 1 referral from Victim Services

8 households presented as homeless, 13 were at risk of becoming homeless

CHPI Funds Issued Through HPP for the Month of October								
ODSP	Amount	Low Income	Amount	Senior Income	Amount	OW	Amount	Total Amount
9	\$1,685.08	15	\$11,796.82	10	\$5,350.03	3	\$980.00	\$19,811.93

Housing Services

Enumeration

Our Enumeration Plan has been sent to the Ministry of Housing for their comments and suggestions. Our Supervisor of our Homelessness Prevention Program, is taking the lead on this project and she and Susan Muir, the Housing Advocate, participated in a Period Prevalence Count 101 Webinar and a full day workshop with Dr. Carol Kauppi. The Ministry of Housing worked with Dr. Kauppi to develop *Period Prevalence Counts of People Experiencing Homelessness: A Guide for Northern and Rural Communities*. The webinar and workshop provided an introduction to the PPC method. The webinar was intended to provide Service Managers with an overview of the method, as well as the opportunity to ask initial questions. In October, we held a community consultation on enumeration with a variety of stakeholders and our H.O.M.E. Network members to get some input for the plan. Also, at the consultation, we presented the following definition of Homelessness that we will be using for enumeration:

Homelessness describes the situation of an individual or family without stable, permanent, appropriate housing, or the immediate prospects, means and ability of acquiring it. Homelessness describes a range of housing and shelter circumstances, with people being without any shelter at one end, and being insecurely housed on the other.

The following communities, which represents approximately 44% of our total population, will be where we conduct the enumeration. We will utilize community based programs that connect with homeless people and where there are no agencies then we will source out ways of connecting with people.

- ◆ Burk's Falls
- ◆ Parry Sound
- ◆ Powassan
- ◆ Seguin
- ◆ South River
- ◆ Unincorporated
- ◆ Whitestone

We are now working on a work plan for 2018 and making the connections that are needed for a successful enumeration. The enumeration is planned for late May 2018 and will have to be conducted every 2 years from 2018 on. The results of this enumeration will be of enormous help when we update the 10 Year Housing and Homelessness Plan for January 2019.

On November 1st Housing hosted a workshop for Municipal staff and councils on being prepared at the Municipal level for Affordable Housing. The training was a partnership with the Ministry of Housing and Ministry of Municipal Affairs – Local Government, Planning and Housing Unit in Sudbury. Six Ministry staff were there and 8 municipalities had representation. The impetus for this workshop came from the first meeting we had for the H.O.M.E. network. The municipalities in attendance expressed an interest in knowing more about the Housing Department and the requirements of the affordable housing program. In the last year there have been changes to the *Planning Act* and so the changes and examples of how different municipalities incorporated the changes were also provided.

On November 22nd Housing was going to host a workshop for the Housing Provider Boards and staff on the End of Operating Agreements (EOA). Unfortunately, the person who was facilitating was not available so instead we held a Housing Provider/Service Manager meeting and reviewed our new Housing Policies. We had in attendance 13 Board members and 2 staff from our Non-Profit Housing Providers. The feedback from the day was positive and a request was made to have these 2 or 3 times a year and possibly include Annual Director Orientation and strategic planning. They gave us some excellent suggestions that we will work towards.

Affordable Housing

IAH-Extension: the Parry Sound Hub is now complete and all project development information has been submitted to the Ministry through the Grants Ontario online system. We will now have annual reporting that must be done for the next 25 years.

Social Infrastructure Fund (SIF)

Year One – The Ansley Street Project had a hold up on the first permits due to some unexpected issues but that should be resolved by the end of November.

Year Two – We are waiting for the registration on title for the Callander Project.

Total Wait list unduplicated is 405 which is up from September's amount of 395. In July and August we had a number of applicants taken off the wait list because we couldn't locate them to update their application. Since then we have had a consistent number of applicants for the wait list.

Strong Communities Rent Supplement Program

This program offers eligible applicants rent-geared-to-income (RGI) assistance for rental accommodation in non-profit and privately-owned buildings. A rent supplement or subsidy is paid by the government to a landlord to bridge the gap between the market rent charged for a unit and the amount a tenant can pay based on his/her income. The provincial government initiated this program as part of its commitment to address problems including homelessness and low vacancy rates.

Housing Services approved 3 new individuals/families to receive this subsidy: two in West Parry Sound and one in East Parry Sound. We have 16 rent supplement agreements in the District.

Property Management

Greensaver is Ontario's oldest not-for-profit energy efficiency organization. They are an integrative company that works for electric utilities, gas utilities, homeowners and contractors all in an effort to reduce energy consumption, lower costs and reduce our collective environmental footprint. We had a representative from Greensaver attend several of the LHC family units in Parry Sound and the apartment building located at 251 Yonge Street in Burk's Falls. They gave out LED light bulbs, power bars and inspected the refrigerators. We are waiting to hear if any of the older high energy usage fridges will be replaced. We are hoping to arrange with Greensaver the same inspections in our buildings.

Peerless Security is in our units performing the annual inspections of our building and unit life safety systems. We are currently dealing with a bed bug infestation at a family unit and also at our senior's building. All units have been treated and Orkin will do several follow-up visits the last week of November and in December.

Snow removal contracts have all been awarded and the contractors are ready to begin the season.

A Christmas function is planned for 22A Belvedere Avenue. It will be hosted by The Friends and the Parry Sound District Housing staff will be in attendance to lend support. There will be various activities as well as a lunch of ham and scalloped potatoes and Christmas baking.



This year has been a busy year for move outs with 31 to the end of November. With each move out, staff do a unit inspection to see what needs to be done before it can be rented out. We are finding that some of the original kitchen cupboards and countertops need to be replaced due to age and wear and tear. Here is a kitchen that was refurbished before renting out.

Properties and Capital Projects Work Summary - Fall 2017

22A Belvedere – Tunnel Decommissioning

Demolition of our portion of the tunnel took place in late October. Construction on the end walls for both the building and the road portion of the tunnel is currently underway. To our surprise there was some municipal infrastructure adjacent to the tunnel that required some work arounds. With winter upon us it appears some of the landscaping may get put off until spring 2018.

69 Queen Street Magnetawan – HVAC Upgrades – Oil to Propane Conversion

Installation of the new propane fired domestic water/HVAC system is now complete. The system has been up and running for several weeks and there are a few hiccups with a temperature control valve that is being addressed. As a result of the conversion from oil to propane the removal of the old oil storage tanks has left the building with a sizable garbage room.

Esprit Place Women's Shelter - Generator Update

In early November the concrete base for Esprit's new Sommers Diesel generator was poured adjacent to the parking lot. On November 29th Val's Equipment Service will be placing the new generator on the freshly cured pad and attaching it to the automatic transfer switch which will now be located on the outside of the building. The new generator will provide the women's shelter with sufficient power to prevent outages from affecting the day to day routines of the staff and clients.

