Wednesday, April 11, 2012
5:00 p.m.
Council Chambers
Lanark County Administration Building

Councillor John Levi, Chair

1. CALL TO ORDER (Please silence all cell phones)

2. DISCLOSURE OF PECUNIARY INTEREST

3. APPROVAL OF MINUTES

Suggested Motion:
"THAT, the minutes of the Community Services Committee meeting held on March 14, 2012 be approved as circulated."

4. ADDITIONS AND APPROVAL OF AGENDA

Suggested Motion:
"THAT, the agenda be adopted as presented."

5. DELEGATIONS & PRESENTATIONS

i) Champlain LHIN Non-Urgent Transportation Project
Lisa Sullivan, Lead - Health Services Planning
Alice Grenon & Lise Richard, Carefor Renfrew

ii) 211 Service
Karen Milligan, Community Information Centre
Sarah Bridson, United Way of Lanark County

6. COMMUNICATIONS

i) Ministry of Community and Social Services: 2012 Provincial Budget - Implications for Social Assistance

ii) Champlain LHIN Board Meeting Highlights

Suggested Motion:
"THAT, the April Community Services Committee communications be received as information."
7. CONSENT REPORTS

i) Report #LL-07-2012: Annual Reporting of Non Arms Length Transactions to the MOHLTC

Suggested Motion:
"THAT, Consent Report #LL-07-2012: Annual Reporting of Non Arms Length Transactions to the MOHLTC be received as information."

8. DISCUSSION REPORTS

i) Report #SS-06-2012: Renovate Lanark
Social Housing Manager, Sandy Grey

Suggested Motion:
"THAT, the Ontario Renovates component of the Investment in Affordable Housing in Ontario Program be available in Lanark County and known as “Renovate Lanark”;

AND THAT, Home Repair and Accessibility Modification components be established for residents of Lanark County and the Town of Smiths Falls effective May 1, 2012;

AND THAT, Households with an annual income less than $74,700 be eligible for both components;

AND THAT, Homes valued less than $250,000 be eligible for repair;

AND THAT, maximum rent levels for the Accessibility Modification component be set at $650 – 1 bdrm, $750 – 2 bdrm and $800 – 3 bdrm;

AND THAT, assistance for Accessibility Modifications be in the form of a grant, to a maximum amount of $3,500;

AND THAT, assistance for Home Repair be in the form of a ten year forgivable loan, to a maximum amount of $15,000, and all loans be secured on title;

AND THAT, a program for Secondary/Granny Suites be considered in 2013 if funding is available;

AND THAT, additions/home expansions not be eligible for assistance."

ii) Report #FIN-12-2012: Community Information 211 Phone Service
Director of Finance/Treasurer, Kurt Greaves
Suggested Motion:

a) THAT, County Council declines the request for funding from 211 Community Information Service; or

b) THAT, County Council approves the funding request of $11,500 for the 211 Community Information Service.

9. DEFERRED REPORTS

None

10. VERBAL REPORTS

i) Paradise Valley Domiciliary Hostel (Carleton Place) - Status Update
   Children's Services Manager, Mary Lou White

   Suggested Motion:
   "THAT, the Paradise Valley Domiciliary Hostel Status Update be received as information."

ii) Leeds, Grenville & Lanark District Health Unit
   Councillor, Aubrey Churchill

   Suggested Motion:
   "THAT, the Leeds, Grenville & Lanark District Health Unit Update be received as information only."

iii) Lanark County Housing Corporation
   Councillor, John Fenik

   Minutes - March 27, 2012

   Suggested Motion:
   "THAT, the Lanark County Housing Corporation Update be received as information only."

11. CONFIDENTIAL REPORTS

12. NEW/OTHER BUSINESS

13. ADJOURNMENT
March 27, 2012

MEMORANDUM TO: Ontario Works Administrators
     - Municipalities and DSSABs
     - First Nations

Regional Directors
Municipal Program Managers

FROM: Jeff Butler
     A/Director
     Ontario Works Branch

RE: 2012 Provincial Budget – Implications for Social Assistance

The 2012 Ontario Budget released today announced changes that would affect both Ontario Works and the Ontario Disability Support Program. These changes include:

- Removal of the Community Start-up and Maintenance Benefit and home repair benefit from social assistance; and
- Revision of the cost sharing formula for Ontario Works non-health and health-related discretionary benefits.

In addition, the Budget announced that there would be no increase to social assistance rates in 2012.

The Budget also noted that the government will be looking at opportunities to integrate Ontario Works and ODSP employment services with the broader Employment Ontario network. MCSS will work with the Ministry of Training, Colleges and Universities and other provincial and municipal partners with a view to better integrating these services to improve employment outcomes for clients while making the best use of resources.


Removal of the Community Start-up and Maintenance Benefit and Home Repair Benefits from Social Assistance

The Budget announced that, as part of the first phase of consolidation under the Long-Term Affordable Housing Strategy, the Community Start-Up and Maintenance Benefit is being removed from social assistance, with a portion of funding to be included in a new consolidated program administered by municipalities to provide housing and homelessness services and supports.

The Budget also announced that home repair benefits are being removed from social assistance. There are other programs that will continue to assist eligible Ontarians with home repairs including Ontario Renovates and the Residential Rehabilitation Assistance Program for First Nation communities.

In addition, people with disabilities may seek funding for home modifications from the Home and Vehicle Modification Program, which is funded by MCSS and administered by the Ontario March of Dimes.

The ministry will retain homelessness-related funding for First Nations and will be engaging First Nations delivery partners on how best to provide these services.

Revision of the Cost Sharing Formula for Ontario Works Non-Health and Health-Related Discretionary Benefits

The maximum provincial cost-share for non-health related discretionary expenditures is currently determined by using $8.75 per case multiplied by the combined Ontario Works and ODSP monthly caseload within a delivery agent's geographic area.

The Budget announced that effective July 1, 2012, the existing formula for determining the maximum provincial cost share of non-health related discretionary benefits will be replaced with a new formula of $10 per case of the combined Ontario Works and ODSP caseload for all non-health and health-related discretionary benefits.

The range of needs that can be addressed through Ontario Works discretionary benefits will not change (with the exception of the removal of home repairs per above). Delivery agents will continue to set local policies based on their clients' needs and their priorities.

Social Assistance Rates

The Budget also announced that, for 2012, social assistance rates will be maintained at their current levels.

Attached are questions and answers related to these announcements. Further details on implementation of the changes will be provided in the coming months.
For Ontario Works related questions regarding the above information, please contact Anna Cain, Manager, Ontario Works Branch at 416-325-6086 or anna.cain@ontario.ca.

J. Butler
A/Director, Ontario Works

Enc.

c. Patti Redmond, Director, Ontario Disability Support Program Branch, MCSS
Maxine Daley, Director, Social Assistance and Municipal Operations Branch, MCSS
David Carter-Whitney, Assistant Deputy Minister, Social Policy Development Division, MCSS
David Zuccato, Assistant Deputy Minister, Operations Division, MCSS
2010 Ontario Budget and Social Assistance
Questions and Answers

Social Assistance Rates

Q. Are social assistance rates increasing in 2012?

The 2012 Budget announced that social assistance rates will be maintained at current levels in 2012.

Community Start-Up and Maintenance Benefit (CSUMB)

Q. What changes are being made to CSUMB?

The 2012 Budget announced that, as part of the first phase of consolidation under the Long-Term Affordable Housing Strategy, the Community Start Up and Maintenance Benefit is being removed from social assistance, with a portion of funding to be included in a new consolidated program administered by municipalities to provide housing and homelessness services and supports.

Q. What is the effective date of change?

CSUMB will be removed from social assistance as the new consolidated housing and homelessness program is introduced in January 2013.

Q. What is included in CSUMB?

CSUMB is a mandatory social assistance benefit that provides funding to eligible recipients to assist with the costs of:
- establishing a new residence
- preventing eviction or discontinuation of heating or utilities
- maintaining an existing residence

Q. How many clients receive CSUMB each month?

All Ontario Works and ODSP clients may be eligible to access CSUMB which provides up to a maximum of $799 for an eligible single recipient and $1500 for an eligible family on social assistance over a 24-month period.

Q. What is the cost sharing of CSUMB?

Under ODSP, CSUMB is 100% provincially funded while under Ontario Works CSUMB is currently cost shared 82.8% provincial – 17.2% municipal and is part of the scheduled upload of Ontario Works financial assistance costs.
Q. Will this affect monthly income allowances for people on social assistance?

These benefits are provided on a case-by-case basis to eligible clients. As such, these changes will not impact the amount an individual or family receives in their monthly income allowance.

Q. Are First Nations homelessness-related programs part of consolidation?

The Ministry of Community and Social Services will retain homelessness-related funding for First Nations and will be engaging First Nations delivery partners on how best to provide these services.

Home Repairs

Q. What changes are being made to home repair benefits in social assistance?

The 2012 Budget announced that home repair benefits are being removed from social assistance. There are other programs that will continue to assist eligible Ontarians with home repairs including Ontario Renovates and the Residential Rehabilitation Assistance Program for First Nations communities.

Persons with disabilities can also seek funding for home modifications from the Home and Vehicle Modification Program, which is funded by MCSS and administered by the Ontario March of Dimes. Approvals for funding are based on priority criteria. Priorities include modifications required to allow persons with disabilities to continue to live safely in their homes and to avoid job loss.

Q. What is the effective date of change?

This change will come into effect on January 1, 2013.

Q. What is included in home repairs?

Home repairs are provided as a mandatory benefit through ODSP and as a discretionary benefit through Ontario Works. The cost of a necessary home repair may be provided if no other funding is available and:

- The recipient could be forced to vacate the home if these repairs are not done;
- There is a risk to the health or well-being of a member of the benefit unit; and/or
- Extensive damage will result to the home if the repairs are not undertaken immediately.
Q. Are home repair benefits cost-shared?

The ODSP Home Repair Benefit is 100% provincially funded while Ontario Works discretionary benefits, including home repairs, are currently cost-shared 82.8% provincial – 17.2% municipal and are part of the scheduled upload of Ontario Works financial assistance costs.

Q. Will this affect monthly income allowances for people on social assistance?

These benefits are provided on a case-by-case basis to eligible clients. As such, this change will not impact monthly income allowances for people on social assistance.

Q. How will recipients pay for necessary repairs that allow them to continue to live in their home?

Ontario Renovates is a new municipal housing program that is available to assist low-income Ontarians, including social assistance recipients with the cost of necessary home repairs.

Social assistance recipients living in First Nations communities can apply to the federal Residential Rehabilitation Assistance Program (RRAP) for assistance with the cost of necessary home repairs.

Persons with disabilities can also seek funding for home modifications from the Home and Vehicle Modification Program, which is funded by MCSS and administered by the Ontario March of Dimes.

Discretionary Benefits

Q. What changes are being made to discretionary benefits in Ontario Works?

The 2012 Budget announced that the government would revise the funding of discretionary benefits provided through Ontario Works by replacing the existing formula for determining the maximum amount eligible for provincial cost-sharing.

The existing formula of $8.75 per case for non-health related discretionary benefits would be replaced with a new formula of $10 per case on combined health and non-health related discretionary benefits.

The range of needs that can be addressed through discretionary benefits would not change with the exception of the removal of home repairs. Delivery agents will continue to set local policies based on their clients’ needs and their priorities.

Ontario Works discretionary benefits will continue to be available to ODSP recipients and members of their benefit unit on a case-by-case basis, at the discretion of Ontario Works administrators.
Q. What is the effective date of the change?

This change will come into effect on July 1, 2012.

Q. Will this new cost-sharing formula reduce supports for people on social assistance?

The range of needs that can be addressed through discretionary benefits for both Ontario Works and ODSP recipients would not change, with the exception of the removal of home repairs. Delivery agents will continue to set local policies based on their clients’ needs and their priorities.

Q. What is included in Ontario Works health related discretionary benefits?

Health related discretionary benefits include:

- dental care for adults on Ontario Works and adult children of ODSP clients;
- eye-glasses for adults on Ontario Works and adult children of ODSP clients;
- a portion of the costs of prosthetic appliances;
- funerals and burials; and
- any other special service, item or payment authorized by the Director of Ontario Works (e.g. child care costs in situations where a recipient requires child care to attend a medical appointment).

Q. What is included in Ontario Works non-health related discretionary benefits?

Non-health related discretionary benefits include:

- vocational training and retraining;
- travel and transportation that is not for health-related purposes;
- moving expenses; and
- any other special service, item or payment authorized by the Director of Ontario Works

Q. How many clients receive these benefits each month?

All Ontario Works and ODSP clients may be eligible to access Ontario Works discretionary benefits, which are provided by delivery agents on a case by case basis. The number and types of discretionary benefits provided vary by Ontario Works delivery agents based on local priorities and are not tracked at the provincial level.
Employment Services Integration

Q. What changes are being considered for employment services in social assistance?

The government will be looking at opportunities to integrate Ontario Works and ODSP employment services with the broader Employment Ontario network.

Q. Does this mean the government will no longer provide employment supports to social assistance recipients and persons with disabilities?

No decisions have been made yet about integrating employment services. Ministry staff will be working closely with the Ministry of Training, Colleges and Universities and our municipal partners to explore this idea.
Champlain LHIN - Board Meeting Highlights

March 28, 2012 - Ottawa

Update

Eastern Ontario Regional Laboratory Association (EORLA) - Beginning April 1, 2012, urban and rural hospital laboratories in the Champlain region will be rolled into one organization called EORLA. The new entity represents the largest integration to date of clinical services in our region, and the most significant lab project in Ontario.

Randy Penney, EORLA’s Board Chair, spoke to LHIN Board members about the benefits of the change, including improved quality of care for patients receiving diagnostic tests, increased knowledge-sharing among lab employees, and achievable cost savings. The Champlain LHIN played a key role in the creation of EORLA by providing start-up funding and assisting with a third-party review of its business case. EORLA fits with the Champlain LHIN’s goal of building a more accountable and sustainable health system.

Dr. Wilbert Keon, Board Chair of the Champlain LHIN, called the initiative an “enormous accomplishment” and “a wonderful precedent for our community in terms of integration.” EORLA is a not-for-profit organization that conducts roughly 12 million diagnostic tests per year. On April 1, 2012, it will have an annual budget of $92 million and more than 800 employees working at 16 hospitals.

Decisions

Integrated Health Service Plan (IHSP) 2013-16 - Like all LHINs in Ontario, the Champlain LHIN will soon develop its three-year strategic plan outlining health-care priorities for the period 2013-16. The Integrated Health Service Plan is one of the LHIN’s most important documents, as it guides the organization’s work and determines where funding should be directed.

Board members heard about the required elements in the plan and the process for its completion. Because public input is a critical element, the Board agreed to appoint a Board member to participate on a Community Engagement Advisory Group. The Board will also undertake a review of the LHIN vision, mission and values.

Multi-Sector Service Accountability Agreement (M-SAA) – The LHIN Board of Directors approved an amended accountability agreement between the LHIN and Montfort Renaissance, a community-based mental health and addictions agency serving the Francophone population. An amendment was necessary as the organization is now merging with Horizons Renaissance, another mental-health agency serving Francophones. This integration was previously supported by the LHIN Board, and will help improve care for clients and families by facilitating access to a broad range of services and improving case management.

Hospital Services Accountability Agreements (H-SAA) – Agreements between the LHIN and the region’s 20 hospitals will be amended for 2012-13. However, since the current hospital agreements expire on March 31, 2012 and the 2012-13 amendments will not be finalized until June 30, 2012, the LHIN Board of Directors supported extending the current agreements for three months.
THE COUNTY OF LANARK

COMMUNITY SERVICES COMMITTEE
April 11, 2012

Report #LL-07-2012 of the
Director of Lanark Lodge

ANNUAL REPORTING OF NON ARMS LENGTH TRANSACTIONS
TO THE MOHLTC

1. STAFF RECOMMENDATIONS

“THAT, Report #LL-07-2012 “Annual Reporting of Non Arms Length Transactions to the MOHLTC” be received for information only.”

Recommended By: Approved for Submission By:

Deborah Pidgeon Peter Wagland
Director, Lanark Lodge Chief Administrative Officer
2. PURPOSE

The purpose of this report is to provide to Community Services Committee information regarding the requirements per section 265(6) of Ontario Regulation 79/10 under the Long-Term Care Homes Act, 2007. It requires reporting of any non-arm’s length transactions from January 1, 2011 through December 31, 2011 (Attachment #1).

3. BACKGROUND

On an annual basis, pursuant to section 265 of Ontario Regulation 79/10 under the Long-Term Care Homes Act, 2007 (LTCHA), licensees of long-term care homes (LTCHs) are required to report every non-arm’s length transaction for goods and services provided during the reporting period and/or obtain prior approval from the Director of LHIN Liaison Branch (LLB) to enter into a non-arm’s length transaction where the licensee is unable to meet the procurement and value for money requirement. The definition of what constitutes a non-arm’s length transaction is included in Attachment #1.

Lanark County, Lanark Lodge had no reportable non-arm’s length transactions for the period of January 1, 2010 through December 31st, 2010, the first year that the organization was required to report to the MOHLTC.

4. DISCUSSION

Annual reporting is only required if goods and/or services were provided within the reporting year pursuant to a non-arm’s length transaction. Licensees are required to submit to the Director of LHIN Liaison Branch (LLB) by March 31st each year, a list of every non-arm’s length transaction for direct care goods and/or direct care services provided to the licensee during the previous calendar year.

5. ANALYSIS AND OPTIONS

Following a comprehensive review of the non-arm’s length transaction policy; it has been determined that there have been no non-arm’s length transactions for Lanark Lodge, Lanark County for January 1, 2011 to December 31, 2011. Consistent with the communication provided by the Director of the LHIN Liaison Branch, Lanark Lodge did not submit a report as no action was required in such circumstances by the Licensee.

6. FINANCIAL IMPACT

None

7. LOCAL MUNICIPAL IMPACT

None
8. CONCLUSIONS

Lanark Lodge, Lanark County has met its requirements for annual reporting to the MOHLTC through the Director of LHIN Liaison Branch (LLB) of the non-arm’s length transaction policy for the calendar year of 2011, January 1, 2011-December 31, 2011.

9. ATTACHMENTS

i) Letter from the MOHLTC signed by the Director of the LHIN Liaison Branch dated March 12, 2012– Attachment #1
I would like to bring to your attention that section 265(6) of Ontario Regulation 79/10 under the Long-Term Care Homes Act, 2007 requires the following:

Every licensee shall submit to the Director by March 31 in every calendar year, or at any other time required by the Director, a report that sets out, for the previous calendar year, or a time stipulated by the Director, every non-arm's length transaction for goods and services provided during that year or time, including a description of the services or goods received and the money spent for the goods and services.

The Director for this reporting requirement is the Director of the LHIN Liaison Branch (LLB). If you have any non-arm's length transactions from January 1, 2011 through December 31, 2011, please email your report to LHINs.moh@ontario.ca by March 31, 2012. The report should include a description of the direct care services and/or goods received and the money spent for these direct care goods and services.

There is no template/form for this report. If you do not have any non-arm's length transactions to report, no action is required.

Included in this email is a guide to help understand whether a transaction is a direct care good and/or direct care service that must be reported to the Director. This guide may not identify every non-arm’s length transaction that must comply with regulatory requirements and is to be used as a guide only. However, if you have any questions or require clarification, please contact Linda Gordon at 416-327-8650 or Linda.gordon@ontario.ca.

This guide also provides information on submitting a request to the Director of LLB for a prior approval of a non-arm’s length transaction.

Kathryn McCulloch
Chief Executive Officers, Local Health Integration Networks
**Agenda Item # 7i)**

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<tr>
<th>Non-Arm's Length Transactions Guideline</th>
<th>Date: March 12, 2012</th>
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### 1.1 Introduction

Pursuant to section 265 of Ontario Regulation 79/10 under the *Long-Term Care Homes Act, 2007* (LTCHA), licensees of long-term care homes (LTCHs) are required to report every non-arm's length transaction for goods and services provided during the reporting period and/or obtain prior approval from the Director of LHIN Liaison Branch (LLB) to enter into a non-arm's length transaction where the licensee is unable to meet the procurement and value for money requirement. This document provides a guide to annual reporting and prior written approval of non-arm's length transactions.

### 2.1 Definitions

**Non-arms length transaction** – means a transaction where a licensee spends money to acquire the supply of direct care goods for or direct care services to a LTCH that is entered into between a licensee and an *associate* of the licensee within the meaning of subsection 2 (4) of the Act.

**Associate**- is defined in section 2(4) of the LTCHA as follows:

1. For the purposes of subsection (2), one person shall be deemed to be an associate of another person if,
   a) one person is a corporation of which the other person is an officer or director;
   b) one person is a partnership of which the other person is a partner;
   c) one person is a corporation that is controlled directly or indirectly by the other person;
   d) both persons are corporations and one person is controlled directly or indirectly by the same individual or corporation that directly or indirectly controls the other person;
   e) both persons are members of a voting trust where the trust relates to shares of a corporation;
   f) one person is the father, mother, brother, sister, child or spouse of the other person or is another relative who has the same home as the other person; or
   g) both persons are associates within the meaning of clauses (a) to (f) of the same person.

Direct care services means services provided directly to the residents. Direct care goods are goods used in the provision of direct care services to residents where the good(s) are used or consumed directly by the resident and required for their care and safety.

The agreement required with the Medical Director under section 214 of O.Reg. 79/10 is not a non-arm's length transaction for the purposes of section 265.

Appendix 1 provides a guide to help understand whether a transaction is a direct care good and/or direct care service transaction that must be reported to the Director or that may require prior written approval of the Director as described in paragraph 4.1 below. This guide may not identify every non-arm’s length transaction that must comply with regulatory requirements and is to be used as a guide only.
3.1 Regulatory Requirements

3.1.1 Annual Reporting
Under subsection 265(6) of O.Reg. 79/10, every licensee of a LTCH shall
- submit to the Director by March 31 in every calendar year, or at any other time required by the Director, a report that sets out, for the previous calendar year, or a time stipulated by the Director, every non-arm’s length transaction for goods and services provided during that year or time, including a description of the services or goods received and the money spent for the goods and services. O. Reg. 79/10, s. 265 (6).

3.1.2 Prior written approval to enter into a non-arm’s length transaction
Subsection 265(2) states: Subject to subsection (3), a licensee of a LTCH shall not enter into a non-arm’s length transaction unless,
  a) the supplier has been selected from an open, fair and transparent competitive procurement process involving at least three unrelated bids and has demonstrated economy, efficiency and effectiveness for the money spent superior to that of the other bidders; and
  b) the licensee keeps a record documenting the transaction and the details of the competitive procurement process.

Pursuant to subsection 265(3), if a licensee is unable to meet the procurement and value for money requirement in clause (2)(a) above, the licensee is prohibited from entering into the non-arm’s length transaction unless the licensee has obtained the prior written approval of the Director. Under subsection 265(4), a licensee shall apply to the Director for the written approval required under subsection 265(3) in the form and manner acceptable to the Director. The Director for this section is the Director of the LHIN Liaison Branch.

4.1 Reporting and Prior Approval Expectations

4.1.1 Annual Reporting
Annual Reporting is only required if goods and/or services were provided within the reporting year pursuant to a non-arm’s length transaction.

Licensees are required to submit to LLB by March 31st each year, a list of every non-arm’s length transaction for direct care goods and/or direct care services provided to the licensee during the previous calendar year. For each non-arm’s length transaction:
- describe the direct care goods and/or direct care services provided to the licensee pursuant to the non-arm’s length transaction; and
- the money spent for the goods and/or services.

If the non arm’s length transaction contract was renewed or extended in the reporting year, confirm whether the licensee evaluated and concluded that the supplier has demonstrated economy, efficiency and effectiveness for the money.

If submitting a report, please email to LHIls.moh@ontario.ca.
4.1.2 Prior Approval for a Non-arm's Length Transaction

A licensee seeking the prior written approval of the Director to enter into a non-arm's length transaction must submit to the Director of LLB a Business Case which briefly outlines at least the following:

- Name of supplier;
- Length of contract, including options for renewal or extension;
- Relationship between the supplier and the licensee;
- Description of the direct care goods or direct care services provided in the non-arm's length transaction;
- Description of the procurement process used or proposed to be used, if any;
- Rationale as to why the licensee is unable to meet the procurement requirements in s. 265(2)(a) of O.Reg. 79/10;
- Description of how the proposed supplier demonstrates economy, efficiency and effectiveness for the money to be spent;
- Rationale for why the exception should be granted; and
- Amount of money spent or expected to be spent for these direct care goods and services.

If seeking prior approval, please email your request to LHINs.moh@ontario.ca.

5.1 LLB Review & Approval

5.1.1 Annual Reporting

LLB will review the report to ensure that enough information is provided detailing the nature of the non-arm’s length transaction.

5.1.2 Prior Approval Business Case

The Director of LLB will review the Business Case and may request further information or clarification. Once the required additional information is received and the Director has been satisfied that the information is sufficient to make a decision, a written response will be provided to the licensee either approving or not approving the non-arm's length transaction.
APPENDIX 1

This guide may not identify every NALT that must comply with regulatory requirements and is to be used as a guide only.

No Reporting

Direct Care Transaction

Resident Related

Direct Care Services
(Applies to funds allocated in NPC, PSS and OA envelopes)

Not identified in resident’s plan of care

Identified in resident’s plan of care

Person providing service is an employee of LTCH

Person providing service is not an employee of LTCH

Person is employed by an agency or third party

Agency/third party is not an associate of licensee

Agency/third party is an associate of licensee – Submit Report

Person is under contractual agreement with LTCH (e.g. Allied Health Professionals.)

Direct Care Goods
(All envelopes)

Supplier is not an associate of licensee

Supplier is an associate of licensee – Submit Report

Non - Resident Related

No Reporting
1. STAFF RECOMMENDATIONS

THAT, the Ontario Renovates component of the Investment in Affordable Housing in Ontario Program be available in Lanark County and known as “Renovate Lanark”;

AND THAT, Home Repair and Accessibility Modification components be established for residents of Lanark County and the Town of Smiths Falls effective May 1, 2012;

AND THAT, Households with an annual income less than $74,700 be eligible for both components;

AND THAT, Homes valued less than $250,000 be eligible for repair;

AND THAT, maximum rent levels for the Accessibility Modification component be set at $650 – 1 bdrm, $750 – 2 bdrm and $800 – 3 bdrm;

AND THAT, assistance for Accessibility Modifications be in the form of a grant, to a maximum amount of $3,500;

AND THAT, assistance for Home Repair be in the form of a ten year forgivable loan, to a maximum amount of $15,000, and all loans be secured on title;

AND THAT, a program for Secondary/Granny Suites be considered in 2013 if funding is available;

AND THAT, additions/home expansions not be eligible for assistance.

Prepared by:

Sandy Grey
Social Housing Manager
2. PURPOSE

The purpose of this report is to request Council approval for the implementation of a Renovate Lanark program as described in this report. There are several thresholds to be established by Council decision.

3. BACKGROUND

Related Reports:  September 2011 – SS#08-2011 Investment in Affordable Housing
November 2011 – SS#09-2011 IAH Recommendations
February 2012 – SS#02-2012 Program Delivery Fiscal Plan

Lanark County Council approved participation in the Ontario Renovates portion of the Investment in Affordable Housing (IAH) program at the November 2011 Council meeting. For local branding purposes, the program will be known as Renovate Lanark.

Funding in the amount of $220,000 has been allocated for the three (3) year program.

4. DISCUSSION

There are two potential sub-components to this program, Home Repair and Multi-Unit Rehabilitation.

Until March 31, 2012, Canada Mortgage & Housing (CMHC) administered the Residential Rehabilitation Assistance Program (RRAP). RRAP consisted of a suite of programs with slightly varying eligibility criteria, all designed to assist low to moderate income households maintain safe affordable housing. RRAP spending in Lanark County totalled $575,000 for the three years ending March 31, 2011, with the majority of work being completed in the Town of Smiths Falls. Renovate Lanark has a much smaller budget than the RRAP program, and therefore will not be able to provide all of the options previously available.

The Home Repair component of IAH can be implemented without the purchase of technical consultants and engineering studies. Funding Agreements can be based on the receipt of three quotes from qualified contractors. A greater number of Home Repair Agreements can be funded annually as they tend to be less costly than Multi-Unit repairs. For these reasons, it is recommended that the Multi-Unit Rehabilitation program not be offered in Lanark County.

There is an option to provide forgivable loans for the construction of secondary/garden suites for seniors and persons with disabilities. Due to the limited amount of funding available for Renovate Lanark, it is recommended that this option be considered in future years, if demand for the Home Repair program is less than anticipated.

5. ANALYSIS AND OPTIONS

A summary of the program decisions required to implement the Lanark Renovates program is attached as Appendix “A”.
Grant

Provincial guidelines allow an Accessibility Modifications element of this program, where homeowners or landlords may receive a grant of up to $3,500 to adapt their home/unit to eliminate physical barriers or imminent safety risks and improve the ability to meet the demands of daily living within the home. There is no repayment requirement for this element of the program. Landlords can qualify if their unit is occupied, or is intended to be occupied, by a person with a disability whose income and rent are below the allowable thresholds. Homeowners can qualify if their house value and income are below the allowable threshold.

It is recommended that Lanark County offer a grant program. Applicants requiring more extensive work, where costs exceed the maximum grant, may also apply for a loan for the remainder of the cost.

Loan

The Home Repair program offers a forgivable loan to low to moderate income homeowners to repair their home to bring it to acceptable standards and to improve energy efficiency. The loan is forgiven at an equal rate per year over ten years. If any of the following situations occur, the applicant is considered to be in default and any outstanding loan amount must be repaid:

- The house is sold
- Homeowner ceases to occupy the unit as sole & principal residence
- Misrepresentation occurs related to eligibility for the program
- Funding is used for other purposes

Repayments made to the Service Manager are to be reinvested into Renovate Lanark projects.

Security for loans under $25,000 can be in the form of a promissory note or security registered on title. CMHC relied on Promissory notes; however legal advice has been received recommending registering security on title.

Eligible repairs for Renovate Lanark may include the following activities:

- Major repairs and rehabilitation required to make a house safe while improving energy efficiency. Examples include, but are not limited to:
  - Heating systems
  - Chimneys
  - Doors and windows
  - Foundations
  - Roofs, walls, floors and ceilings
  - Vents, louvers
  - Electrical systems
  - Plumbing
  - Septic systems, well water and well drilling
Remediation for an overcrowded dwelling through the addition of habitable living space

Modifications to increase accessibility related to housing and reasonably related to the occupant’s disability including:
- Ramps
- Handrails
- Chair and bath lifts
- Height adjustments to countertops
- Cues for doorbells/fire alarms

Affordability Criteria

Under the Ontario Renovates Home Repair sub component, the Province has mandated that eligible households must have a household income at or below the 60th income percentile for the Service Manager area or province, whichever is lower. In Lanark County this standard is met at household income of $74,700. This is also, the income level adopted for the Homeownership Loan program which promotes consistency across our various affordable housing programs. Council may wish to reduce this maximum for the Home Repair Program to restrict eligibility to the highest need applicants, keeping in mind that households must have sufficient income to support a mortgage.

The market value of the home being considered for repair must be at or below the average MLS resale price for the Service Manager area. Lanark County is grouped with the City of Ottawa for this standard, which is a maximum of $340,117. It is recommended that this maximum be reduced to $250,000 which is the criteria approved by Council for the Homeownership Loan program.

6. FINANCIAL IMPACT

The Ministry of Municipal Affairs and Housing has provided a three year notional allocation for Lanark County in the amount of $1,846,256. Lanark Council approved $220,000 of this allocation for Renovate Lanark, $70,000 in 2012/13, $80,000 in 2013/14 and $70,000 in 2014/15.

7. LOCAL MUNICIPAL IMPACT

Home Repair and Accessibility Modifications will be available in all local municipalities, on a first come first served basis until March 2015.

8. CONCLUSIONS

Options approved by Council at their April 2012 meeting will be incorporated into the Renovate Lanark program and advertised to the public to be available effective May 1, 2012.

9. ATTACHMENTS

Appendix “A” – Summary of Program Options
### Summary of Program Options

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Comments</th>
<th>Recommendation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maximum Accessibility Grant</td>
<td>Provincial maximum = $3,500</td>
<td>Grant of $3,500 (max)</td>
</tr>
<tr>
<td>Maximum Loan</td>
<td>Provincial Maximum = $50,000/ Average cannot exceed $25,000</td>
<td>$15,000</td>
</tr>
<tr>
<td>Maximum Household Income</td>
<td>Provincial maximum = $74,700</td>
<td>$74,400 - used for Homeownership program previously</td>
</tr>
<tr>
<td>Maximum House Value</td>
<td>Provincial maximum = $340,117</td>
<td>$250,000 – used for Homeownership program previously</td>
</tr>
</tbody>
</table>
| Maximum Rent Level              | Province has not established an average market rent for our area | $650 – 1 bdrm  
$750 – 2 bdrm  
$800 – 3 bdrm  
Maximum set for Affordable Housing Program |
| Mortgage or Promissory Note     | Up to $25,000 may be secured by promissory note | Mortgage for all loans                              |
| Secondary Suites                |                                             | Review in Year Three                                |
| Allowable Repairs               |                                             | Additions/Home expansions not included              |
THE COUNTY OF LANARK

COMMUNITY SERVICES COMMITTEE
April 11, 2012

Report #FIN-12-2012
of the Treasurer

Community Information 211 Phone Service

1. STAFF RECOMMENDATIONS

   a) That, County Council declines the request for funding from 211 Community Information Service; or

   b) That, County Council approves the funding request of $11,500 for the 211 Community Information Service.

Prepared and Recommended By: Kurt E. Greaves
Treasurer

Approved for Submission By: Peter F. Wagland, C.A.O.
2. PURPOSE
The 2012 budget included an allocation of $11,500 for 211 service. The decision to fund the service was deferred until 211 provided more information. That information has been received (Appendix C) and council now has the information to make an informed decision.

3. BACKGROUND
From the attached appendix C:

“211 is an easy-to-remember, three-digit, non-emergency telephone number that connects callers to a full range of community, social, government and health service information in Eastern Ontario. Bilingual and certified information and referral specialist answer 211 calls 24 hours a day, 7 days a week. 211 is free, confidential and multilingual (150 languages). The information is also available online at www.211ontario.ca.”

4. DISCUSSION
The 211 service is already available to Lanark County residents. The official launch was May 6, 2011.

In deciding on the financial support of 211 service there are many factors that deserve consideration. Some of these include:

The beauty of 211 is based on its simplicity: with the expanding number of community, government and social services available people need only remember one number. One important benefit would be in the event of emergency situations 211 would be available to assist as an important resource for handling public inquires.

In today’s society, given the ubiquity of smart phones and home computers a lot of information is easily available to the public using web browsers. 211 would seem to be more valuable in large urban centers where there are many times more agencies and the population mix would benefit greatly from a multilingual service.

5. ANALYSIS AND OPTIONS
None.
6. FINANCIAL IMPLICATIONS

The request of $11,500 was based on 18 cents per resident and includes the town of Smiths Falls. If council approves the funding request, there will need to be a formal request to the Town of Smiths Falls.

7. LOCAL MUNICIPAL IMPACT

None.

8. CONCLUSIONS

In principal the 211 community information service does have a lot of merit. There are however many community services that provide benefit to County citizens that are not directly funded by property tax payers. Given the budget constraints, the County faces in the years ahead, it is important that this decision be considered carefully.

9. ATTACHMENTS

APPENDIX A: Survey of Eastern Ontario 211 funding
APPENDIX B: Lanark Budget 211 Eastern Region 2012-2013
APPENDIX C: 211 Information
APPENDIX D: 211 Eastern Ontario Communiqué
## Appendix A

### Survey of Eastern Ontario March 19, 2012

<table>
<thead>
<tr>
<th>County</th>
<th>Funding 2-1-1?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stormont, Dundas &amp; Glengary</td>
<td>No</td>
</tr>
<tr>
<td>Prescott &amp; Russell</td>
<td>No</td>
</tr>
<tr>
<td>Leeds &amp; Grenville</td>
<td>No</td>
</tr>
<tr>
<td>Peterborough</td>
<td>No</td>
</tr>
<tr>
<td>Haliburton</td>
<td>No (stopped funding)</td>
</tr>
<tr>
<td>Prince Edward</td>
<td>No</td>
</tr>
<tr>
<td><strong>Frontenac</strong></td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Lennox &amp; Addington</strong></td>
<td>Yes</td>
</tr>
<tr>
<td>Lanark</td>
<td>No (council considering)</td>
</tr>
<tr>
<td>Renfrew</td>
<td>No</td>
</tr>
<tr>
<td>Hastings</td>
<td>No</td>
</tr>
</tbody>
</table>
## Appendix B

**Lanark Budget - 211 Eastern Region 2012-2013**

### Revenues

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lanark County</td>
<td>11500</td>
</tr>
<tr>
<td>approximate ask based on 0.18 cents per resident</td>
<td></td>
</tr>
<tr>
<td>Provincial Government</td>
<td>40400</td>
</tr>
<tr>
<td>Federal Government</td>
<td>5750</td>
</tr>
<tr>
<td>United Way In Kind Contribution as of May 2011</td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>57650</strong></td>
</tr>
</tbody>
</table>

### Expenses

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call centre staff</td>
<td>29602</td>
</tr>
<tr>
<td>Data Management</td>
<td>19324</td>
</tr>
<tr>
<td>Administrative expenses</td>
<td>8724</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>57650</strong></td>
</tr>
</tbody>
</table>

### Notes:
- expected call volume in 2012-2013 is 2600
- Communications and marketing expenses are provincial responsibilities
- United Way of Lanark In Kind Community Liaison activities
Appendix C

2011
Community Information Centre of Ottawa

211 EASTERN ONTARIO: LANARK
Produced in November 2011 by the Community Information Centre of Ottawa, this report highlights the usage of the 211 service in Lanark county during the first six months of service.
211 EASTERN ON BACKGROUND

211 is an easy-to-remember, three-digit, non-emergency telephone number that connects callers to a full range of community, social, government and health service information in Eastern Ontario. Bilingual and certified information and referral specialists answer 211 calls 24 hours a day, 7 days per week. 211 is free, confidential and multilingual (150 languages). The information is also available online at www.211ontario.ca.

HISTORY OF 211 IN EASTERN ON

1997: The first 211 service opened in Atlanta, Georgia.

2001: The Canadian Radio-Television and Telecommunications Commission (CRTC) awarded a license for reserved use of the 211 number to a consortium lead by United Way Canada.

2002: The first Canadian 211 service is launched in Toronto.

2005: A comprehensive business and technical plan was developed to support 211 in Ottawa.

2006: United Way organizations across Ontario banded together to collectively call upon the government of Ontario to “make 211 accessible to all residents of Ontario.”

2008: 211 is officially launched in Ottawa on September 19th.

2010: 211 is officially launched in the City of Kingston and Frontenac and Lennox and Addington counties on June 25th.

2011: 211 is officially launched in Renfrew County (January 28th), the United Counties of Leeds & Greenville (March 22nd), Lanark County (May 6th), the United Counties of Stormont, Dundas & Glengarry (May 19th), Counties of Prince Edward and Hastings (Nov 9th) and the United Counties of Prescott-Russell (Dec 9th).

WHEN YOU DON’T KNOW WHERE TO TURN – DIAL 211
The above chart illustrates the call volume patterns Lanark County during the first six months since the launch of 211 in Lanark on May 6th, 2011. Since the launch of 211 in Lanark County, we have received 422 calls from local residents.
The above chart illustrates the reasons for calls for Lanark County during the first six months following the official launch of 211 on May 6th, 2011.
WHEN YOU DON’T KNOW WHERE TO TURN – DIAL 211

CALLER NEEDS

The top 5 reasons for calls are:

- Income & Financial Assistance
- Other Provincial Government
- Senior Services
- Counselling Services
- Arts, Culture & Recreation and Information Services

The chart below breaks down the reasons for calls related to Income & Financial Assistance. The highest percentage of calls in this category were related to Hydro/Utility Assistance and access to programs providing financial assistance for those who are unable to pay their hydro or utility bills, in particular during the winter months or when facing disconnection.
The chart below breaks down the reasons for calls related to **Provincial Government Services**. The highest percentage of calls in this category was for **Service Ontario – Ontario Health Insurance Plan (OHIP)**.
WHEN YOU DON’T KNOW WHERE TO TURN – DIAL 211

The chart below breaks down the reasons for calls related to Senior Services. The highest percentage of calls in this category was for information on Home and Community Support Services.
The chart below breaks down the reasons for calls related to *Counselling Services*. The highest percentage of calls in this category was for general *Counselling services*.
The chart below breaks down the reasons for calls related to *Arts, Culture and Recreation and Information Services*. The highest percentage of calls in this category was for *Information about 211*, including home support services and seasonal programs in the community.
WHEN YOU DON’T KNOW WHERE TO TURN – DIAL 211

LOCATION OF CALLER

The charts below show the breakdown of calls for Lanark County.

Lanark county

<table>
<thead>
<tr>
<th>Location</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lanark County (not specified)</td>
<td>32%</td>
</tr>
<tr>
<td>Smiths Falls</td>
<td>19%</td>
</tr>
<tr>
<td>Perth</td>
<td>18%</td>
</tr>
<tr>
<td>Carleton Place</td>
<td>9%</td>
</tr>
<tr>
<td>Lanark Highlands</td>
<td>6.5%</td>
</tr>
<tr>
<td>Mississippi Mills</td>
<td>6.5%</td>
</tr>
<tr>
<td>Almonte</td>
<td>5%</td>
</tr>
<tr>
<td>Town of Lanark</td>
<td>2%</td>
</tr>
<tr>
<td>Arnprior</td>
<td>2%</td>
</tr>
</tbody>
</table>
CALLER DEMOGRAPHICS

The charts below illustrate part of the caller profile for Lanark County, specifically the gender and approximate age of callers.

**Gender**
- Female: 25%
- Male: 75%

**Approximate Age**
- 13-21: 2%
- 22-35: 18%
- 36-54: 58%
- 55 and older: 22%
WHEN YOU DON’T KNOW WHERE TO TURN – DIAL 211

CALLER DEMOGRAPHICS

The charts below illustrate the language spoken by the caller along with whether or not the caller was identified as a newcomer to Canada.

Language

- 100% English

Newcomer to Canada

- 96%
- 2%
- 2%
- Yes
- No
- Unknown

WHEN YOU DON’T KNOW WHERE TO TURN – DIAL 211
WHEN YOU DON’T KNOW WHERE TO TURN – DIAL 211

CALLER DEMOGRAPHICS

The charts below illustrate which percentages of calls were for information only and which calls required information and referral.

Information vs. Information and Referral

- Information only 42%
- Information and Referral 58%

UNMET NEEDS

There were no unmet needs tracked during the first six months of 211 Service for Lanark County.

An “unmet need” occurs when a client’s needs cannot be met for any of the following reasons:

- The client is unable to pay for services and no subsidies are available
- The hours of the service are such that the client cannot access it (e.g. food bank)
- The client must travel to obtain the service and has no means of transportation
- The service is not available in the client’s language
- The service does not exist
- There is a lengthy or closed waiting list
- The client does not meet the eligibility criteria outlined by the service or organization
WHEN YOU DON’T KNOW WHERE TO TURN – DIAL 211

OUTREACH & MEDIA

INFORMATION

In the first six months of 211 service, information and brochures on the 211 service were distributed to a range of organizations throughout the Lanark area.

MEDIA

The launch of 211 and an explanation of how 211 functions is highlighted on the website of United Way of Lanark County.

SOCIAL MEDIA

The 211 service is promoted through the social media site twitter by 211 Eastern Region (@211EasternON) along with promotion through Facebook via a group for 211 Eastern Ontario, providing regular updates on the use of 211 for residents along with any special notifications or information occurring throughout the year.
SUCCESS STORIES

Below are some success stories from our first year of service.

Almonte

We received a call from a young mother who was looking for playgroups for her toddler. The family had recently relocated to Almonte in Lanark County and the caller was unfamiliar with the area. The information and referral specialist was able to locate playgroups through the Ontario Early Years program. The caller was thrilled to find out that there were playgroups 4 days a week in Almonte along with other programs offered by the Ontario Early Years Centre that she could take advantage of.

She assured the I&R specialist that she would be making use of the 211 service in the future since it was so easy and helpful.

Smith's Falls

The caller was in touch with us because she was concerned for her daughter. Her daughter was a single mom of two young children under the age of six and she was having difficulty paying her hydro bill. Through the course of the call, the caller also said her daughter sometimes struggles to buy enough food to get her and the kids through the month.

The counselor gave the mother the phone number to the daughter's nearest food bank, but also provided her with the number to a financial assistance program for low income residents who have difficulty paying their bills.

In the end the mother was able to connect her daughter to a free program that installs energy-saving devices to help low-income people manage their utility costs. The mother thanked the I&R counsellor and said she felt much better after having called 2-1-1 and she will give her daughter the number for further assistance.
WHEN YOU DON’T KNOW WHERE TO TURN – DIAL 211

INITIATIVES & PROJECTS 2011

AIRS ACCREDITATION

In the past year we have begun the accreditation process with the Alliance of Information and Referral System (AIRS), a professional membership organization comprised of more than 1,200 information and referral organizations. Our organizational materials were approved in January 2011, we have undergone the on-site visit on October 31st 2011 and we are proud to announce that we have received our certificate granting us accreditation.

LANARK OUTREACH & RELATIONSHIP BUILDING

For the remainder of 2011, 211 Eastern Region and the United Way of Lanark County will be promoting 211 throughout the Lanark area and focusing on building relationships with community organizations, all levels of government and others within the human service system. This will ensure that 211 is being accessed by those in our community who need it the most, whether they are employed within the social services field or whether they are residents seeking assistance to meet individual needs or the needs of their families.

EASTERN ONTARIO EXPANSIONS

As of December 15th 2011 we have fully launched the 211 service across Eastern Ontario.
A SPECIAL THANKS....

A special thanks to all our funders, community partners and supporters for their work in helping the 211 service succeed!

211 EASTERN REGION SERVING LANKARK IS BROUGHT TO YOU IN PARTNERSHIP WITH

United Way of Lanark County

Ontario

THIS REPORT WAS PRODUCED BY THE COMMUNITY INFORMATION CENTRE OF OTTAWA, SERVICE PROVIDER OF 211 EASTERN REGION. FOR MORE INFORMATION CONTACT:

Marie-Andrée Carrière
Executive Director
Community Information Centre of Ottawa
ma.carriere@cominfo-ottawa.org
or 613-683-5400 ex 5503
Agenda Item # 8ii)

CICO BOARD OF DIRECTORS
David Holmes Past Chair
Linda Bordeleau Chair
Christine O’Connor Vice-Chair
Sandra Guenther Treasurer
Nadia Effendi Secretary
Jeanne-Hélène Tardivel Director
Sean Kelly Director
Francois Lemaire Director
Isabelle Morin Director

CICO MANAGEMENT TEAM
Marie-Andrée Carrière, CIRS Executive Director
Michel Fournier, CRS Database Coordinator
Christine Sharp 211 Development Project Officer
Mélanie Beaudry 211 Eastern Ontario Data Preparedness Coordinator

CICO SERVICE DELIVERY TEAM
Arlynn Béliaire, CIRS Team Leader and Information and Referral Specialist
Philippe Martel, CIRS Senior Information and Referral Specialist
Roxanne Brunet, CIRS Information and Referral Specialist
Natalie Cléroux, CIRS Information and Referral Specialist
Paul Charles Information and Referral Counsellor
Olivia Honoré Information and Referral Counsellor
Marie-Joëse Chabot Information and Referral Counsellor
Pascal René Information and Referral Counsellor
Zoé Gervais Bilingual Data Editor

WHEN YOU DON'T KNOW WHERE TO TURN – DIAL 211
211 Eastern Ontario is proud to announce some very exciting recent accomplishments that will serve to strengthen service delivery in the region, as well as throughout the 211 network in Ontario. The 211 Eastern Ontario Communiqué is intended to provide all stakeholders in Eastern region with regular quarterly updates on 211 news and developments.

In November, 2011, the Community Information Centre of Ottawa (operators of 211 Eastern Ontario) received word from the Alliance of Information & Referral Systems (AIRS) that it had successfully completed the accreditation process. AIRS is the governing body for Information & Referrals specialists in North America, and the accreditation process represents almost four years of work for the Community Information Centre of Ottawa, documenting service delivery and resource database procedures and policies in line with the AIRS standards. AIRS accreditation is a requirement of 211 operators in Canada, and the standards ensure a consistent user experience for everyone who calls.

In addition to the AIRS accreditation, the service also received a nod of approval from the SQM group in November when Ontario 211 won a coveted award for highest customer satisfaction. With a 92% satisfaction level across the 8 Ontario call centres, 211 achieved the highest ranking for any call centre in the government/not-for-profit industry. SQM benchmarks over 450 leading North American call centres.

Ontario 211, the phone line that has helped well over 4 million callers find help in the social and human services sectors since it launched a decade ago, is now province-wide. 100% of Ontarians can now access the service - the first province in Canada to be able to make that claim.

211 is well-positioned to be the leading source of information on human services in Ontario. With the help of local United Ways and municipal governments, the Ministry of Community and Social Services and the Federal Government, we will continue our efforts to increase the awareness of the service – particularly within vulnerable sectors of our communities – to ensure that all residents can access and navigate the human services they need to meet life’s challenges.
Minutes
LCHC BOARD OF DIRECTORS

Tuesday, March 27th, 2012
6:30 p.m.
52 Abbott St. North, Unit 4
Smiths Falls
LCHC Board Room

Members Present: Chair, Councillor J. Fenik, Vice-Chair, Public Appointee, J. MacTavish, Public Appointee, D. Gourlay, Director of Social Services, N. Green, Councillor L. Allen

Staff/Others Present: J. Gemmell, Warden Lanark County
P. Wagland, Chief Administrative Officer
C. Culham, Director
M. Davidson, Maintenance Manager
L. Lyonnais, Administrative Assistant

Regrets: Public Appointee, M. Higgins

Chair: Chair J. Fenik

Call to Order
The meeting was called to order at 6:30 p.m. by the Chair J. Fenik. A quorum was present.

Disclosure of Pecuniary Interest
None were declared at this time.

Chair John Fenik welcomed Lanark County Warden John Gemmell to the meeting.

Additions and Approval of Agenda

Motion #LCHC-2012-17

Moved By: John MacTavish
Seconded By: Donna Gourlay
“THAT, the agenda be adopted as amended with the addition of: “under Other Business, 1. Employee Assistance Program (EAP)

CARRIED.

Minutes of Previous Meetings

Motion #LCHC-2012-18

Moved By: Lorraine Allen
Seconded By: Nancy Green

“THAT, the minutes of the LCHC Board of Directors meeting held on January 10, 2012 meeting be approved as circulated.

CARRIED.

Communications

Housing Services Corporation: A letter of introduction with regards to the change of name from Social Housing Services Corporation to Housing Services Corporation.

Directive, Service Manager, Lanark County, explaining the replacement of the Social Housing Reform Act with the Housing Services Act (HSA) which became effective January 1, 2012. “The purpose of the new Act and Regulations is to prescribe certain mandatory changes to some social housing program requirements.”

Eastern Ontario Wardens Caucus (EOWC) submission prepared by CAO Peter Wagland on behalf of the EOWC to the Provincial Government regarding the requirement to purchase insurance and natural gas through the Social Housing Services Corporation now know as the Housing Services Corporation.

Staff communiqué Re: Spring Flood Evacuation; CAO Peter Wagland addressed Lanark County Housing Corporation staff members regarding the necessity of supporting the Town of Smiths Falls and Lanark County in the event that the host evacuees from James Bay due to flooding. LCHC staff members will be assigned to work at the Evacuation Centre. Further information will be communicated by LCHC Director Christine Culham.

Motion #LCHC-2012-19

Moved By: John MacTavish
Seconded By: Donna Gourlay

“THAT, the LCHC Board of Directors receives the communications as presented.”

CARRIED.

Delegations

None at this time.

Reports for Information
In addition to the information in the report, Director Christine Culham wanted the Board to know that the County IT Department handled the crisis professionally and in a timely manner. All systems were up and running within two days. They should be commended on their excellent work. Director Christine Culham will have the final costs for the replacement of equipment within a couple of weeks.

**Motion #LCHC-2012-20**

Moved By: Donna Gourlay  
Seconded By: Nancy Green

“**THAT, the LCHC Board of Directors receives the Report on Water Damage at LCHC Office as information.**”

**CARRIED.**

**Activity Reports – February 2012**

Activity Reports for February, 2012 – C. Culham, Director

I. Maintenance Report  
II. Move out Report  
III. Monthly Applications Activity Report  
IV. Current Tenant Arrears Report  
V. Financial Statement

Director Christine Culham brought to the Board’s attention a few items from the reports; the Wait List is up by 25% from this time last year and the Director will have a Financial Statement at the April meeting. She anticipates a possible deficit from 2011, but will have more information later.

**Motion #LCHC-2012-21**

Moved By: Lorraine Allen  
Seconded By: Donna Gourlay

“**THAT, the LCHC Board of Directors receives the reports as presented.**”

**CARRIED.**

**Reports for Discussion**

**Report #LCHC-08-2012 – Mould Remediation Action Plan – M. Davidson, Maintenance Manager**

Capital funds were originally allocated to window replacement at the Joseph/Edward/Pattie project in Carleton Place. After a thorough investigation initiated by tenant complaints, the severity of the mould problem in this project was discovered. Mould was present in different forms in the majority of units from early stages to 1st priority status which could pose serious health risks. Senior staff made the decision to go ahead with the remediation plan because of the potential of health risks and asked the Board to ratify this decision.

**Motion #LCHC-2012-22**
“WHEREAS, LCHC had allocated $55,000.00 in the 2012 Capital Budget Plan to window replacement at Joseph, Edward and Pattie Dr. in Carleton Place; and

WHEREAS, mould remediation is now viewed by staff to be of higher priority;

THAT, the LCHC Board of Directors approves the reallocation of the $55,000.00 in the 2012 Capital Plan to move forward with phase one of the mould remediation plan at Joseph, Edward and Pattie Dr. in Carleton Place.”

CARRIED.

Report # LCHC-09-2012 – Exploration of Partnership with the Town of Smiths Falls By-Law Services for Parking Enforcement of Smiths Falls LCHC Parking Lots – C. Culham, Director

Director Christine Culham informed the Board that the Town of Smiths Falls uses Commissionaires for the purpose of parking by-law enforcement. Given that the LCHC has issues with tenant complaints with parking, Director Christine Culham is proposing working with the Town to monitor and enforce our parking situations. Chair John Fenik feels this would keep the enforcement of parking at an arm’s length from the LCHC. Further discussions with the Town of Smiths Falls need to occur.

Motion #LCHC-2012-23

Moved By: Nancy Green
Seconded By: Donna Gourlay

“THAT, the LCHC Board of Directors receives the report on the partnership with the Town of Smiths Falls By-Law Services for Parking Enforcement of Smiths Falls LCHC Parking Lots as presented.”

CARRIED.

Report #LCHC-11-2012 – 2012 Mileage Rates

Historically the LCHC follows the lead of Lanark County in increasing mileage reimbursement rates as the County Treasurer monitors changes by the Federal Government. This will be the first increase in rates in four years.

Motion #LCHC-2012-24

Moved By: Lorraine Allen
Seconded By: Donna Gourlay

“THAT, the kilometer reimbursement rate be increased to $.47 cents effective February 1st, 2012.”

CARRIED.

Maintenance Manager’s Update

Fuel for Corporate Vehicles

Maintenance Manager, Murray Davidson has had discussions with the Lanark County Director of Public Works,
Jonathan Allen regarding purchasing of fuels for the LCHC corporate vehicles through the County’s partnership with Kilpatrick Holdings Inc. The LCHC has now received gas cards for our corporate vehicles which will produce a savings for the corporation. As well, Maintenance Manager, Murray Davidson is in discussions with Public Works Director, Jonathan Allen to prepare an agreement for LCHC to purchase the services of the Public Works Department to service the Housing Corporation vehicles.

**Air Handler Commissioning**

Maintenance Manager, Murray Davidson informed the Board that the air handler at 176 Robert St. in Almonte has been commissioned.

**Motion #LCHC-2012-25**

Moved By: John MacTavish  
Seconded By: Nancy Green

“**THAT, the LCHC Board of Directors receives the updates from the Maintenance Manager as presented.**”  
CARRIED.

**Director’s Update**

**1st Quarter 2012 Corporate Goals**

**Environmental Sustainability**

Lanark County has approved an additional $200,000.00 in funding towards energy conservation initiatives. The LCHC is in the process of having a Mechanical audit done of our six top energy using properties and once we will merge the results with our Energy Audit from 2010. We will then move forward, can then move forward to plan projects for this year and also to include in our 10 year capital plan.

**Community Partnerships Strategy**

LCHC is now involved with a number of Community Organizations, such as Perth Food Bank, Big Brothers/Big Sisters, Smiths Falls Police Services, Connections, Smiths Falls Community Health Centr, Red Cross and more. Our intention is to work together to provide the best outcomes for our tenants. To this end, we have received funding for a Tenant Support Worker for a one year contract through the Federal Government’s Homelessness Partnering Strategy. This position will be focusing on tenant eviction prevention, tenant engagement and community development.

**Information and Technology**

We have now purchased I Phones and Tablets for the Maintenance Staff and are moving forward with the Mobile Maintenance Program from Yardi to become more efficient and cost effective in our service delivery.

**Policies and Procedures Renewal**

Currently we are consolidating all of our existing tenant policies regarding property standards into one policy and will be presenting it to the Board of Directors in April. Other policies are undergoing updating and this work will continue throughout the year.
Organizational Review and Development

Discussions are currently underway with Human Resources, Finance, Social Services and identified employees. Work is ongoing.

Update on Rent and Arrears Transactions by Payment Types

Since the introduction of debit and internet banking payments for our tenants, we have seen a decrease in the amount of cash now being handled by the office.

Housing Services Corporation Insurance Consultation

Director Christine Culham and County Treasurer Kurt Greaves attended an information session in Ottawa with the Housing Services Corporation regarding the insurance program for housing providers. Both were disappointed in that it was more a forum for the Housing Services Corporation to tell everyone how well the program is working.

Tenant Survey

The results from the tenant survey for Sussex and Empress in Smiths Falls were received today, so a quick compilation was prepared for this Board meeting. Further information will be forthcoming. We received a 50% response to the survey and a glance it shows tenants are overall satisfied with the service provided by the LCHC, however there are other concerns. Tenants provided a number of issues that concerned them, such as social issues, not feeling safe or having a sense of pride in their community, not enough children’s activities, more parking spaces to name a few.

LCHC is planning another community meeting with the results of the survey and what the next steps should be to improving their community. Councillor Lorraine Allen expressed interest in attending that meeting.

Councillor Fenik inquired whether this could be replicated in other communities. Director C. Culham replied that this type of undertaking is extremely worthwhile but also very time consuming. Now that we have received funding for a tenant support worker, we will be able to do this type of development and outreach.

2011 Audit

The 2011 LCHC audit took place on March 15th and 16th, 2012. All in all, the audit proceeded smoothly, however we are expecting a possible deficit. A final report will be presented to the Board of Directors when available.

Motion # LCHC-2012-26

Moved By: Nancy Green
Seconded By: Lorraine Allen

“THAT, the LCHC Board of Directors receives the updates from the Director as presented.”

CARRIED.

OTHER BUSINESS
**Employee Assistance Program**

Lanark County conducted an extensive RFP for provision of an Employee Assistance Program. Since devolution in 2001, LCHC has been offered these services in partnership with Lanark County. The current contract with Morneau-Sheppell expired on December 31, 2011, with an extension for continued coverage until March 29, 2012. On March 14th, 2012, Lanark County Director of Human Resources, Lisa Crosbie-Larmon recommended to Corporate Service Committee that the contract to provide an Employee Assistance Program be awarded to Homewood Human Solutions for a period of 5 years commencing April 1st, 2012.

**Motion #LCHC-2-12-27**

Moved By: John MacTavish  
Seconded By: John Gemmell

“THAT, the LCHC Board of Directors accepts transferring to Homewood Human Solutions from Morneau-Sheppell for an Employee Assistance Program in partnership with Lanark County, as recommended to Corporate Service Committee by Lanark County Director of Human Resources, Lisa Crosbie-Larmon.”  
**CARRIED.**

**Retirement of CAO Peter Wagland**

Board members were informed of the impending retirement of Lanark County and LCHC CAO Peter Wagland at the end of June 2012. Peter Wagland informed the Board that the process has begun for his successor and he hopes the successful candidate will join him at the June 19th, 2012 LCHC Board meeting.

A retirement celebration is being planned and Board members will be informed of the date as details are completed.

Chair John Fenik thanked Peter for his years of dedication and service to Lanark County Housing Corporation and congratulated him on his retirement.

**ADJOURNMENT**

There being no further business to discuss, the meeting was adjourned at 7:30 p.m. in a motion by Councillor Lorraine Allen, seconded by Member Donna Gourlay.

The next Board Meeting will be held on April 24th, 2012 at LCHC.

_________________________     _____________________  
John Fenik       Christine Culham  
Chairperson       Director