

**Regional Municipality of Waterloo
Community Services Committee
Addendum Agenda**



Date: Tuesday, August 9, 2022
Regular Session: 9:00 a.m.
Location: 150 Frederick Street, Kitchener, Ontario

Should you require an alternative format please contact the Regional Clerk at Tel.: 519-575-4400, TTY: 519-575-4605, or regionalclerk@regionofwaterloo.ca

Pages

1. **Call to Order**
2. **Land Acknowledgement**
3. **Declarations of Pecuniary Interest under the “Municipal Conflict of Interest Act”**
4. **Presentations**

***4.1. Interim Response to Homelessness in the Region of Waterloo**

4

Recommended Motion:

That the Regional Municipality of Waterloo direct staff to develop a Homelessness Master Plan detailing the strategies and resources necessary to end homelessness in the Region of Waterloo.

Recommended Motion:

That the Regional Municipality of Waterloo authorize Staff to prioritize and implement interim housing solutions, to support those experiencing homelessness in the Region of Waterloo, in the following order:

1. Expansion of the Transitional Housing Program, including an Indigenous-focused and led site;
2. Expansion of the Home-Based Support Program;
3. Expansion of the Emergency Shelter Program; and
4. Permit a managed Hybrid Shelter/Outdoor Model.

5. Delegations

- *5.1. David Alton, Kitchener's Lived Expertise Working Group**
- *5.2. Kim Rodrigues, Child Witness Centre**
- *5.3. Rob Deutschmann, North Dumfries**
Re: Interim Response to Homelessness
- *5.4. Heather Majaury, Kitchener**

6. Consent Agenda Items

Items on the Consent Agenda can be approved in one motion of Committee to save time. Prior to the motion being voted on, any member of Committee may request that one or more of the items be removed from the Consent Agenda and voted on separately.

7. Request to Remove Items from Consent Agenda

8. Motion to Approve Items or Receive for Information

Recommended Motion:

That the Consent Agenda items be received for information and approved.

8.1. Strategic Focus – Healthy, Safe and Inclusive Communities

8.1.1. CAO-EDI-22-05, Community Safety and Wellbeing Plan Update For information. 31

8.1.2. PHE-PSV-22-03, Response Time Performance Plan 2023 39

Recommended Motion:

That the Regional Municipality of Waterloo approve the Response Time Performance Plan for 2023 as outlined in the summary below (details in Appendix 2), in accordance with the Ambulance Act, O. Reg. 267/08, amending O. Reg. 257/00, under Part VII, Response Time Performance Plans, Sections 22-24, as outlined in PHE-PSV-22-03, dated August 9, 2022.

- a. Sudden Cardiac Arrest (SCA) – 6 minutes or less 70% of the time
- b. CTAS 1 – 8 minutes or less 70% of the time
- c. CTAS 2 – 10 minutes or less 80% of the time
- d. CTAS 3 – 11 minutes or less 80% of the time
- e. CTAS 4 – 12 minutes or less 80% of the time
- f. CTAS 5 – 12 minutes or less 80% of the time

8.1.3. CSD-SEN-22-02, Fixing Long Term Care Act and Implications for Sunnyside Home For Information. 43

9. Regular Agenda Items

9.1. Strategic Focus - Thriving Economy

9.1.1. COR-CFN-22-21, Region of Waterloo Licensed Home Child Care - Parent Fee Reduction 49

Recommended Motion:

That the Regional Municipality of Waterloo amend the Fees and Charges Bylaw (#21-072) as of September 1st, 2022 to reflect a 25% reduction in parent fee rates for the Region of Waterloo's Licensed Home Child Care program, as mandated by the new

Canada Wide Early Learning and Childcare as set out in report COR-CFN-22-21 dated August 9, 2022. These fee reductions will apply to children under the age of 6.

9.2. Strategic Focus – Healthy, Safe and Inclusive Communities

- 9.2.1. CAO-EDI-22-06/ PHE-HLV-22-05, Upstream Fund Update 52

Recommended Motion:

That the Region of Waterloo allocate the remaining funds from Motion # 5 -Upstream Initiatives, January 2021 (\$180,000) to support the implementation of year 1 of the Upstream Fund as outlined in CAO-EDI-22-06/ PHE-HLV-22-05, dated August 9, 2022.

- 9.2.2. PHE-IDS-22-01/CSD-EIS-22-02, Sexual Assault Support Centre (SASC) Funding Request 59

Recommended Motion:

That the Regional Municipality of Waterloo take no action with respect to the Sexual Assault Support Centre’s request for \$50,000 as outlined in report PHE-IDS-22-01/CSD-EIS-22-02 dated August 9, 2022; and

That Regional Council advocate to the Ministry of the Attorney General for an increase in funding to allow the Sexual Assault Support Centre to address the backlog of individuals needing counselling support.

10. Information/Correspondence

- *10.1. Charles Nichols, Interim Response to Homelessness 75

11. Other Business

12. Next Meeting - September 6, 2022

13. Adjourn

Recommended Motion:

That the meeting adjourn at x:xx x.m.



Region of Waterloo

Interim Housing Solutions: Recommendations to Community Services Committee

August 9, 2022

A home. A community. A better life.

- The Region of Waterloo is working towards a world-class community for all residents because we believe **communities thrive when everyone has a place to call home.**
 - **Ending homelessness in all its forms for every single person that lives in Waterloo Region is crucial to realizing this vision.**

Background

- On June 22, 2022, Regional Council approved a motion directing staff to **"develop a plan to establish interim housing solutions for Regional residents experiencing homelessness including those currently residing in encampments"** for Council's consideration in August.
- This presentation outlines the recommendations for interim housing solutions for Regional Council's consideration following a community engagement process.
- Work towards addressing additional parts of the motion from June 22nd remains underway.

Recommendation #1

- Direct staff to develop a Homelessness Master Plan detailing the strategies and resources necessary to end homelessness in the Region of Waterloo.

Developing a Homelessness Master Plan

- Incorporating lived and living expertise, evidence-based practices, and sector experts into a longer-term plan that focuses on priorities and investments that prevent and end homelessness.
- Considering service enhancements along the Housing Continuum in response to community engagement, including:
 - Abstinence-Based Programs (e.g., Emergency Shelter).
 - Evaluating existing staffing models to incorporate appropriate staffing ratios to ensure services are trauma-informed and person-centered (e.g., given high rates of Acquired Brain Injury among those experiencing homelessness).
 - Enhancing the importance of lived experience in hiring practices and staffing models.
 - Promoting flow through programs and services to ensure available spaces for those who need them the most.

Recommendation #2

- Authorize Staff to prioritize and implement interim housing solutions, to support those experiencing homelessness in the Region of Waterloo, in the following order:
 - 1) Expansion of the Transitional Housing Program, including an Indigenous-focused and led site;
 - 2) Expansion of the Home-Based Support Program;
 - 3) Expansion of the Emergency Shelter Program; and
 - 4) Permit a managed Hybrid Shelter/Outdoor Model.

Glossary of Key Terms

- **Transitional Housing**

- Transitional housing refers to a supportive – yet temporary – type of accommodation that is meant to bridge the gap from homelessness to permanent housing (e.g., University Ave)

- **Home Based Support**

- A Housing First Service for individuals experiencing homelessness. Rental Supplements are paired with intensive case management to support individuals to find and maintain housing.

- **Emergency Shelter**

- Any facility, the primary purpose of which is to provide a temporary shelter for those experiencing homelessness and which does not require occupants to sign leases or occupancy agreements.

- **Hybrid Shelter/Outdoor Model**

- Any facility or property, the primary purpose of which is to provide a temporary shelter for those experiencing homelessness and which does not require occupants to sign leases or occupancy agreement and includes managed space for outdoor tenting options.

Our Process



Initial Evaluation Criteria

Quick Implementation

- By early fall

Informed by Lived and Living Experience

- Will meet identified needs

Transitions to Longer-Term Solution

- Flexibility to evolve as needs change

Impact is Measurable

- Collection of data is possible

Access to Individualized Supports

- Ease of provision of supports to people

Staffing

- Model safeguards staff wellbeing (e.g., trauma-informed)

Reduces Chronic Homelessness

- Shortest path to permanent housing

Meets Basic Needs

- Provides food, shelter, sanitation

Initial Interim Housing Solutions

Expand Home-Based Support Program

- Helps people find and keep a home through wrap-around support and rent assistance to make housing in the private market more affordable.

Add Transitional Housing Site(s)

- Helps people with life stabilization by meeting health and housing needs with on-site staffing support.

Implement a Mobile Outreach Team

- A team of outreach staff offering crisis response where people are and linking to services to meet basic needs and connect to housing options.

Add Emergency Shelter Site(s)

- Helps people meet basic needs and connect to housing options through congregate or semi-private overnight accommodations.

Implement a Sanctioned Encampment

- Helps people meet basic needs at a designated site (provision of basic needs infrastructure including access to washrooms without a dedicated service provider).

Implement a Managed Encampment

- Helps people meet basic needs and connect to services at designated site (provision of basic needs infrastructure and dedicated service provider).

Implement a Hybrid Shelter/Outdoor Model

- Helps people meet basic needs and connect to services and housing options at designated site (basic needs infrastructure, dedicated service provider, trailers, shared amenities).

Community Engagement Process

- From July 13-25, Regional staff engaged with the following:
 - Emergency Shelter Service Provider Leadership
 - Unsheltered Working Group
 - Peoples Action Group (Lived Experience)
 - KW Urban Native Wigwam Project
 - Kitchener Lived Expertise Working Group
- Consultations were rich with perspective and wisdom, particularly given half of those engaged with brought a lived experience perspective.
- Additionally, on July 27, 53 encampment residents completed a survey with staff to share their housing needs and preferences.

What We Heard: Community Engagement

- Solutions should be **Lived Experience Informed** and use **Community-Led Processes**
 - *"Region needs to acknowledge that the people living in homelessness are in the best position to make decisions about their lives – not the government."*
 - *"Ongoing [and]...meaningful participation by people impacted by these decisions."*
- Importance of creating and fostering **Community** in all Solutions
 - *"Know that spatial, social displacement from support networks means the difference between life and death."*
- Replicate and Expand the success of **Transitional Housing**
 - *"Transitional Housing - it is proving to be an effective model."*

What We Heard: Community Engagement

- Importance of building in **Peer Support, Harm Reduction, Trauma-Informed** in designing solutions.
 - *"We know that not one size fits all, making it possible for people to live on their own terms. Even with all of the options that have been provided, it is critical that we approach everyone from a trauma-informed perspective."*
 - *"Harm Reduction must be considered before we start anything."*
- Root solutions in **Human Rights**.
 - *"People have been mistreated so much and so often, they don't feel part of society. It is our responsibility as people to take care of that with love, respect and dignity – basically a human rights based approach."*

What We Heard: Encampment Residents

- People currently residing in encampments shared their experiences at the encampment and their housing and service needs and preferences through an on-site survey (n=53). The following outlines the survey responses:
 - 19% of respondents identify as Indigenous
 - Residents are reluctant to access Emergency Shelter (violence, theft, lack of privacy, couples, pets)
 - Residents are drawn to sense of community and family at the encampment
 - Residents are seeking dignity, respect, washrooms, showers, electricity, food, water and garbage removal at the encampment.
 - 96% expressed a preference for permanent supportive housing
 - Seeking help to find and keep a home (life stabilization, affordability, own space)
 - Seeking support for mental health, substance use difficulties and connection with people they can trust

What We've Heard: Business Community

- Staff are regularly in contact with the business community, many of whom share the following considerations and concerns:
 - Concern for health of their businesses (e.g., ability to attract and retain customers).
 - Concern for physical safety and security of staff and the business.
 - Strong desire to see an end to homelessness in Waterloo Region.

Revised Evaluation Criteria

- Quick Implementation
- Informed by Lived and Living Experience
- Transitions to Longer-Term Solution
- Impact is Measurable
- Access to Individualized Supports
- Staffing
- Reduces Chronic Homelessness
- Meets Basic Needs

Use of initial criteria along with these additions:

- Trauma-Informed
- Rooted in Harm Reduction
- Enables and Incorporates Peer Support
- Builds Community
- Access is Available 24/7

Financial Considerations

2022 Homelessness Budget

2022 Homelessness Budget, In \$000s	FUNDING					2022 Budget
	Provincial		Federal		Regional Levy **	
	Ongoing	One-time	Ongoing	One-time		
<u>Homeless Programs</u>						
Emergency Shelter & Shelter Covid Response	\$ 3,404	\$ 6,686	\$ -	\$ 3,730	\$ 2,738	\$ 16,558
Supportive Housing (Fixed Site)	5,867	-	916	-	2,241	9,024
Rent Supplement	2,263	-	-	-	524	2,787
Community Outreach and Support Services	466	-	-	-	-	466
Administration	842	-	196	-	-	1,038
Total	\$ 12,842	\$ 6,686	\$ 1,112	\$ 3,730	\$ 5,503	\$ 29,873

** Regional property tax levy funding in 2021 was \$2,455K. This amount was increased by \$3,048K in 2022 for the Point in Time service expansion recommendations and House of Friendship mortgage financing (per Committee report CSD-HOU-21-24 dated November 9, 2021.)

Financial Considerations – Strategy Assumptions

Strategy 1

Expand the Transitional Housing Program, including an Indigenous-focused and led site

Assumption Cost per units/bed is based on University Ave. contract which includes staffing and rental
Assumes 125 new beds
Monthly cost per bed is \$3,454
Monthly cost for 125 beds is \$432,000
Capital investment (unknown amount) may be required

Strategy 2

Expand Home-Based Support Program client/spaces

Assumption Cost per client is based on Point in Count Time report from November 2021
Assumes 100 new units
Monthly cost per client/space is \$2,180
Monthly cost for 100 client/spaces is \$218,000

Financial Considerations

Strategy Assumptions...continued

Strategy 3

Expand Emergency Shelter Program spaces

Assumption Current average annual cost for 286 emergency shelter beds
Assumes 50 new beds
Monthly cost per client/space is \$2,538
Monthly cost for 50 beds is \$127,000
Capital investment (unknown amount) may be required

Strategy 4

Permit Managed Hybrid Shelter/Outdoor Model

Assumption Monthly cost from encampment report PDL-LEG-22-31
Monthly cost per space is \$1,566 and assumes 50 residents
Monthly cost for 50 spaces is \$78,000
Additional monthly cost (unknown amount) for staffing will be required
Additional Capital/Infrastructure investment (unknown amount) may be required

Cost Estimates (excl. capital costs)

Estimates rounded to nearest \$1,000

Strategies	Cost per unit per month	# of spaces / clients	Estimates rounded to nearest \$1,000	
			Interim Response ¹	Annualized ²
			4 months 2022 Sep 1-Dec 31	12 months 2023 Jan - Dec 31
1 - Transitional Housing	\$ 3,454	100	\$ 1,382,000	\$ 4,145,000
	3,454	25	345,000	1,036,000
2 - Home Based Supports	2,180	100	872,000	2,616,000
3 - Emergency Shelters	2,538	50	508,000	1,523,000
4 - Managed Hybrid Shelter/Outdoor Model	1,566	<u>50</u>	313,000	940,000
	Total	325	\$ 3,420,000	\$ 10,260,000

¹This only reflects the financial forecast, implementation requires a longer timeframe

²The annualized cost does not reflect an additional cost for administration (Regional staffing costs)

Homelessness Budget - Funding Shortfall

\$ Millions	2022	2023
Budget Requirement for Homelessness Funding	\$ (7.0)	\$ (11.0)
<i>SSRF 1x and RH 1x ends and impacts 2023</i>		
<u>2022 Funding Announcements</u>		
Homeless Prevention Program	0.6	0.8
Reaching Home Funding	2.8	3.7
<i>Social Services Relief Fund #5 ends Dec 31/22</i>	3.3	-
Subtotal funding	6.7	4.5
Current Shortfall	(0.3)	(6.5)
<i>Add Proposed Interim Solutions Cost</i>	<i>(3.4)</i>	<i>(10.3)</i>
<i>Revised Regional Homelessness Program Shortfall</i>	<i>\$ (3.7)</i>	<i>\$ (16.8)</i>

2022 Funding Options and 2023 Budget Impacts

For 2022, the funding options being assessed include:

- Uncommitted 100% provincial COVID funding
- Uncommitted allocation in 2022 re: Strategic Investment in Affordable Housing
- Some capacity within the Equity & Inclusion budget allocation
- Tax Stabilization Reserve

For 2023 costs:

- Advocate to the Province for additional homelessness program funding
- In the absence of additional provincial funding, the net cost will fall to the property tax levy
- Any incremental 2023 levy requirement is not part of the 2023 property tax projection provided to Council in June, which was approx. a 10% tax increase for Regional services (excluding Police)

Provincial/Municipal Funding Commentary

The capacity of the property tax levy to fund municipal services relative to **public expectations of municipal service delivery** is a major challenge.

This is evidenced by the **ongoing funding of programs** with province-wide objectives and **which serve an income redistribution and social equity purpose from the property tax base**

The **Region's budget and financial capacity continue to be stretched**, highlighting the limitations of funding a multitude of social programs from an inadequate revenue base comprised solely of property taxes and user fees

This is predominantly an Ontario-based problem, as **most other provinces in Canada fund programs** such as income support, child care, public health, seniors' services, housing and homelessness **from provincial revenues**

Limitations to Community Engagement

- Compressed time frame
- Engagement process shifted to promote accessibility and a meaningful dialogue for each group.
 - Data collection methods were as unique as the group being engaged, however all qualitative data was analyzed consistently
- Engagement was limited
 - To be meaningful, engagement takes time. This is especially true when consulting with community organizations serving African, Black, Indigenous and racialized community members.
 - Priority to learn from process, and to expand engagement for developing the Homelessness Master Plan

Require the Following for Solution Implementation

- Plan involves and requires an all of community commitment and response
 - Focus and priority of Regional Council and staff along with community partners, service providers, area municipalities, housing providers, developers, philanthropic and private sector working together.
- More work will be necessary to fully cost each solution
 - Capital costs and internal administration costs, for example, remain unknown.
- Each solution would require the following to implement:
 - Funding and staffing beyond what is currently available;
 - Support from other levels of government;
 - Further integration of health and housing; and
 - Land and/or buildings (may require By-Law amendments/area municipal support).

Next Steps

- Staff begin immediate work on adding spaces to the System, based on these recommendations
- Develop a Homelessness Master Plan framework, process, and timeline by December 31st
 - Focus on outcomes, impact, and community engagement prioritizing lived experience, in an effort to end chronic homelessness in Waterloo Region.
- Develop a Homelessness Master Plan for Council's consideration in 2023

Region of Waterloo

CAO, Chief Communications and Strategy Office

CAO, Reconciliation, Equity, Diversity and Inclusion Office

To: Chair Elizabeth Clarke and Members of Community Services Committee

Meeting Date: August 9, 2022

Report Title: Community Safety and Wellbeing Plan Update

1. Recommendation:

For Information.

2. Purpose / Issue:

To provide Committee with an update on the Community Safety and Wellbeing Plan.

3. Strategic Plan:

The Community Safety and Wellbeing Plan advances all areas of the Strategic Plan with particular emphasis on the Healthy, Safe and Inclusive Communities and Responsive and Engaging Public services focus areas of the strategic plan, specifically including objectives: 4.3.1, 4.3.2, 4.3.3, 4.3.4, 5.1.3.

4. Report Highlights:

- a) The Community Safety and Wellbeing Plan framework was approved by Regional Council on January, 26, 2021
- b) Since that time, the Plan was formally submitted to the Solicitor General's Office and the Region alongside partners have received formal communication congratulating area municipalities, partner organizations and participating community members for producing an ambitious plan. (Appendix A)
- c) Following the approval of the Plan, staff have been shifting attention to implementation. The January 26, 2021 staff report highlighted a number of actions that would be pursued over the coming year. Community has been clear throughout the engagement that implementation of the plan must include several important components with Truth and Reconciliation, Anti-Hate, Anti-Racism, Anti-Oppression and EDI at the heart.

- d) The Plan has been adopted for just a few months but progress has been made in several areas such as:
- Outreach and engagement with area municipalities, partners and community
 - Early engagement on future governance requirements and;
 - Aligning regional resources to support the plan's goals and community calls to action such as supporting alternative crisis mental health and addictions supports, increasing access to culturally safe space for Indigenous communities, development of the Upstream community funding model and building a comprehensive program of EDI initiatives that include Housing and Homelessness supports, Health Equity programming, Child and Youth supports, to name a few, funded through the Equity Fund.
- e) Dedicated resources are now required to design and launch an effective long-term implementation plan that fully reflects these needs. The implementation approach will require staff to work with community and partners to develop a new community-led governance model that coordinates system-wide efforts and actions. This work will also include developing an evaluation and impact framework and to continue to communicate progress.
- f) A new staffing model will be supported by the Equity Fund and will enable implementation planning and delivery to commence.
- g) Staff will continue to provide updates on progress to Council and community.

5. Background:

- a) The Community Safety and Wellbeing Plan acts as a framework for change to ensure a safe and well community for all and focuses on fundamental systemic change. At the heart of the Plan are calls to action that embed Truth and Reconciliation, Anti-Hate, Anti-Oppression, Anti-Racism and EDI to build accountable systems (e.g. housing, health, education etc.); respect and take leadership from self-determined communities and to enable community based circles of support that nurture relationships and grass roots change.
- b) The Plan lists multiple strategic actions that must happen to achieve the collective goal of a safe and well community for all. Building a comprehensive action and evaluation plan is the next step.
- c) Since the Plan was approved, progress has been made in several areas:

- i. **Outreach and engagement:** Engagement with municipalities, partners and community has commenced. A series of presentations, 1-1s and engagement sessions have taken place each exploring opportunities to work together and align resources to the shared outcomes in the plan. Outreach has been centred around increasing awareness of community needs and identifying options for implementation. Early engagement suggests there is been a strong commitment from area municipalities and partners to work together and this will be foundational to progress.
- ii. **Early conversations on a future community-led governance model:** The team have hosted final meetings of the CSWP Steering Committee and Advisory Committees, including the Youth Advisory Committee. These meetings served as opportunities to recognize the considerable efforts and guidance of the membership. Members also reflected on learnings from the initiative so far and provided guidance and insights on the future governance needed for ongoing implementation.

Work continues with the Youth Advisory Committee to transition this successful model to a permanent committee that continues to support the initiative over the longer term, as well as working across other areas of Regional work.

- iii. **Aligning regional resources to support community calls to action:** Staff have been using the framework as a foundation to guide Regional decision-making to support efforts that help implement the community calls to action. For example, the framework is now a foundation for the Equity Investments policy. This means that any new request for that funding should aim to contribute to implementing that plan in some way.
- iv. Over the spring, the Region facilitated community conversations. During these sessions, the Region invited community members interested in participating in a community co-design process to explore the creation of an Alternative Mental Health & Addictions Crisis Response Model (AMHA-CRM) to reach out to PHE Equity staff. During consultations, community reiterated interest and support for an AMHA-CRM. Staff are currently working with partners on a federal grant application focused on building safer communities to support part of the development of an AMHA-CRM in the Waterloo Region. More information will be provided as engagement continues.

Another important area of need identified in the CSWP was increasing access to culturally safe spaces for Indigenous communities and organizations. The Region, in partnership and on behalf of all area municipalities, have been working with Indigenous leaders and community members to identify a process for facilitation that works for the community to create a comprehensive and longer-term Indigenous communities' space needs assessment. The goal of the assessment is to identify space needs across Waterloo Region and produce a report/planning resource that voices the needs so that all of community (organizations, businesses, institutions, municipalities, etc.) can seek to identify potential opportunities to increase access to culturally safe and community-determined spaces. The assessment will not identify specific spaces but rather the physical attributes of space that are needed (office spaces, gym space or kitchen space for programming, open land and water access, etc.) and the diverse needs of different communities (for example, ensuring access to culturally safe spaces for the Two-Spirit/Indigiqueer community). Staff will bring recommendations on next steps forward to council when engagement and the assessment is complete. One core principle of the work is that it not delay initiatives already underway to support immediate and shorter-term needs and initiatives. For example, the launch of the new fee-waiver policy for Indigenous use of regional facilities, the establishment of Crow Shield Lodge at the Ken Seiling Regional Museum, etc.

- v. Council have directed a new Upstream Fund. In April 2022, Council approved the CSWP as key policy to guide the development of the Council directed Upstream Fund (INSERT REPORT #). This new fund will enable critical community driven action that supports community safety and wellbeing for all from a preventative upstream perspective. This will also serve as an opportunity to test new ways of working and shift power to community so they may allocate funding. One important element of this new model will be working within all area municipalities, to work with partners to build community capacity for long-term change.
- d) Although implementation of the plan has started and progress is being made, there is still considerable work to do. Community have continued to champion an implementation approach that includes a new community-led governance model with broader representation, includes a clear action plan and a

measurement and evaluation approach that reflects broad inclusive community voices. This extensive work must be done in collaboration with the local network of collaborative tables, partner organizations, community organizations and individuals.

- e) To support the implementation of the Plan over the longer term, dedicated staffing resources are being identified from existing resources. Staff are currently in the process of creating a model of support.

6. Area Municipality Communication and Public/Stakeholder Engagement:

Area Municipal engagement and communications have been ongoing throughout the initiative to date. As the initiative moves to implementation planning and delivery, municipal partners are critical to success.

In addition the implementation plan will be based upon a community engagement and community-led model of governance. A comprehensive plan will be developed and implementation will commence by the end of 2022.

7. Financial Implications:

None.

8. Conclusion / Next Steps:

The Community Safety and Wellbeing Plan initiative continues to be a significant priority for the Region alongside partners and community. Implementation will be a long-term necessity to ensure it meets the needs and goals of the community.

9. Attachments:

Appendix A: SOLGEN Correspondence

Prepared By: Jenny Smith, Director Corporate Strategy and Performance, Office of the CAO

Fauzia Baig, Director Diversity, Equity and Inclusion, Office of the CAO

Rhonda Nicholls, Director Strategy, Performance and Organizational Standards, Public Health and Emergency Services

Reviewed and Approved By: Connie MacDonald, Chief Communications and Strategy Officer

Solicitor General

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132-2022-953
By email

May 3, 2022

Karen Redman
Regional Chair
Region of Waterloo
150 Frederick Street
Kitchener ON N2G 4J3
kredman@regionofwaterloo.ca

Dear Regional Chair Redman:

Thank you for completing the community safety and well-being (CSWB) plan for the Region of Waterloo on behalf of Cambridge, Kitchener, North Dumfries, Waterloo, Wellesley, and Wilmot and Woolwich.

The [*Building a safe and well community for all: A journey towards transformational change*](#) demonstrates leadership and commitment to proactively addressing crime and complex social issues facing your community. To this end, I would like to commend the joint efforts of all municipalities in the county, including Cambridge, Kitchener, North Dumfries, Waterloo, Wellesley, Wilmot and Woolwich, and your multi-sectoral partners for your collaborative efforts on the development of a comprehensive plan that will target local priority risks such as mental health supports, climate change, and housing through the implementation of your identified programs and strategies. As you know, it is by working together that we can truly make our communities safer and healthier.

The positive impacts of CSWB planning are clear. Through this collaborative planning process, communities can ensure better coordination between police services and community partners. Your CSWB plan will allow for appropriate crisis response and proactive programs that address local risks and improve the social determinants of health such as education, housing, and mental services. This type of planning can also lead to improvements in service delivery across multiple sectors, benefitting everyone in the community.

Further, by engaging in this holistic approach to CSWB planning, communities can ensure that those in need receive the correct response by the appropriate service provider in a timely manner. In so doing, this will alleviate the long-term reliance on the criminal justice system, emergency services, the financial burden of crime on society and will support long-term community safety and well-being.

.../2

Throughout the implementation of your CSWB plan, it will be essential to measure outcomes on an ongoing basis in order to determine progress on addressing local priority risks. Over time, priorities may change as improvements are made to reduce identified risks in the community. Therefore, it will be important to regularly monitor and update your CSWB plan to ensure that the plan continues to be reflective of the needs of the community.

As we move forward with CSWB planning in Ontario, I want to thank you for your continued support and ongoing efforts in helping to build safer, stronger communities in Ontario.

Sincerely,



Sylvia Jones
Solicitor General

c: Her Worship Kathryn McGarry
Mayor
City of Cambridge

His Worship Berry Vrbanovic
Mayor
City of Kitchener

Her Worship Susan Foxtan
Mayor
Township of North Dumfries

His Worship Dave Jaworsky
Mayor
City of Waterloo

His Worship Joe Nowak
Mayor
Township of Wellesley

His Worship Leslie Armstrong
Mayor
Township of Wilmot

Regional Chair Redman
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Her Worship Sandy Shantz
Mayor
Township of Woolwich

Region of Waterloo
Public Health and Emergency Services
Paramedic Services

To: Chair Clarke and Members of Community Services Committee

Meeting Date: August 9, 2022

Report Title: Response Time Performance Plan 2023

1. Recommendation:

That the Regional Municipality of Waterloo approve the Response Time Performance Plan for 2023 as outlined in the summary below (details in Appendix 2), in accordance with the Ambulance Act, O. Reg. 267/08, amending O. Reg. 257/00, under Part VII, Response Time Performance Plans, Sections 22-24, as outlined in PHE-PSV-22-03, dated August 9, 2022.

- a. Sudden Cardiac Arrest (SCA) – 6 minutes or less 70% of the time
- b. CTAS 1 – 8 minutes or less 70% of the time
- c. CTAS 2 – 10 minutes or less 80% of the time
- d. CTAS 3 – 11 minutes or less 80% of the time
- e. CTAS 4 – 12 minutes or less 80% of the time
- f. CTAS 5 – 12 minutes or less 80% of the time

2. Purpose / Issue:

This report is to seek annual approval from Council of Paramedic Service's Response Time Performance Plan for 2023, and report our approved Plan to the Ministry of Health as required under legislation and in accordance with the Ambulance Act, O. Reg. 267/08, amending O. Reg. 257/00, under Part VII, Response Time Performance Plans, and Sections 22-24.

3. Strategic Plan:

The response time performance plan aligns with the Healthy, Safe and Inclusive Communities strategic initiative for the Region of Waterloo: Providing timely response to residents in need of pre-hospital care.

4. Key Considerations:

Compliance achieved for 2021 targets: (Details in Appendix 1)

- a. The Sudden Cardiac Arrest (SCA) calls now include Cambridge, Waterloo and Kitchener Fire Services data and show a compliance rate of 65%
- b. Progress has been made in achieving response times across all CTAS levels. and all except SCA are in compliance with our performance standards. This in spite of ever fluctuating call volumes due to COVID-19 as well as a rise in call volumes overall.
- c. Based on an informal scan of comparators, the Region of Waterloo Paramedic Services is performing within the provincial median as determined by data shared from other municipalities as can be seen at the MOHLTC link listed in Appendix 3.

The availability of ambulances to respond when an emergency call is received remains an integral and primary factor in achieving compliance with the standards. Call volumes, the number of ambulances on duty, unit utilization (UU) rates and hospital off-load delay are contributing factors impacting the availability of resources.

Call volumes are now exceeding pre-COVID levels and incident responses for 2022 are now projected to be 67,800 (a 7% increase from 2021). Paramedic Services metrics are regularly monitored and reported in semi-annual PSV Performance Measurement Reports.

5. Background:

In March of each year, the Region of Waterloo submits to the Ministry of Health a full year of response time data, for the previous year, using the targets established in October of the preceding year. The 2021 response time performance is summarized in Appendix 1.

Now, with years of experience in Waterloo Region, the Response Time Performance Plan is grounded in that experience, and Region of Waterloo can continue to set reasonable targets that have a gradient according to the urgency of the call. Setting faster times for more urgent calls and progressively slower times for less urgent calls has become a standard approach across other municipalities as well.

6. Area Municipality Communication and Public/Stakeholder Engagement:

The Response Time Performance Plan is published yearly for all municipalities on the Ministry of Health Website (link below)

<http://www.health.gov.on.ca/english/public/program/ehs/land/responsetime.html>

7. Financial Implications:

Nil

8. Conclusion / Next Steps:

A letter will be sent to the Ministry of Health prior to October 1, 2022, indicating the adoption of this Response Time Performance Plan once approved, as required under legislation.

9. Attachments / Links:

Appendix 1: 2021 Response Time Performance Plan Compliance Chart

Appendix 2: Proposed 2023 Response Time Performance Plan

Prepared By: Stephen Van Valkenburg, Chief Paramedic Services

Reviewed By: Dr. Hsiu-Li Wang, Commissioner/Medical Officer of Health

Approved By: Dr. Hsiu-Li Wang, Commissioner/Medical Officer of Health

Appendix 1: 2021 Response Time Performance Plan Compliance**2021**

Type of Call	Response Time Target Scene (T4)	2020/21 ROW Target	2020 RTPP Compliance
Sudden Cardiac Arrest	Defibrillator Response in 6 minutes or less (Set by MOHLTC)	70% or better	65.0 %**
CTAS 1	Paramedic Services Response in 8 minutes or less (Set by MOHLTC)	70% or better	79.0 %
CTAS 2	Paramedic Services Response in 10 minutes or less	80% or better	83.0 %
CTAS 3	Paramedic Services Response in 11 minutes or less	80% or better	84.0 %
CTAS 4	Paramedic Services Response in 12 minutes or less	80% or better	86.0 %
CTAS 5	Paramedic Services Response in 12 minutes or less	80% or better	84.0 %

** May differ from MPH submission due to updated data from Fire services

Appendix 2: Proposed 2023 Response Time Performance Plan**2023**

Type of Call	Response Time Target Scene (T4)	2023 ROW Target
Sudden Cardiac Arrest	Defibrillator Response in 6 minutes or less (Set by MOHLTC)	70% or better
CTAS 1	Paramedic Services Response in 8 minutes or less (Set by MOHLTC)	70% or better
CTAS 2	Paramedic Services Response in 10 minutes or less	80% or better
CTAS 3	Paramedic Services Response in 11 minutes or less	80% or better
CTAS 4	Paramedic Services Response in 12 minutes or less	80% or better
CTAS 5	Paramedic Services Response in 12 minutes or less	80% or better

Region of Waterloo**Community services department****Seniors' services**

To: Chair Clarke and Members of Community Services Committee

Meeting Date: **August 9, 2022**

Report Title: Fixing Long Term Care Act and Implications for Sunnyside Home

1. Recommendation:

For Information.

2. Purpose / Issue:

- a. To provide Council with an overview of the new Fixing Long-Term Care Act, 2021 and Phase 1 of the Regulations under the Act.
- b. To highlight a new screening requirement under the new Act and Regulations for Regional Councillors, related to Police Records Checks and offence declarations.

3. Strategic Plan:

This report supports Healthy and Vibrant Community – supporting the delivery of quality care to the Region of Waterloo's senior population.

4. Report Highlights:**Ontario's "Fixing Long-Term Care Act, 2021"**

With Bill 37, the province repealed the Long-Term Care Homes Act, 2007 and replaced it with the Fixing Long-Term Care Act, 2021 (FLTCA). The Bill received Royal Assent on December 9, 2021. The Ministry of Long-Term Care (MLTC) is taking a phased approach to regulation development and implementation. Phase 1 Regulations came into force on April 11, 2022 and it is anticipated that Phase 2 Regulations will be released in the fall of 2022. Sunnyside Home is obligated to meet all of terms under the new Act and Regulations.

Implementation of the new legislative changes will have important operational impacts for the Region of Waterloo's long term care service delivery, policies and procedures. Some measures began immediately on April 11, 2022, and other measures are being implemented in a phased approach over the next year (into April 2023).

The changes in the Act and Regulations are extensive and will significantly impact operations for Sunnyside Home in some key areas. These include changes to police screening requirements for Seniors' Services staff and Regional Council members;

staffing requirements and increases in direct hours of care for residents; changes to compliance and enforcement; infection prevention and control (IPAC) measures; quality improvement requirements and requirements for medical directors.

While the MLTC has estimated annual costs to comply with regulatory changes, AdvantAge Ontario and other Long Term Care (LTC) sector partners have highlighted that compliance costs are far greater than those initially presented by the Ministry. As a result, staff will continue to work closely with AdvantAge Ontario and other sector partners to advocate for more accurate and complete costing estimates from the MLTC and for the allocation of adequate funding to support LTC homes with implementation of the new legislative requirements.

5. Background:

New Legislation Governing Long-Term Care: *Fixing Long Term Care Act, 2021*

The new FLTCA and Regulations came into effect April 11, 2022. The Region of Waterloo, as the operator of Sunnyside Home, must meet all terms and conditions under the new FLTCA and Regulations as laid out by the province of Ontario.

The new Act and its Regulations lay the foundation for long-term care residents to receive better quality of care and enjoy a better quality of life by supporting the three pillars of the Ministry's plan to improve long-term care:

- Improving staffing and care;
- Protecting residents through better accountability, enforcement, and transparency; and,
- Building modern, safe, comfortable homes for residents.

Key Regulatory Changes Impacting Sunnyside Home

The following is a high-level overview of some key changes and the implementation status of the new requirements.

a) Updated Screening Measures: Staff, Volunteers and Governance (Members of Regional Council)

Updated screening measures now require police record checks and signed declarations for LTC staff and members of the governing structure, which in the Region's case, includes all members of Regional Council. These include:

- A Vulnerable Sector Police Records Check required within 6 months of hire for all Sunnyside staff and volunteers;
- A statutory declaration related to any previous convictions for specified offences required for Regional Councillors and Sunnyside staff. This requirement does not apply to municipal Councillors if their term of office ends on November 14, 2022;

- All newly elected members of Council as of the 2022 election must have a Police Records Check conducted no more than six months before their appointment or within one month of the date of their appointment; and,
- All newly elected members of Regional Council must sign a statutory declaration regarding any qualifying offences upon their appointment.

Seniors' Services currently meets the requirements for police records checks for staff. Staff is currently working with legal to implement a process for ensuring compliance with the declaration requirements for both staff and Regional Council.

b) Enforcement and Compliance

The Act includes new and strengthened compliance and enforcement tools which will be used as part of the MLTC inspection program. If an Inspector finds non-compliance, they take into account the scope and severity and the compliance history of a licensee to determine the appropriate compliance action(s).

New actions and tools include the ability for LTC homes to remedy non-compliance for low-risk instances during inspections, and increased fines for certain offences and license suspensions.

Seniors' Services is currently reviewing and revising the current system of ongoing auditing to ensure continued compliance with the Act and the Regulations.

c) Increased Staffing: Four Hours of Direct Care

The new Act sets out in legislation, provincial targets to increase direct care by RN's, RPN's and PSW's to an average of four hours per resident per day. It also increases the hours of direct care by allied health care professionals (physiotherapy, social work, recreation etc.) to an average of 36 minutes per day.

Staff submitted a report: CSD-SEN-22-01 detailing the provincial government's "commitment to improve Ontario's long-term care (LTC) sector by increasing staffing levels. Seniors' Services is working in collaboration with Human Resources to achieve the mandated staffing levels and have successfully met the March 2022 targets.

d) Infection, Prevention and Control (IPAC)

The new legislation enforces the existing requirements for IPAC programs and requires a designated lead, more comprehensive training requirements, an ethical framework for decision making and compliance with a new evidence based standard for IPAC services.

Seniors' Services has a designated lead for IPAC who meets the mandated requirements for education. Staff are currently reviewing and revising the current IPAC program to ensure continued compliance with the Act and Regulations.

e) Changes to the Residents' Bill of Rights and Visitors Policy

The Residents' Bill of Rights has been revised to more closely align with the grounds of discrimination in the Human Rights Code. It has been expanded to include two additional items: The right to ongoing and safe support from caregivers and assistance in contacting those caregivers; and the right to be provided care and services based on a palliative care philosophy.

Seniors' Services has posted the new Residents' Bill of Rights and will be educating staff, residents and care partners on the new requirements. To align with the changes to the Bill of Rights, staff have also updated the visitor policy for Sunnyside Home. The policy incorporates a process for residents to designate essential caregivers and to support essential caregivers to provide in-person support for residents in outbreak and non-outbreak situations (subject to Public Health approval and MLTC directives, orders, guidance, advice or recommendations).

f) Changes to the Quality Improvement Structure and Process

All LTC homes will be required to establish an interdisciplinary Quality Improvement Committee and to have a designated Quality Lead. In addition, homes are required to prepare annual continuous quality improvement reports outlining progress on quality improvement initiatives and to publicly post the reports on the home's website. The Act also requires each home to complete an annual survey with residents and families to measure their experience with care, services and programs offered. The Ministry has advised that the Phase 2 Regulations will set out further requirements on the administration of the surveys.

Seniors' Services has a strong foundation to meet the enhanced quality requirements outlined in the Act and Regulations. The current quality program has been reviewed and revised to ensure that it meets the requirements of the FLTCA. Seniors' Services currently administers a resident and family satisfaction survey annually and will review and revise the tool and process based on requirements outlined in the Phase 2 Regulations in the fall.

g) Emergency Planning

The new Act incorporates a number of requirements to strengthen emergency and evacuation plans. The MLTC has expanded the list of emergencies with the addition of a plan for pandemics, boil water advisories and extreme weather. Each of the existing plans also require further components such as enhanced consultation, attestations, and public posting of the plans.

Seniors' Services currently has emergency preparedness plans in place, including a pandemic plan. All plans are regularly tested and reviewed. Each of the existing plans is being reviewed and revised in collaboration with emergency management to address the enhanced requirements. Work on two additional plans, boil water advisory and extreme weather are underway.

h) Medical Directors

Through the provincial COVID-19 Commission, it was identified that the role of Medical Directors in long-term care homes varies across the province. The new Regulations detail changes to Medical Director Agreements that standardize the role of Medical Directors in the long-term care sector. New requirements include minimum hours on site each month, education and training requirements. Furthermore, there are specific requirements regarding the Medical Director's role in advising and approving clinical policies and procedures and communicating policies to attending physicians, ensuring resident clinical care oversight, and participating in interdisciplinary committees and in quality improvement initiatives. Dr. Fred Mather, Sunnyside Home's Medical Director, has already completed the required training for this role and is a recognized leader for clinicians working in long term care.

The new FLTCA, 2021 and Regulations incorporates a number of changes with associated financial implications.

The new legislation incorporate a requirement for minimum staffing levels for resident care and for allied health services. The Province has issued the Long-Term Care Staffing Increase Funding Policy, which outlines the terms and conditions of the funding commitments to cover the cost of mandatory staffing increases. The first year of funding was received, Staff provided an update on these investments in CSD SEN-22-01.

The new legislation and regulations also mandates a number of newly designated lead roles (e.g. Infection Control Lead, Quality Lead). The MLTC has not yet announced any additional permanent funding to support these designated roles. These roles are currently funded in Seniors' Services by the Region of Waterloo.

The new legislation also incorporates a number of Administrative Monetary Penalties for unmet legislative and regulatory obligations. This requirement was introduced in the prior legislation and regulations; however, never proclaimed. The new Regulations require MLTC inspectors to issue an Administrative Monetary Penalty (AMP) when non-compliance is found and if at any time in the previous three years a similar act of non-compliance was found. Each act of non-compliance increases the monetary penalty.

Failure to comply to the Act may result in non-compliance, written notifications, compliance orders, and/or administrative monetary penalties for repeat non-compliance. Under the new Regulations, associated fines with these areas of non-compliance range from \$5,500, up to \$11,000. If convicted for an offence under the Act, an individual LTC home Administrator can face a fine of up to \$200,000 for the first offence and up to \$400,000 for a subsequent offence. If convicted, a Corporation could face a fine of up to \$500,000 for a first offence and a fine of up to \$1,000,000 for a subsequent offence. These penalties are a type of enforcement tool intended to encourage compliance and increase accountability for repeated non-compliance.

6. Area Municipality Communication and Public/Stakeholder Engagement:

N/A

7. Financial Implications:

As detailed in staff report CSD-SEN-22-01 Provincial Investment to Increase Direct Care for Residents of Sunnyside Home, dated January 11, 2022 the Region expects to receive \$5.7 million from November 1, 2021 to March 31, 2025 to increase the amount of direct care that residents receive and to support the education and training of health care staff. The 2022 Senior's operating budget includes an increase of 31.0 full time equivalents, staffing and operating costs, which are funded 100% by the Province from this allocation. As further outlined in that implementation plan report, the draft 2023 budget will propose an incremental 22.0 full time equivalents, staffing and operating costs for Council's consideration, which will primarily be funded from 100% provincial funding. It should be noted that, should this new provincial funding not be indexed annually, there is not sufficient funding from the 100% provincial allocation to cover inflationary pressures on compensation and other related costs, and these may need to be funded from the property tax levy. It is estimated that the inflationary impact will be approximately \$112,000 in 2023.

Conclusion / Next Steps:

Seniors' Services will continue to provide updates to Regional Council on the status of implementation of the new FLTCA and Regulations as the MLTC continues the roll-out of detailed standards and requirements for Sunnyside Home.

8. Attachments:

- [Fixing Long-Term Care Act, 2021, S.O. 2021, c. 39, Sched. 1 \(ontario.ca\)](#)
- [O. Reg. 246/22: GENERAL](#)

Prepared By: Jennifer Beckett, Social Planning Associate

Julie Wheeler, Administrator, Long-Term Care

Reviewed By: Constance Lacy, Director Seniors' Services

Approved By: Peter Sweeney, Commissioner Community Services

Region of Waterloo

Corporate Services

Corporate Finance

To: Chair Clarke and Members of Community Services Committee

Meeting Date: August 9, 2022

Report Title: Region of Waterloo Licensed Home Child Care - Parent Fee Reduction

1. Recommendation:

That the Regional Municipality of Waterloo amend the Fees and Charges Bylaw (#21-072) as of September 1st, 2022 to reflect a 25% reduction in parent fee rates for the Region of Waterloo's Licensed Home Child Care program, as mandated by the new Canada Wide Early Learning and Childcare as set out in report COR-CFN-22-21 dated August 9, 2022. These fee reductions will apply to children under the age of 6.

2. Purpose/ Issue:

To seek Council approval to implement a 25% reduction in parent fee rates for the Region of Waterloo's Licensed Home Child Care program in accordance with the new Canada Wide Early Learning and Childcare program.

3. Strategic Plan:

This report addresses the Region's Corporate Strategic Plan 2019-2023:

- Focus Area 3: Thriving Economy, Strategic Objective 1.1 Create a competitive business-supportive community to help attract, retain and grow employers, talent and investments in Waterloo Region
- Focus Area 4: Healthy, Safe and Inclusive Communities, Strategic Objective 4.1 Improve child and youth wellbeing in Waterloo Region.

4. Key Considerations:

- Affordability is a significant barrier to families accessing licensed child care in Waterloo Region. In order to manage the high costs of licensed child care, parents have reported using the following strategies: have one parent not work and stay at home, reduce their hours of work, work different shifts, access informal care by family or friends or using unlicensed child care.
- The Canada Wide Early Learning and Child Care program provides a

transformational opportunity to significantly reduce parent fees in licensed child care.

- If the Region does not approve the reduction of parent fees for the licensed home child care program, over 1000 families accessing home child care will continue to experience the high cost of child care and will not benefit from the reduced fees associated with the CWELCC.

5. Background:

As the service provider for the Region of Waterloo Licensed Home Child Care Program, the Region sets the daily parent rates for the contracted home child care providers. These rates are set out in the Region's Fees and Charges Bylaw which became effective March 1, 2022.

On March 28, 2022, the Government of Canada and the Province of Ontario announced the new CWELCC plan. As set out in Council report CSD-CHS-22-02, this plan is transformational and will increase quality, accessibility, affordability and inclusion of child care for children up to the age of six.

One of the priorities of the plan is to reduce child care fees by 25% retroactive to April 1, 2022. Upon approval into CWELCC, the new rates as recommended in this report will be implemented September 1st, 2022 to reflect the reduction. Parents will also be issued a 25% retroactive rebate for care used between April 1 – August 31, 2022. A further reduction of 25% is planned for January 1, 2023 and will be included in the Region's 2023 Operating Budget submission. Child care operators who wish to participate in CWELCC in 2022 must opt in by September 1. Those who do not opt in by September 1st may continue to operate at their current fee levels and will not be eligible for CWELCC funding.

6. Area Municipality Communication and Public/Stakeholder Engagement:

Nil

7. Financial Implications:

In May 2022, the Region received confirmation of pro-rated funding in the amount of \$22.8M to cover parent fee reductions under the new CWELCC plan. This funding will fully offset a 2022 revenue reduction resulting from the mandated April 1st rate decrease. The following table reflects the pre and post April 1st daily rates.

Children's Services								
Home Child Care Daily Rates (Full Fee Parents)								
	0-5 Hours (Before & After School Care)		0-10 Hrs		10-18 Hrs		18-23 Hrs	
	Current Rate	25% Reduction-Rate as of April 1, 2022	Current Rate	25% Reduction-Rate as of April 1, 2022	10-18 Hours	25% Reduction-Rate as of Apr. 1, 2022	Current Rate	25% Reduction-Rate as of April 1, 2022
Infant (3-18 months)	N/A	N/A	\$55.00	\$41.25	\$62.00	\$46.50	\$83.00	\$62.25
Toddler (18- 30 months)	N/A	N/A	\$49.00	\$36.75	\$60.00	\$45.00	\$81.00	\$60.75
Preschool/School Age (30-72 months)	\$26.00	\$19.50	\$47.00	\$35.25	\$58.00	\$43.50	\$79.00	\$59.25

** Bylaw 21-072 will be amended as of April 1, 2022, to reflect the new rates as reported in the chart above.*

8. Conclusion / Next Steps:

The Region of Waterloo’s Home Child Care program will be applying for the CWELCC by September 1, 2022. Once approved, parents will be notified and the program will begin to process retroactive rebates to all parents that have used the program since April 1, 2022. The Home Child Care program will then begin preparations for the second fee reduction beginning January 1, 2023.

The fee reductions for parents represent a significant step forward in reducing barriers to quality licenced childcare. For example, parents of a preschool age child accessing full time home child care will see their daily fee reduced from \$47 to \$35.25, resulting in an estimated monthly savings of close to \$250 compared to current parent fee rates.

9. Attachments:

Nil

Prepared By: Susan Selfe, Manager, Finance (Public Health & Emergency Services /Community Services),

Reviewed By: Cheryl Braan, Director, Corporate Finance

Reviewed By: Barb Cardow, Director, Children’s Services

Approved By: Craig Dyer, Commissioner, Corporate Services/Chief Financial Officer

Region of Waterloo
CAO, Office of Equity Diversity and Inclusion
CAO, Communications and Strategy
Public Health and Emergency Services
Healthy Living and Foundational Standards

To: Chair Elizabeth Clarke and Members of the Community Services Committee

Meeting Date: **August 9, 2022**

Report Title: Upstream Fund Update

1. Recommendation:

That the Region of Waterloo allocate the remaining funds from Motion # 5 - Upstream Initiatives, January 2021 (\$180,000) to support the implementation of year 1 of the Upstream Fund as outlined in CAO-EDI-22-06/ PHE-HLV-22-05, dated August 9, 2022.

2. Purpose / Issue:

To seek approval from Council to use the remaining funds outstanding from Motion #5 – Upstream Initiatives, January 2021 to support the implementation of year 1 of the Upstream Fund.

The report also provides an information update on key definitions, draft criteria guiding the Fund allocation, and the next-steps of implementation.

3. Strategic Plan:

This work supports all focus areas of the strategic plan. In particular, it supports the Healthy, Safe and Inclusive Communities focus areas 4.1, 4.3, and 4.5 of the strategic plan.

4. Report Highlights:

- At the June 22, 2022 Council meeting, Staff committed to bringing a recommendation back to Council on how to effectively allocate the

remaining funds (\$180,000) from the January 2021 Budget Motion # 5 – Upstream Initiatives. Staff recommend that the remaining funds be allocated to support the launch and implementation of the first year of the Upstream Fund in the following ways:

1. Investing in a temporary ‘Community Collaborator’ resource to facilitate and project manage year one of the Upstream Fund. This role will support community engagement, collaboration, relationship building, and will work with communities to champion upstream concepts and identify important actions for change.
 2. Investing in external expertise to support impact evaluation and reporting around the process and outcomes. The external expertise will provide a more extensive exploration of how local communities are doing upstream work and will build our understanding of the concept of upstream in local initiatives and innovations.
 3. Supporting community engagement, collaboration, events, materials, and resources needed to launch the pilot. This will be particularly important to ensure communities across municipalities can participate in this opportunity.
- At the June 22, 2022 Council meeting, Council also asked staff to ensure that the Upstream Fund focuses on supporting ‘upstream’ efforts. The original definitions and guiding policy that ground the fund are detailed in April [CAO-EDI-22-02/PHE-HLV-22-03] and staff will continue to use these as defining goals of the fund. In short, upstream refers to prevention efforts that allow people to achieve their full potential. Achieving full potential includes many of the Social Determinants of Health (SDOH), which are the social and economic factors that influence people's health and include education, income, environment, food security, housing and employment. See the background for a summary of the concept of upstream.
 - The three step model for the Upstream Fund will formally launch in August and key dates are as follows:
 - Step 1: Open Call and Engagement – August to mid September. Extensive and broad outreach and engagement with interested community groups and others that may wish to collaborate.
 - Step 2: Decision Making – mid-September to November. A community nominated and Regionally supported decision making

group will evaluate applications and make decisions on year 1 funding allocations. Staff will proceed to award the funding to successful applicants and report back to Council.

- Step 3: Sharing Stories on Impact and Learning – Commencing 2023. This step will be oriented to learning and will enable organizations to share their impact through various ways with Council, community and each other. Staff will work with community to fully explore the impact of the program using participatory research and evaluation approaches.
- This funding model can positively impact many grassroots organizations who know their communities best, are effectively responding to the needs of communities, and provide vital services, programs and opportunities within communities that reflect current gaps. Too often, these are the same organizations that have historically been excluded from funding opportunities and experience many barriers to accessing funds. The Upstream Fund will prioritize these vital community led organizations and emphasis will be on supporting them to grow, thrive and continue to do their work. For more information on the funding process see background section.

5. Background:

- The Upstream Fund is a new \$2.1 million annual fund approved in December 2021 by Council as part of the 2022 Plan and Budget.
- In April [CAO-EDI-22-02/PHE-HLV-22-03], Council approved the definition of upstream and guiding principles as part of the general terms of reference for the development of the fund. At that time, Council also approved staff to move forward on the development and implementation of the fund in collaboration with the community.

Budget Motion # 5 – Upstream Initiatives staff recommendation

- To action the remaining items from the January 2021 Budget Motion # 5 – Upstream Initiatives staff recommend that the remaining funds from that motion (\$180,000) be allocated to support launch and implementation of the Upstream Fund in the following ways. Investing in a temporary ‘Community Collaborator’ resource to facilitate and project manage year one of the Upstream Fund process. Hosting the Community Collaborator as a Regional staff in the pilot year will provide the role with Regional resources and support that will help to remove some of the challenges associated with implementing

the funding model. This Community Collaborator resource will support community engagement, relationship building and community collaboration and will play a critical role in championing upstream concepts and identifying important actions for change. This resource will also provide support to fund participants, staff and the community to learn and improve the process for subsequent years. They will be essential in conducting a fulsome community led assessment on the outcomes of the funding and related impacts as well as sharing the findings with Council and the community.

Summary of the concept of Upstream

- In summary, the concept of Upstream is about prevention. It is broad as it can include reforming fundamental social and economic structures and systems that distribute wealth, power, opportunities, and decision-making. This can further include a variety of initiatives focused on achieving optimal health and wellbeing that exist on a continuum. The more upstream the action, the greater the impact on a population level as it more focused on prevention. Middle and downstream approaches typically focus more on reducing risk, or changing the effects of causes. Taken together these approaches form a continuum of opportunities where change can be made. Upstream approaches allow us to address many priorities and issues simultaneously while potentially requiring fewer resources. This contextualization of upstream is consistent with local community approaches and aligns with the Community Safety Wellbeing Plan (CSWP).
- The CSWP is a local community developed framework that also explores and offers a powerful, local interpretation of the concept of upstream or root causes into tangible actions to move forward. In this way, the CSWP will be used to further anchor initiatives, actions, and program within the local interpretation of Upstream in order to facilitate and allocate priorities for funding. The local CSWP Framework is rooted in the upstream concepts and focuses on the local priorities of Truth and Reconciliation, Anti-Hate, Anti Racism, Anti-Oppression and Equity, Diversity and Inclusion (EDI). Together these powerful concepts provide a comprehensive policy to ground the Upstream Fund.

Upstream Fund Community Model

- The Fund will prioritize communities that have been excluded from traditional funding opportunities and face most barriers to safety and wellbeing
- The emphasis will be on supporting smaller organizations and grassroots organizations to grow, thrive and continue to do their work.

- The funding will be flexible and support operating (salaries, supplies and rental), capital (equipment) related to project/program requests. This will provide the flexibility for community to use funding where it is needed most.
- The funding will support both multi-year and one-off funding requests.
- A decision making group, nominated by the community, will work within the fund guidelines to make funding decisions and allocations. These decisions and subsequent allocations will be reported to Council by December 2022.

6. Area Municipality Communication and Public/Stakeholder Engagement:

As outlined in the Upstream Report [CAO-EDI-22-04/PHE-HLV-22-04], in May and June, 2022, staff engaged and collaborated with over 100 community leaders, organizations, sector leaders and stakeholders to co-design this community centered model for the Upstream Fund. Staff implemented an on-line survey, completed key informant interviews, and completed in-person and online community conversations hosted by both staff and community.

In August and September 2022, staff will continue to engage community through collaborative events that will launch the Upstream Fund process. These events (virtual and in-person) will encourage collaboration between organizations, resource sharing and increase knowledge about the breadth of work happening in the community. Anyone interested in applying for funding will be invited to attend the events. In addition, local funders and municipal partners will be invited to further facilitate resource sharing and collaboration. Staff will also focus on outreach to organizations that normally experience barriers to accessing funding.

Throughout the engagement and decision making process, staff will ensure that community is engaged to identify key learnings and make improvements for future years.

7. Financial Implications:

As part of the 2021 budget, \$250,000 was allocated to support upstream initiatives to be funded from the Tax Stabilization Reserve. In 2021 \$70,000 was spent and \$180,000 was carried over and is available for use in 2022. The 2022 operating budget includes an additional \$2.1M of base funding to support upstream initiatives, funded from the property tax levy (\$1.6M) and the Tax Stabilization Reserve (\$500K). As such, a total of \$2.28M is available in 2022 as outlined in the

following table:

	<u>2021</u> (\$000's)	<u>2022</u> (\$000's)
One Time Funding		
Tax Stabilation Reserve	250	
Expenses	(70)	
Carried over to 2022		180
Base Funding		
Levy		1,600
Tax Stabilation Reserve		500
Total Base Funding		2,100
Total Available		2,280

8. Conclusion / Next Steps:

Staff will continue to move forward with each of the Upstream Fund steps, according to the following timeline:

- **August to mid September:** In-person and virtual collaborative events to launch the Upstream Fund process.
- **August 10 – September 23:** Applications are open.
- **Mid September – November:** Community nominated and Regionally supported decision making group will review the applications and make funding decisions.
- **December:** Staff will award funding to successful applications.

Staff will report to the new Council in the fall with a progress update and year one allocation summary by December.

9. Attachments:

None.

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Jennifer Smith, Director, Corporate Strategy and Performance

Deb Bergey, Manager, Community Engagement

Katie McDonald, Health Promotion Research Analyst, Public Health 6

Stephanie Duench, Health Promotion Research Analyst, Public Health

Reviewed By: Connie MacDonald, Chief Communications and Strategy Officer

Approved By: Bruce Lauckner, Chief Administrative Officer

Region of Waterloo**Public Health and Emergency Services****Infectious Diseases****Community Services****Employment and Income Support**

To: Chair Elizabeth Clarke and Members of Community Services Committee

Meeting Date: August 9, 2022

Report Title: Sexual Assault Support Centre (SASC) Funding Request

1. Recommendation:

That the Regional Municipality of Waterloo take no action with respect to the Sexual Assault Support Centre's request for \$50,000 as outlined in report PHE-IDS-22-01/CSD-EIS-22-02 dated August 9, 2022; and

That Regional Council advocate to the Ministry of the Attorney General for an increase in funding to allow the Sexual Assault Support Centre to address the backlog of individuals needing counselling support.

2. Purpose / Issue:

To respond to a funding request from the Sexual Assault Support Centre (SASC).

3. Strategic Plan:

Healthy, Safe and Inclusive Communities: 4.5 Enhance community safety and wellbeing in Waterloo Region.

4. Report Highlights:

- A representative from the SASC appeared as a delegation at the June 22, 2022 Council meeting and requested additional funding in the amount of \$50,000. The SASC has experienced a significant increase in requests for counselling and there are growing waiting lists for counselling services within their organization.

- Sexual assault counselling services, for which this request is being made, is outside of the Region's funded mandate for both Public Health and Community Services. Sexual assault counselling services fall under the jurisdiction of the Ministry of the Attorney General.
- For the past seven years, Public Health has had a purchase of service agreement with SASC specifically for the implementation of the Sexual Health Youth Strategy. This is not an annual operating grant and does not include funding for sexual assault counselling, as that is outside of the scope of the Public Health mandate.
- Advocacy to the Ministry of the Attorney General, which is responsible for counselling services such as SASC, for additional funding to address the waitlist for services is a proactive next step for Council to consider. Many community agencies are experiencing long wait lists for services including other counselling agencies.
- The Region of Waterloo is currently undergoing a review of its grant administration policy to develop a new process that will support an open, transparent and strategic approach to supporting community activity that supports Council priorities and regional mandates.

5. Background:

- a) **Current Relationship with Region of Waterloo Public Health:** For the past seven years, Public Health has had a \$50,000 purchase of service agreement with SASC as a partner in implementing the Sexual Health Youth Strategy. The purchase of service agreement is reviewed annually. The Sexual Health Youth Strategy is a multi-year plan intended to increase access to services, enhance/improve training to youth and educators, and provide parents the supports they need to talk to their children about human development and sexual health.
- b) **The purchase of service agreement with SASC** is consistent with the mandate and requirements of the Ontario Public Health Standards and includes a specific cross section of services related to the Sexual Health Youth Strategy, including:
- participates in the Sexual Health Youth Strategy Steering committee and related work groups
 - provides programs and services to Waterloo Region residents with emphasis on priority populations including, but not limited to:
 - Male Allies Program;
 - Public education sessions;

- Peer support groups;
 - Counselling services (individual and group); and
 - Provision of resources
- promotes Sexual Health Youth Strategy and associated services
 - provides related reports and data to Region of Waterloo Public Health
- c) **Other Counselling Agencies – Purchase of Service Agreements:** The Region of Waterloo Community Services has purchase of service agreements with six (6) Counselling agencies, which make up a Counselling Collaborative, in the amount of \$502,000 per year, jointly funded by the Province and the tax levy. These agreements are in place to ensure that Counselling services are available to individuals/families in receipt of Ontario Works (OW) and Ontario Disability Support (ODSP). Services provided through the Counselling Collaborative are geared to supporting OW and ODSP recipients to achieve their employment outcomes as defined in their Outcome Plan. Access to the Counselling Collaborative is limited to individuals in receipt of Ontario Works (OW) or the Ontario Disability Support Program (ODSP). Counselling for individuals not receiving OW and ODSP is outside of the mandate for the Collaborative. The six agencies are:
- Carizon Counselling and Family Services
 - K-W Counselling Services
 - Shalom Counselling Services
 - Woolwich Counselling Centre
 - Interfaith Counselling Community Counselling Centre
 - Family Counselling Centre of Cambridge and North Dumfries

These agencies connect, guide and refer citizens on an ongoing basis in order to ensure that their needs are met and their quality of life is improved.

- e) **Previous funding for SASC:** Regional Council approved \$50,000 on a one-time basis in December 2017 as part of the 2018 budget process. The resolution was as follows:

“That the Region of Waterloo’s preliminary 2018 Operating Budget be amended to include one-time operating funding in the amount of \$50,000 for counseling services delivered by the Sexual Assault Support Centre of Waterloo Region, to be funded from the projected 2017 tax supported operating budget surplus”.

6. Area Municipality Communication and Public/Stakeholder Engagement:

Nil

7. Financial Implications:

There is no provision for additional funding for the SASC in the Region's 2022 Operating Budget. Should Council wish to provide a grant, it would be treated as an unbudgeted 2022 expenditure and form part of the Region's overall operating financial position (i.e. surplus or deficit).

8. Conclusion / Next Steps:

The SASC is experiencing a high level of demand for service specifically for survivors of sexual assault. While Public Health has a connection to SASC through the Youth Sexual Health Strategy and Community Services Department has the Counselling Collaborative for OW and ODSP clients, support for the specific counselling services provided by SASC is outside of their mandates. For this reason, the recommendation is to take no action with respect to the request for funding.

There is concern for the individuals waiting for counselling services from SASC. Additional funding is the responsibility of the Ministry of the Attorney General. Advocacy efforts, on behalf of SASC, should be directed to the Ministry.

9. Attachments:

Appendix A: [Advocacy Resolution - SASC's Presentation to Regional Council - June 2022](#)

Appendix B: [Backgrounder - SASC's Presentation to Regional Council - June 2022](#)

Appendix C: [PowerPoint - SASC's Presentation to Regional Council - June 2022](#)

Prepared and Reviewed By:

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Approved By: Hsiu-Li Wang, Commissioner Public Health and Emergency Services

Peter Sweeney, Commissioner Community Services

Advocating with the Regional Municipality of Waterloo to endorse a resolution calling upon the Province of Ontario to provide increased and sustainable funding for community-based Sexual Assault Support Centres

**Resolution
June 2022**

1. Item for Discussion – Support for the Sexual Assault Support Centre of Waterloo Region to Receive Increased and Sustainable Provincial Funding

WHEREAS the Sexual Assault Support Centre of Waterloo Region has provided prevention education, advocacy, and support for survivors of recent or historical sexual violence in the area since 1989;

AND WHEREAS the number of survivors needing access to crisis counselling and long-term counselling programs has increased substantially since 1989;

AND WHEREAS ongoing underfunding of the Sexual Assault Support Centre of Waterloo Region has reduced the number of resources available to provide these services due to highly specialized skill requirements that are unmatched by low wages and benefits relative to other mental health funded positions;

AND WHEREAS the current COVID-19 pandemic has resulted in increased people in the community requiring the services of the Sexual Assault Support Centre of Waterloo Region;

AND WHEREAS sexual violence disproportionately impacts our community's most vulnerable members including women and girls, trans, and non-binary people, people with disabilities, and people who identify as Black, First Nations, Metis, Indigenous, racialized, and/or 2SLGBTQIA+.

NOW THEREFORE BE IT RESOLVED THAT increased and sustainable provincial funding for the Sexual Assault Support Centre of Waterloo Region and other community-based sexual assault centres be supported for priority consideration by the Provincial Government and its agencies.

Sexual Violence in Waterloo Region:

Request to the Regional Municipality of Waterloo to endorse a resolution calling upon the Province of Ontario to provide increased and sustainable funding for community-based Sexual Assault Support Centres

Prepared by Sara Casselman, Executive Director
Sexual Assault Support Centre of Waterloo Region (SASC)

Some facts:

- 1 in 3 women experience sexual assault in their lifetime.
- 1 in 6 men experience sexual assault in their lifetime.
- Trans-individuals (trans women and trans men) are at higher risk of sexual violence¹. Existing societal attitudes justify, tolerate, normalize and minimize sexual violence against women, girls², as well as trans and non-binary persons³.
- Sexual crimes are by far the most common offence against girls⁴. For boys, being under 12 years old heightens their vulnerability to being targeted for sexual offences⁵.
- Indigenous and racialized people in Canada are at increased risk of violence: for example, a Canadian national inquiry found that Indigenous women and girls are 16 times more likely to be killed or to disappear than white women⁶.

Crime statistics, however, only reflect a small minority of the gender-based violence that occurs. Most sexual violence cases do not engage the criminal justice system⁷. This means that the prevalence of sexual violence in Ontario is in fact much higher than the numbers shown here.

History of our services and increasing resource challenge

- The Sexual Assault Support Centre of Waterloo Region has been operating in the region since 1989.
- Since that time, we have provided many years of support for survivors in the region and offered prevention education to the community.
- During this time, the number of survivors wanting to access our counselling programs has increased substantially, without the provincial funds increasing to meet this demand.
- Our centre supports survivors of recent sexual violence, as well as survivors of historical sexual violence: for example, child sexual abuse, or adult sexual assault that occurred many weeks, months or years before.

¹ Factor & Rothblum, (2007).

² World Health Organization. *Understanding and addressing violence against women*. Online: http://apps.who.int/iris/bitstream/10665/77433/1/WHO_RHR_12.35_eng.pdf

³ TransPulse Ontario

⁴ Canadian Centre for Justice Statistics. Released on February 25, 2013. *Measuring violence against women: Statistical trends*. p. 15

⁵ Measuring Violence Against Women: Statistical Trends 2006, Statistics Canada

⁶ National Inquiry into Missing and Murdered Indigenous Women and Girls (MMIWG). Report released June 2019. Online: <https://www.mmiwg-ffada.ca/>

⁷ Patel, A. October 30, 2014. for Huffington Post Canada. 460,000 Sexual Assaults In Canada Every Year: YWCA Canada. Online: http://www.huffingtonpost.ca/2014/10/30/sexual-assault-canada_n_6074994.html

Backgrounder - Advocating with the Regional Municipality of Waterloo to endorse a resolution calling upon the Province of Ontario to provide increased and sustainable funding for community-based Sexual Assault Support Centres
June 2022

- In the gender-based violence sector, under resourced agencies like ours must compete for project-based funding, spending scarce resources to repeatedly write grants, rather than having basic costs of operation increases to our base budgets.
- Training and recruiting staff is difficult in our sector, with highly specialized skills and low wages and benefits relative to other mental health funded positions.

No increased funding from provincial government again this year despite increased service demand from pandemic

- Awareness of sexual violence is increasing which is a significant and positive achievement. More and more, survivors of violence are reaching out for support. Since 2014, sexual assault centres across Ontario have seen a significant influx of new referrals, crisis line calls, and intakes for counselling services.
- Most existing Ontario sexual assault centres have been operating in Ontario since the 1990s. During this time, the number of survivors accessing crisis counselling and long term counselling or therapy programs has multiplied—in some regions by up to 4 times⁸; yet funding has simply not kept pace.
- Instead, Ontario sexual assault centres have seen cuts (5% 1995), nominal increases (2004-2005, a 5% increase to re-instate the previous government's cutback; 3% 2007-2008) and some small increases connected to provincial action plans (2011, 2015) that were not always continued.
- In 2018, the previous Ontario government announced an approximately 30% increase to the sexual violence sector in Ontario. The 2018 announcement would have realized a significant increase for Ontario's community-based sexual assault centres. Despite this commitment, under the current provincial government, the [funding increase never became reality](#).
- In its 2021 budget, Ontario allocated some positive investments to address gender-based violence. The budget also saw some investment in victim services – 2.1 million over 3 years to improve victim and new sexual assault services in three underserved Ontario locations
- Of these dollars, however, none find their way directly to Ontario's existing sexual assault centres, such as the Sexual Assault Support Centre of Waterloo Region.
- Other arms of government have recognized the need for a better-resourced violence response. In December 2021, The Town of Bracebridge passed a resolution recognizing the need for increased community-based sexual assault centre funding, and encouraging the province to provide increased and sustainable funding for sexual assault services⁹. **Will Waterloo Region do the same?**

Legal barriers to sexual assault are not getting better

- In September 2019, Statistics Canada released its findings of *Incident-based crime statistics*¹⁰ in Canada. These statistics – aligning with our experiences – reveal that sexual assault in Ontario rose from 7,434 police-reported incidences in 2016 and 8,782 in 2017 to 10,634 in

⁸ Provided by Muskoka Parry Sound Sexual Assault Services in December 2021.

⁹ Hartill, Mary Beth, for The Bracebridge Examiner/Toronto Star. January 7, 2022. *Say it in numbers: Bracebridge council backing victims of sexual assault A look at the numbers behind sexual assault services in Parry Sound-Muskoka*. Online: <https://www.thestar.com/local-bracebridge/news/council/2022/01/07/say-it-in-numbers-bracebridge-council-backing-victims-of-sexual-assault.html>

¹⁰ Statistics Canada. *Incident-based crime statistics, by detailed violations, Canada, provinces, territories and Census Metropolitan Areas*. Data release - July 22, 2019. Online:

<https://www150.statcan.gc.ca/t1/tbl1/en/tv.action?pid=3510017701&pickMembers%5B0%5D=1.16&pickMembers%5B1%5D=2.16>

Backgrounder - Advocating with the Regional Municipality of Waterloo to endorse a resolution calling upon the Province of Ontario to provide increased and sustainable funding for community-based Sexual Assault Support Centres
June 2022

2018 — a year over year increase of almost 19%. The *Incident-based crime statistics* draws on data¹¹ on police reported crimes.

- As many sexual violence survivors choose not to engage the criminal justice system¹², this means that the prevalence of sexual violence in Ontario is in fact far higher.
- The majority of all reported sexual assault cases are simply not resolved through the criminal justice system. According to Canadian research¹³, 33 out of every 1,000 sexual assault cases are reported to the police, and just 29 are actually recorded as a crime. These numbers speak volumes about how many are not held accountable, as well as why survivors may be afraid to report.
- At present, police services in our region receive reports from a minority of survivors we work with, year over year.
- In 2020, the Waterloo Regional Police Service responded to 738 sexual violation reports. Research and experience tell us this represents about 5% of the sexual assaults happening in our community each year.
- Our centre has always provided support to survivors of sexual violence who are reporting to the police, as well as those who choose *not to report* (or who do not see their case proceed through the system). In this, our centre is seeing far many more sexual violence cases than is apparent to the local criminal justice system in our region, or apparent to the public.
- We encourage municipalities to consult with gender based violence agencies regarding community wellness and safety planning, not simply with police, for these reasons.

Impact of the pandemic

- The economic fallout from business closures, job loss and other impacts can also lead to increased risk for intimate partner violence, risky coping strategies including survival sex, and increased risk of sexual exploitation and abuse¹⁴.
- Crisis events such as pandemics tend to worsen pre-existing social and economic vulnerabilities. Racialized communities, those living in poverty “and other groups that have traditionally been marginalized, tend to be harmed by a disaster more” than others¹⁵.
- The Learning Network on Violence Against Women notes that “recommended public health measures to stop the spread of COVID-19 such as social/physical distancing and the closure of non-essential services may increase exposure to violence (e.g. intimate partner violence, sexual violence, child maltreatment), in addition to changing the landscape of support-seeking”¹⁶.
- **With the pandemic, the Sexual Assault Support Centre of Waterloo Region has seen a:**
 - **369% increase in participants in our Support Groups.**

¹¹ The Canadian Centre for Justice Statistics (CCJS), in co-operation with the policing community, collects police-reported crime statistics through the Uniform Crime Reporting Survey (UCR). The UCR Survey was designed to measure the incidence of crime in Canadian society and its characteristics. See [this link](#) for more information on the data collected in the survey.

¹² Patel, A. October 30, 2014. for Huffington Post Canada. 460,000 Sexual Assaults In Canada Every Year: YWCA Canada. Online: http://www.huffingtonpost.ca/2014/10/30/sexual-assault-canada_n_6074994.html

¹³ Patel, A. October 30, 2014. for Huffington Post Canada. 460,000 Sexual Assaults In Canada Every Year: YWCA Canada. Online: http://www.huffingtonpost.ca/2014/10/30/sexual-assault-canada_n_6074994.html

¹⁴ Global Protection Cluster GBV Protection and Response and Inter-Agency Standing Committee. Last updated: 6 April 2020. *Identifying & Mitigating Gender-based Violence Risks within the COVID-19 Response*. Online: <https://gbvguidelines.org/wp/wp-content/uploads/2020/04/Interagency-GBV-risk-mitigation-and-Covid-tipsheet.pdf>: 10.

¹⁵ International Federation of Red Cross and Red Crescent Societies, Geneva, 2015. Unseen, unheard: Gender-based violence in disasters. Online: https://www.ifrc.org/Global/Documents/Secretariat/201511/1297700_GBV_in_Disasters_EN_LR2.pdf: 16

¹⁶ The Learning Network on Violence Against Women. *Resources on Gender-Based Violence and the COVID-19 Pandemic*. Online: <http://www.vawlearningnetwork.ca/our-work/Resources%20on%20Gender-Based%20Violence%20and%20the%20COVID-19%20Pandemic.html>

- **58% increase in requests for individual counselling for survivors of sexual violence.**
- **41% increase in our waiting list for individual counselling for survivors of sexual violence.**
- **49% increase in women accessing our Family Court Support Program.**
- **23% increase in clients in our Anti-Human Trafficking Program.**
- **32% increase in use of our 24-Hour Support Line and Online Chat Support.**
- **70% increase in participants in our Public Education workshops.**
- **We need support from every level of government to help meet the demand and ensure the 200 survivors of sexual violence on our waiting list get the support they need.**

Advocacy by municipalities

- The advocacy of our municipality and others for our centre and other Sexual Assault Centres in the province is greatly needed and appreciated.
- We hope that the Regional Municipality of Waterloo can take leadership by recognizing the need for increased community-based sexual assault centre funding, and encouraging the province to provide increased and sustainable funding for sexual assault centres like the Sexual Assault Support Centre of Waterloo Region.
- We hope that the Regional Municipality of Waterloo can take leadership with municipalities across the province in urging other communities to advocate for increased resources and much-needed change on sexual violence supports.
- Increased resources make a tangible difference in our community: it means more support options for people experiencing sexual violence, less time waiting for counselling, and faster prevention education, so that young people know their rights and where to get help.

Further information and reading

Ontario Sexual Assault Centres and funding:

- For past work of efforts to ensure financial stability of the sector see: <https://sexualassaultsupport.ca/tag/survivorscantwait/>
- <https://sexualassaultsupport.ca/ontario-budget-2021-and-gender-based-violence-spending-ontario-coalition-of-rape-crisis-centres-ocrcc-responds/>

Gender-based violence and sexual violence in Canada:

- <https://www150.statcan.gc.ca/t1/tbl1/en/tv.action?pid=3510017701&pickMembers%5B0%5D=1.16&pickMembers%5B1%5D=2.16> (Ontario)
- <https://www150.statcan.gc.ca/n1/pub/85-002-x/2019001/article/00017-eng.htm>



you
are
not
alone!

Supports Needed for Survivors of Sexual Violence in Waterloo Region

Sara Casselman,
Executive Director

@SASCWR @SaraJCasselman

What we do

- 24 Hour Support Line
- Counselling & Advocacy
- Groups and Workshops
- Hospital, Police & Court Accompaniments
- Sex Trafficking Supports
- Public Education
- And so much more!



We have two requests:

1. To ask Council to endorse a resolution calling upon the Province of Ontario to provide increased and sustainable funding to community-based Sexual Assault Support Centres.
2. To request one-time funding of \$50,000 to help address the backlog of more than 200 survivors of sexual violence on our waiting list for individual counselling.

Before the pandemic

- Survivors were reaching out in record numbers.
- In 2018, the previous Ontario government announced a firm 30% increase in the sexual violence sector.
- Under the current government, the funding increase never materialized.

Impact of the pandemic

In the last two years, without additional funding from the Province, our Centre has experienced a:

- 58% increase in requests for individual counselling for survivors of sexual violence.
- 369% increase in participants in our Open Support Groups.
- 49% increase in women accessing our Family Court Support Program.
- 41% increase in our waiting list for individual counselling for survivors of sexual violence.
- 32% increase in use of our 24-Hour Support Line and Online Chat Support.
- 23% increase in clients in our Anti-Human Trafficking Program.

Front page of the Waterloo Region Record on May 26 2022.





A submission to the Community Services Committee

by Charles Nichols B. Th., B.A. (SDS)

August 9, 2022

Before I detail my thoughts, concerns, and recommendations related to the interim response to homelessness being presented to this committee of the Region Council, allow me to introduce myself, to help you appreciate the perspective I bring to this conversation, my social location if you will. Over the past two decades I have worn several different, but ultimately related, hats in our community. As part of various community groups, I have been a long time advocate on issues surrounding homelessness. I was an active member of the Housing and Homelessness Umbrella Group, holding a number of positions culminating with being their chairperson. I founded, and for ten years coordinated Homelessness Awareness Week. I have spoken before, or prepared written submissions to all levels of government. My very first public speech was at the official launch of the first Waterloo Region Community Homelessness Plan, an event my then Member of Parliament, Karen Redman, also spoke at. I earned a Bachelor of Arts degree in Social Development Studies from Renison University College, with a specialization in Social Policy and Social Change. Lastly, and equally important, I have experienced homelessness numerous times, beginning while I was still in high school and most recently in 2015. I continue to live in poverty subsisting on ODSP. To sum up, by virtue of my career, my education, and simply living my life, I am an expert in homelessness. This reality was acknowledged earlier this year when I was appointed to the Lived Expertise Working Group advising the City of Kitchener on their housing strategy.

Creating, implementing, and evaluating an effective Master Plan will require ongoing engagement with experts with knowledge about the various aspects of the Plan. You will need

input from policy experts, property developers, social workers, and intergovernmental relations experts so you can leverage funds from the Federal and Provincial governments. But those of us with lived expertise must sit at this table as equals. We should be empowered, acknowledged, and valued for the pivotal contributions we can offer. However, the lived expertise community is not a monolith with only one perspective and one set of priorities. The lived expertise working group has twelve members plus support staff for this very reason. I urge the Region to follow Kitchener's example and convene a lived expertise round table to give your Master Plan its best chance at success. Too many people have too much at stake for anything less than our best. Taking this step will impose a learning curve on both the round table and Region staff, and require considerable relationship and trust building. I assure you, though, the investment will pay significant dividends.

For the most part, I could support the recommendations made by Region staff if they were to be implemented tomorrow. But, of course, implementation will not happen tomorrow but take an, as yet, undetermined amount of time and money. At the very least, this time gap is time during which the situation for our unsheltered friends does not improve, however, there is no guarantee the situation will not worsen. I urge you to think of the Master Plan as a promise to the unsheltered and a contract with the community. A well crafted plan, which is long overdue and desperately needed, creates hope for positive changes. But hope too long delayed sours and damages trust. I urge you to press Region staff for a plan to bridge this time gap in partnership with the relevant support agencies. Timely and honest communication with the unsheltered and the community at large must be central to this plan.

Another caveat to my support is the financial considerations. Normally, my attitude is one of 'it costs what it costs,' or 'damn the costs we need it now.' Simply put, too much of this is

unknown. Staff do not even know if a capital investment will be needed. The staff's assumptions will need to be validated and hopefully improved on. I realize budget shortfalls do not go over well with voters at election time, but at this point it is an unavoidable fact of life. Yes, we definitely need new and additional funding from the Province, but the Doug Ford Conservatives have shown no inclination to make any serious investments to combat homelessness. Clearly, we do not have a good faith partner in Queen's Park. But this has been the case for several years, and should not be used as an excuse for not pushing forward. Region council and its staff, along with area municipalities will need a strategy for leveraging funds from other levels of government.

I was greatly encouraged when I learned the Region will finally sanction encampments. But staff should not slap themselves on the back too hard. At this point, they are simply accepting an unavoidable fact of life, not unlike puberty or old age. Encampments and their residents are not going to disappear, regardless what some area residents might wish. I am convinced if we as a region and concerned community support encampment residents in a manner that ensures their safety and dignity there will be no difficulties with nearby neighbours. A Better Tent City has become a leading best practice among encampment models. But even A Better Tent City has faced repeated challenges in acquiring a suitable location. Securing a permanent location for an ABTC-like encampment will be key and I fear time consuming. NIMBY is alive and well and living in our region. In sanctioning an ABTC-like encampment, Council and staff should determine a maximum size or population of an encampment relative to the size of the property it occupies. By calculating a maximum population using a tent or space per acre ratio, the formula can be applied to any encampment anywhere in the region. As the population of an encampment nears this maximum, the relevant staff and support networks can begin the search for an additional site for a new encampment. In an ideal world,

as the Master Plan is implemented the need for encampments and thus their populations will decrease, but sadly we do not live in a utopia. Given the uncertainty of how many trailers or tiny homes will be needed or when they can be delivered, the time to order these units is yesterday. Lest we forget, winter is coming.

Finally, I must emphasize, staff is presenting interim housing solutions. This is a 'tide me over,' stop gap proposal. On paper, these measures are intended to carry the Region and the community through while the Homelessness Master Plan is developed during 2023. But even if staff meet their deadline of Dec 31, 2023, implementation will not begin on Jan 1, 2024, or maybe not even April 1. Let's be clear about what we are deciding here. Staff is recommending a set of short term measures that will buy them the remainder of 2022, four months, to create a plan on how they will create a Homelessness Master Plan. It is a plan to create a plan. The Region and its staff need the entire community, especially those of us with lived expertise, from day one and throughout 2023 and beyond. Those relationships must be built on a base of honesty and trust with a sense of shared goals. Make no mistake, this is not a 50-50 partnership. The Region its staff and the broader community must be 100% invested in this process. Are you prepared to go all in?

Thank you for taking the time to read and consider this. I look forward to working with you in the future.