

COMMUNITY SERVICES COMMITTEE**AGENDA
MEETING No. 5**

Date of Meeting:	Thursday, June 3, 2004	Enquiry:	Rosalind Dyers
Time:	9:30 a.m.		Committee Administrator
Location:	Committee Room 1		416-392-8018
	City Hall		e-mail:rdyers@toronto.ca
	100 Queen Street West		

Declarations of Interest Under the *Municipal Conflict of Interest Act*

Confirmation of Minutes - April 29, 2004

Deputations/Presentations - A complete list will be distributed at the meeting.

Communications/Reports:

1. Third Renewal Agreement with Sunnybrook and Women's College Health Sciences Centre for Fire Fighter Training In Defibrillation and Medical Emergency Skills

Report (May 17, 2004) from the Commissioner of Works and Emergency Services and the Fire Chief and General Manager.

Recommendations:

It is recommended that:

- (1) the City be authorized to enter into an agreement for the purpose of renewing the May 17, 2001, base hospital agreement with Sunnybrook and Women's College Health Sciences Centre for another one-year term, with the term of such renewal agreement to run from May 17, 2004 to May 17, 2005;

- (2) the renewal agreement referred to in Recommendation No. (1) have terms and conditions substantially as set out in the previous renewal agreement and otherwise have terms and conditions in the interests of the City satisfactory to the Commissioner of Works and Emergency Services and the Fire Chief and be in a form acceptable to the City Solicitor;
- (3) such renewal be retroactive to May 17, 2004; and
- (4) the appropriate City officials be authorized and directed to take the necessary action to give effect thereto.

2. Training of Advanced Care Paramedics for Outside Municipal Agencies

Report (May 14, 2004) from the Commissioner of Works and Emergency Services regarding the current progress of the Toronto EMS Regional Training Program for Advanced Care Paramedics for outside Municipal agencies; and to set 2005 rates charged to outside agencies (e.g., UTM's or Base Hospitals) to deliver the Program.

Recommendations:

It is recommended that:

- (1) Council support continuation of this program;
- (2) the EMS Chief and General Manager be authorized to charge a tuition fee of not more than seven thousand five hundred dollars (CDN \$7,500.00) per student enrolled in each class;
- (3) the program continue to be evaluated and a staff report be completed at the end of a one-year period; and
- (4) the appropriate City officials be authorized and directed to take the necessary action to give effect thereto.

3. Authorization for the Use of the Name Toronto Emergency Medical Services

Report (May 14, 2004) from the Commissioner of Works and Emergency Services.

Recommendation:

It is recommended that Council authorize the incorporation of the City's official mark, "Toronto Emergency Medical Services", as part of the name of the group currently

known as the Metropolitan Toronto Ambulance Pioneers so that their new name would be the Toronto Emergency Medical Services Pioneers Association.

4. Supply and Delivery of Medical Grade Oxygen Cylinder Refilling - Contract No. 47000934 (Maggas Medical Inc.)

Report (May 17, 2004) from the Commissioner of Works and Emergency Services requesting approval for an extension of Contract No. 47000934 for the supply and delivery of Medical Grade Oxygen Cylinder Refilling to July 31, 2004.

Recommendations:

It is recommended that:

- (1) the existing contract with Maggas Medical Inc. be extended to July 31, 2004;
- (2) the purchase order amount be amended from \$450,000.00 to \$720,000.00; and
- (3) the appropriate City officials be authorized and directed to take the necessary action to give effect thereto.

5. Electronic Data Collection System for Toronto Emergency Medical Services - Request for Proposal No. 3405-03-3315

Report (May 17, 2004) from the Commissioner of Works and Emergency Services and the Chief Financial Officer and Treasurer respecting Request for Proposal No. 3405-03-3315 - Electronic Data Collection System for Toronto Emergency Medical Services.

Recommendations:

It is recommended that:

- (1) Medtronic of Canada Ltd./Medusa Medical Technologies, the highest overall scoring proponent meeting the requirements, with the lowest cost proposal of those firms which completed the evaluation process, be retained for the next five (5) years, from the date of award, to provide a full, end-to-end solution for the Electronic Data Collection System as outlined in their proposal for the hardware, software, customization and integration services for the 2004 Council approved amount of \$1,300,000.00 and \$75,000.00 in the 2004 operating budget, and an additional estimated cost of \$1,992,996.81 subject to further Council approval in subsequent years for an estimated cost not to exceed \$3,367,996.81 including all taxes and charges;

- (2) authority be granted to appropriate City staff to negotiate and enter into an agreement with Medtronic of Canada Ltd./Medusa Medical Technologies to carry out this assignment;
- (3) the agreement referred to in the above Recommendation No. (2) shall contain terms and conditions satisfactory to the Commissioner of Work and Emergency Services and the Chief Financial Officer and Treasurer and to contain clauses satisfactory to the City Solicitor; and
- (4) the appropriate City officials be authorized and directed to take the necessary action to give effect thereto.

6. Ambulance Station 21 - Sunnybrook Hospital Lands - 2075 Bayview Avenue - Ward 25 - Don Valley West

Report (May 17, 2004) from the Commissioner of Works and Emergency Services responding to a request from the Community Services Committee to report on why there has been a delay in the construction of a new ambulance/fire services station near or on the grounds of the Sunnybrook and Women's College Hospital located at 2075 Bayview Avenue.

Recommendation:

It is recommended that this report be received for information.

7. Proposal to the Ministry of Health and Long-Term Care for a Voluntary Agreement Between Homes for the Aged, Emergency Medical Services and Local Community Care Access Centres - Emergency Evaluation of Vulnerable Seniors

Report (May 14, 2004) from the Commissioner of Community and Neighbourhood Services and the Commissioner of Works and Emergency Services advising of a proposal to the Ministry of Health and Long-Term Care for a Voluntary Agreement between the City of Toronto's Homes for the Aged, Emergency Medical Services and Local Community Care Access Centres to provide immediate response to vulnerable seniors dislocated from their place of residence as a result of an emergency.

Recommendations:

It is recommended that:

- (1) staff of the Homes for the Aged, Emergency Medical Service and the local Community Care Access Centres be congratulated for their creative approach to finding a co-ordinated and reasoned way to create certainty for vulnerable persons

and the health care system when group(s) of seniors face emergency evacuation of their common place of residence; and

- (2) staff report back in the future on the success of the initiative after initial evaluation.

8. The Impact of the Ministry of Health and Long-Term Care Report, “Commitment to Care: A Plan for Long-Term Care in Ontario”

Report (May 17, 2004) from the Commissioner of Community and Neighbourhood Services respecting the potential impact on the Homes for the Aged Division of the report, entitled “Commitment to Care: A Plan for Long-Term Care in Ontario,” prepared by Monique Smith, Parliamentary Assistant to the Minister of Health and Long-Term Care and released on May 11, 2004, and the announcement made by the Minister of Health and Long-Term Care for increased funding for long-term care.

Recommendations:

It is recommended that:

- (1) the Ministry of Health and Long-Term Care (MOHLTC) be complimented for its positive action plan and its commitment to increase funding to the long-term care sector, recognizing that the sector has been under funded for many years;
- (2) when the MOHLTC finalizes and communicates its implementation plan and timelines, the Homes for the Aged Division immediately revise its staff levels and operating budget up to the level that can be 100 percent funded by the additional MOHLTC subsidy and that the Division target these new resources to meet the new MOHLTC requirements;
- (3) the Division continue to work in partnership with the MOHLTC to ensure accountability and transparency in the long-term care sector and to enhance community and family involvement in creating and maintaining a sense of “home”, “care” and “community” in long-term care facilities;
- (4) the Division continue to work in partnership with the MOHLTC to improve and clarify care and service delivery standards and the accuracy of MOHLTC written reports to and about long-term care facilities, including work to ensure that the MOHLTC also improves their own internal consistency and accountability mechanisms;
- (5) the Division never waiver from its commitment to provide high quality care and service and the provision of an environment in which seniors can live in dignity, with respect, and with the highest possible quality of life, given their frailties and illnesses; and

- (6) staff report back in detail on the impact of the increased provincial subsidy on the 2004 approved operating budget, including the number of full-time equivalents (FTEs) created, once details have been released by the MOHLTC.

9. Proposals to the Ministry of Health and Long-Term Care to Enhance Specialized Care and Service in the City’s Homes for the Aged and to Provide Care and Service to Residents with Specific Profile(s) who are Considered “Hard-to-Place” in the Long-Term Care System

Report (May 17, 2004) from the Commissioner of Community and Neighbourhood Services providing information on the strategic directions of the Homes for the Aged Division to enhance care and service, and to increase the Division’s commitment and capacity to serve those individuals identified as “hard-to-serve” and who find it difficult to access long-term care in other settings and maintain full occupancy.

Recommendations:

It is recommended that:

- (1) the proposals outlined in this report be supported for implementation in the identified Homes, on the timelines outlined in the proposals and communicated to the Ministry of Health and Long-Term Care (MOHLTC);
- (2) staff continue to work with the identified key stakeholders for the various target populations, strengthening alliances and working relationships to understand and respond to the need for an effective continuum; and
- (3) City Council support the strategic directions of the Homes for the Aged Division, to serve those individuals identified as “hard-to-serve” who find it difficult to access long-term care in other settings.

10. Homemakers and Nurses Services: Trends in the Need for Home Care and Home Support Services

Report (May 18, 2004) from the Commissioner of Community and Neighbourhood Services providing an update on the current trends and pressures facing individuals in the community whom rely on home care and home support services in order to maintain their independence; and advising of the imperative need for enhanced Ministry of Health and Long-Term Care (MOHLTC) funding for home care services including the need to increase funding to the City’s Homemakers and Nurses Services Program (HMNS) to respond to unmet community need.

Recommendations:

It is recommended that:

- (1) City Council ask the Minister of Health and Long-Term Care to enhance funding to the community care sector to meet the needs of the residents of Toronto;
- (2) the ten recommendations of the Canadian Home Care Human Resources Study, outlined in the body of this report, be referred to the MOHLTC for consideration;
- (3) staff be authorized to negotiate with the MOHLTC to either remove the cap currently in place for HMNS, re-affirming HMNS as a claims-based, cost-shared program, based on assessed client eligibility and need, or to establish a reserve at the end of each budget year, depositing any unexpended MOHLTC subsidy and City net contribution to support future claims to the program by eligible clients;
- (4) the newly created reserve be used solely for the purpose of the HMNS program, administered and distributed in accordance with the *Homemakers and Nurses Services Act* and the service agreement between the MOHLTC and the City;
- (5) staff collaborate with the MOHLTC to establish reporting mechanisms for the use and control of the reserve that supports transparency, accountability and responsiveness to community need; and
- (6) the appropriate City officials be authorized and directed to take the necessary action to give effect thereto.

11. Rate Paid to Contracted Homemaking Agencies Under the Homemakers and Nurses Services Program

Report (May 18, 2004) from the Commissioner of Community and Neighbourhood Services.

Recommendations:

It is recommended that:

- (1) the City increase the rate paid to those homemaking agencies contracted to provide service under the Homemakers and Nurses Services program (HMNS) from \$16.33 to \$16.83 effective July 1, 2004, and that this increase in rate also be provided to those agencies who provide service under the City's newly established "Special Needs Fund" of HMNS; and
- (2) the appropriate City officials be authorized and directed to take the necessary action to give effect thereto.

12. Release of “Your Opinion Counts” Resident and Family Satisfaction Survey to the Ministry of Health and Long-Term Care

Report (May 6, 2004) from the Commissioner of Community and Neighbourhood Services, advising of a request from the Ministry of Health and Long-Term Care (MOHLTC), through the office of Monique Smith, Parliamentary Assistant to Minister George Smitherman, to include the City of Toronto’s copyrighted document, “Your Opinion Counts” in the MOHLTC long-term care reform report, as an example of a best practice model that could be adopted by other long-term care facilities.

Recommendation:

It is recommended that this report be forwarded to City Council for its information.

13. Comparison of Expenditure Per Diem, City of Toronto Homes for the Aged and Selected Charitable Homes for the Aged

Communication (May 6, 2004) from the City Clerk advising that City Council on April 19-23 and 26-28, 2004, in its adoption of Clause No. 2 of Report No. 3 of The Policy and Finance Committee, headed “City of Toronto 2004 Budget Advisory Committee Recommended Operating Budget”, referred to the Community Services Committee the Briefing Note, entitled “Comparison of Expenditure Per Diem, City of Toronto Homes for the Aged and Selected Charitable Homes for the Aged,” for consideration of expenditure per diems and to further efficiencies that might be achieved.

- 13(a).** Report (May 18, 2004) from the Commissioner of Community and Neighbourhood Services responding to the request to report on the comparison of expenditure per diems with respect to the City of Toronto’s Homes for the Aged and selected charitable Homes for the Aged, and to give consideration to further efficiencies that might be achieved.

Recommendation:

It is recommended that this report be received for information by the Community Services Committee.

14. Homes for the Aged - Report Card 2003

Report (May 6, 2004) from the Commissioner of Community and Neighbourhood Services responding to the direction of City Council on April 19-23 and 26-28, 2004, during consideration of the City of Toronto 2004 Budget Advisory Committee Recommended Operating Budget to report to the Community Services Committee regarding the printing costs for the 2003 Report Card for Homes for the Aged, entitled "Respect - Support - Enable."

Recommendation:

It is recommended that the Community Services Committee receive the information regarding the 2003 Homes for the Aged Division Report Card, entitled "Respect - Support - Enable."

15. Public Relations Videos Produced by the North York Community Care Access Centre Regarding Long-Term Care Facilities

Report (May 18, 2004) from the Commissioner of Community and Neighbourhood Services advising of the planned initiative of the North York Community Care Access Centre (CCAC) to produce a video of all North York nursing homes and homes for the aged to inform the public about long-term care options.

Recommendation:

It is recommended that this report be received for information by the Community Services Committee.

16. Request for Proposal No. 0613-03-0298 for the Supply and Delivery of Food and Related Supplies to Various Child Care Centres for Children's Services

Communication (April 28, 2004) from the Bid Committee advising that on April 28, 2004, it adopted Recommendation No. (1) and referred to the Community Services Committee Recommendations Nos. (2), (3), (4) and (5) contained in a report (April 13, 2004) from the Commissioner of Community and Neighbourhood Services and the Director, Purchasing and Materials Management respecting Request for Proposal No. 0613-03-0298 for the supply and delivery of Food and Related Supplies to various Child Care Centres for Children's Services.

Recommendations:

It is recommended that:

- (1) the Proposal submitted by Derry Foods Limited, the highest-scoring proponent, be accepted for award in the estimated amount of \$906,666.67 including all charges and applicable taxes for the supply and delivery of Food and Related Supplies, for the period from May 1, 2004 to December 31, 2004;
- (2) the balance of the award for an additional four (4) months in the estimated amount of \$453,333.33 including all charges and applicable taxes, for the period January 1, 2005 to April 30, 2005, be referred to the Community Services Committee, Policy and Finance Committee, and Council for approval to Derry Foods Limited, the highest scoring Proponent for the supply and delivery of Food and Related Supplies to various Child Care Centres for Children's Services;
- (3) the option to renew for the three (3) additional one (1) year periods, renewable on an annual basis for the period May 1, 2005 to April 30, 2008, be reviewed by the Commissioner of Community and Neighbourhood Services in co-operation with the Purchasing Agent, provided the supply and delivery were performed at a satisfactory level, to ensure it is feasible to extend the quotation and that funds are available in the Children's Services Operating Budgets for the three renewal periods;
- (4) provided that there is a favourable review in accordance with Recommendation No. (3), the Commissioner of Community and Neighbourhood Services be the delegated authority to exercise the option on the terms and conditions set out above and be authorized to instruct the Purchasing Agent to process the necessary contract; and
- (5) the appropriate City officials be authorized and directed to take the necessary action to give effect thereto.

17. Request for Quotation No. 0501-04-0056 for the Supply, Fitting, and Delivery of Prescription Eyeglasses to Individuals in Receipt of Ontario Works

Report (May 11, 2004) from the Commissioner of Community and Neighbourhood Services and the Chief Financial Officer and Treasurer respecting Request for Quotation

No. 0501-04-0056 issued for the Supply, Fitting, and Delivery of Prescription Eyeglasses to individuals in receipt of Ontario Works throughout the Toronto area.

Recommendations:

It is recommended that:

- (1) the quotation submitted by the lowest bidder, City Optical Inc., be approved and accepted for a one (1) year period from July 1, 2004 to June 30, 2005, in the estimated amount of \$675,081.90 including all charges and applicable taxes for the supply, fitting and delivery of prescription eyeglasses to individuals in receipt of Ontario Works throughout the Toronto area;
- (2) the option to renew for the two (2) additional one (1) year periods, in the estimated amount of \$675,081.90 per annum for the period of July 1, 2005 to June 30, 2006, and July 1, 2006 to June 30, 2007, for a total amount of \$1,350,163.80 including all charges and applicable taxes under the same terms, conditions, and pricing be reviewed by the Commissioner of Community and Neighbourhood Services, in co-operation with the Purchasing Agent, provided that the supply, fitting and delivery were performed at a satisfactory level, to ensure it is feasible to extend the contract and that funds are available in the Social Services operating budget for each one (1) year renewable period;
- (3) provided that there is a favourable review in accordance with Recommendation No. (2), the Commissioner of Community and Neighbourhood Services be delegated the authority to exercise the option to renew with the same terms and conditions set out above and be authorized to instruct the Purchasing Agent to process the necessary contract; and
- (4) the appropriate City officials be authorized and directed to take the necessary action to give effect thereto.

18. Community Services Grants Program - 2004 Allocations and Appeals Report

Communication (May 17, 2004) from the Community Services Grants Appeals Sub-Committee advising that on May 17, 2004, it recommended to the Community Services Committee the adoption of the following recommendations contained in the report (April 23, 2004) from the Commissioner of Community and Neighbourhood Services respecting the Community Services Grants Program - 2004 Allocations:

- (1) the attached 2004 Community Services Grants Program allocations totalling \$9,990,474.00 for 501 programs in 239 organizations as described in Appendices "A" and "E" be approved;
- (2) the Commissioner of Community and Neighbourhood Services, in consultation with the Toronto Community Housing Corporation, and the Community's Housing Unit 1 Tenant Council, allocate \$35,000.00 to support community development activity in the Jamestown community; and
- (3) the appropriate City officials be authorized and directed to take the necessary action to give effect thereto;

and indicating that the Sub-Committee further:

- (i) referred the appeals from the following to the Commissioner of Community and Neighbourhood Services for further review and recommendation thereon to the meeting of the Community Services Committee to be held on June 3, 2004:
 - Canadian Mental Health Association Metropolitan Toronto Branch (Agency No. 37);
 - Carefirst Seniors and Community Services Association (Agency No. 40);
 - Christie-Ossington Neighbourhood Centre (Agency No. 55);
 - Cliffcrest Community Centre (Agency No. 57);
 - Community Action Resource Centre (Agency No. 58);
 - Dixon Community Services (Agency No. 75);
 - Hong Fook Mental Health Association (Agency No.113);
 - Korean Senior Citizens' Society of Toronto (Agency No. 131);
 - Lao Chinese Association of Ontario (Agency No. 134);
 - The Myalgic Encephalomyelitis Association of Ontario (Agency No. 151);
 - North York Harvest Food Bank (Agency No. 167);
 - Ralph Thornton Centre (Agency No. 189);
 - Scadding Court Community Centre (Agency No. 196);
 - Senior Tamils' Centre (Agency No. 206);
 - Slovenian Linden Foundation (Dom Lipa) (Agency No. 210);
 - Tobias House Attendant Care Inc. (Agency No. 239);
 - Toronto Chinese Community Services Association (Agency No. 242);
 - Toronto Community & Culture Centre (Agency No. 245); and
 - Toronto Intergenerational Partnerships in Community (Agency No. 247);

and
- (ii) requested the Commissioner of Community and Neighbourhood Services to give further consideration to the grant requests from Carefirst Seniors and Community Services Association (Agency No. 40) and Dixon Community Services (Agency No. 75), due to the need for services in those areas.

(NOTE: A copy of each of Appendix “E”, Detailed Organization Recommendations - Summary Sheets, and Appendix “F”, 2004 CSGP Program Guidelines, was forwarded to all Members of Council with the agenda of the Community Services Grants Appeals Sub-Committee for its meeting on May 17, 2004.)

18(a). Community Services Grants Program - 2004 Appeals Report

Report (May 18, 2004) from the Commissioner of Community and Neighbourhood Services respecting the recommended allocations from the \$45,000.00 Community Services Grants Program appeals fund for organizations that appealed to the Community Services Grants Appeals Sub-Committee.

Recommendations:

It is recommended that:

- (1) the appeal funds of \$45,000.00 be allocated as recommended in Appendices 1 and 2 of this report; and
- (2) the appropriate City officials be authorized and directed to take the necessary action to give effect thereto.

(Note: A copy of the Appendix 2, Revised Community Services Grants Program Summary Sheets, was forwarded to all Members of Council and selected officials only.)

19. Breaking the Cycle of Violence Grants Program - 2004 Allocations and Appeals Report

Communication (May 17, 2004) from the Community Services Grants Appeals Sub-Committee advising that on May 17, 2004, it recommended to the Community Services Committee the adoption of the following recommendations contained in the report (May 7, 2004) from the Commissioner of Community and Neighbourhood Services respecting the Breaking the Cycle of Violence Grants Program - 2004 Allocations:

- (1) Breaking the Cycle of Violence Grants Program allocations, totalling \$654,820.00 to 33 applicants, as recommended in Appendices A and B of this report, be approved; and

- (2) the appropriate City officials be authorized and directed to take the necessary action to give effect thereto;

and indicating that the Sub-Committee further:

- (i) referred the appeals from the following to the Commissioner of Community and Neighbourhood Services for further review and recommendation thereon to the meeting of the Community Services Committee to be held on June 3, 2004:
- Afghan Association of Ontario (Agency No. 2);
 - Alexandra Park Residents Association (Agency No. 10);
 - Arrabon Inc. (Agency No. 13);
 - Centre for Spanish-Speaking Peoples (Agency No. 26);
 - Dixon Community Services (Agency No. 33);
 - Elspeth Heyworth Centre for Women (North York) (Agency No. 37);
 - Human Rights and Race Relations Centre (Agency No. 50);
 - Korean Canadian Women's Association (Agency No. 53);
 - Korean Senior Citizens' Society of Toronto (Agency No. 54);
 - Malvern Family Resource Centre (Agency No. 57);
 - Men's Effort for Child Abuse Prevention and Women Protection (MECAPAW) (Agency No. 58);
 - National African Integration & Families Association (Agency No. 62);
 - Parkdale Community Legal Services (Agency No. 78);
 - S.E.A.S. Centre (Agency No. 87);
 - Society for the Living (Agency No. 92);
 - Somali Community Information Centre (Agency No. 94);
 - St. Stephen's Community House (Agency No.100);
 - Sudanese Women's Union (Agency No. 102); and
- (ii) requested the Commissioner of Community and Neighbourhood Services to give further consideration to the grant requests from Elspeth Heyworth Centre for Women (North York) (Agency No. 37) and the Malvern Family Resource Centre (Agency No. 57), due to the need for services in those areas.

(Note: A copy of Appendix B, Detailed Organization Recommendations - Summary Sheets, was forwarded to all Members of Council with the agenda of the Community Services Grants Appeals Sub-Committee for its meeting on May 17, 2004.)

19(a). Breaking the Cycle of Violence Grants Program - 2004 Appeals Report

Report (May 18, 2004) from the Commissioner of Community and Neighbourhood Services respecting the recommended allocations from the \$15,000.00 appeal fund under the Breaking the Cycle of Violence Grants Program.

- (1) the appeal fund of \$15,000.00 be allocated as recommended in Appendices 1 and 2 of this report; and
- (2) the appropriate City Officials be authorized and directed to take the necessary action to give effect thereto.

(Note: A copy of the Appendix 2, Breaking the Cycle of Violence 2004 Appeals Summary Sheets, was forwarded to all Members of Council and selected officials only.)

20. Youth Employment Job Development Initiative

Report (May 20, 2004) from the Commissioner of Community and Neighbourhood Services providing an update on the activities of the Youth Employment Job Development (YEJD) Initiative.

Recommendations:

It is recommended that:

- (1) the Social Development and Administration Division assume direct management of Youth Employment Job Development initiative upon withdrawal of the Ontario Association of Youth Employment Centres, and that the Social Development and Administration Division 2004 budget be adjusted accordingly; and
- (2) the appropriate City officials be authorized and directed to take the necessary action to give effect thereto.

21. Funding Approvals for the 2004 Redirection of Emergency Hostel Funding Initiative

Report (May 19, 2004) from the Commissioner of Community and Neighbourhood Services respecting funding approvals for the 2004 Redirection of Emergency Hostel Funding Initiative.

Recommendations:

It is recommended that:

- (1) the Commissioner of Community and Neighbourhood Services be authorized to enter into service agreements for the second half of 2004, to allocate funds to the agencies and projects listed in Appendix A of this report for the second half of 2004 up to a total of \$2,974,981.60 gross and \$594,996.32 net for 2004 Redirection of Emergency Hostel Funding Initiative;

- (2) the Commissioner of Community and Neighbourhood Services be authorized to reallocate, through a targeted Request for Proposals process, up to \$164,028.00 in Redirection of Emergency Hostel funding to expand the provision of housing support for long-term homeless people; and
- (3) the appropriate City officials be authorized and directed to take the necessary action to give effect thereto.

22. Request for a Tenant Support Grant for Fountainhead Tenants' Association to Assist with Completion of an Ontario Municipal Board Appeal (Ward 8 - York West)

Communication (April 29, 2004) from the City Clerk advising that City Council on April 15 and 16, 2004, adopted Motion J(19) by Councillor Walker, seconded by Councillor LiPrete, respecting a request for a Tenant Support Grant for Fountainhead Tenants' Association to Assist with Completion of an Ontario Municipal Board appeal and wherein it recommended:

“NOW THEREFORE BE IT RESOLVED THAT this Notice of Motion and the report dated April 8, 2004, from the Commissioner of Community and Neighbourhood Services, entitled ‘Non-Concurrence in Request for a Tenant Support Grant from the Tenant Defence Fund by the Fountainhead Tenants' Association following an Ontario Municipal Board Decision (Ward 8 - York West)’ be referred to the Tenant Defence Sub-Committee meeting of May 12, 2004, for report to the Community Services Committee.”

(Note: The decision of the Tenant Defence Sub-Committee from its meeting on May 26, 2004, on this grant request will be distributed with the Supplementary Agenda.)

23. Response to the Ontario Government's Consultation Paper on Residential Tenancy Reform

Report (May 21, 2004) from the Commissioner of Community and Neighbourhood Services respecting the range of options outlined in the Ontario Government's Residential Tenancy Reform Consultation Paper, and providing a response to the Province with respect to rent control and protection of rental housing.

Recommendations:

It is recommended that:

- (1) the recommendations for the City's response to the Province's Residential Tenancy Reform Consultation Paper as set out in this report be approved;

- (2) the Community Services Committee forward this report to the Ontario Minister of Municipal Affairs and Housing after its meeting on June 3, 2004, as the City of Toronto's response to the Province's Residential Tenancy Reform Consultation Paper;
- (3) the Minister of Municipal Affairs and Housing be requested to schedule a meeting with City representatives before June 15, 2004, to discuss the recommendations in this report; and
- (4) the appropriate City officials be authorized and directed to take the necessary action to give effect thereto.

(Note: The Recommendations of the Tenant Defence Sub-Committee will be distributed to with the Supplementary Agenda.)



COMMUNITY SERVICES COMMITTEE

SUPPLEMENTARY AGENDA MEETING No. 5

Date of Meeting: Thursday, June 3, 2004
Time: 9:30 a.m.
Location: Committee Room 1
City Hall
100 Queen Street West

Enquiry: Rosalind Dyers
Committee Administrator
416-392-8018
e-mail:rdyers@toronto.ca

Communications/Reports:

10. Homemakers and Nurses Services: Trends in the Need for Home Care and Home Support Services

Revised report (May 18, 2004) from the Commissioner of Community and Neighbourhood Services providing an update on the current trends and pressures facing individuals in the community whom rely on home care and home support services in order to maintain their independence; and advising of the imperative need for enhanced Ministry of Health and Long-Term Care (MOHLTC) funding for home care services including the need to increase funding to the City's Homemakers and Nurses Services Program (HMNS) to respond to unmet community need.

Recommendations:

It is recommended that:

- (1) City Council ask the Minister of Health and Long-Term Care to enhance funding to the community care sector to meet the needs of the residents of Toronto;
- (2) the ten recommendations of the Canadian Home Care Human Resources Study, outlined in the body of this report, be referred to the MOHLTC for consideration;

- (3) staff be authorized to negotiate with the MOHLTC to either remove the cap currently in place for HMNS, reaffirming HMNS as a claims-based, cost-shared program, based on assessed client eligibility and need, or to establish a reserve at the end of each budget year, depositing any unexpended MOHLTC subsidy and City net contribution to support future claims to the program by eligible clients;
- (4) contingent upon the MOHLTC agreement to establish a HMNS Reserve, staff work with Finance to establish the new reserve in a manner acceptable to the Chief Financial Officer and Treasurer;
- (5) the newly created reserve be used solely for the purpose of the HMNS program, administered and distributed in accordance with the *Homemakers and Nurses Services Act* and the service agreement between the MOHLTC and the City;
- (6) staff collaborate with the MOHLTC to establish reporting mechanisms for the use and control of the reserve that supports transparency, accountability and responsiveness to community need; and
- (7) the appropriate City officials be authorized and directed to take the necessary action to give effect thereto.

11. Rate Paid to Contracted Homemaking Agencies Under the Homemakers and Nurses Services Program (MHNS)

Revised report (May 18, 2004) from the Commissioner of Community and Neighbourhood Services.

Recommendations:

- (1) the City increase the rate paid to those homemaking agencies contracted to provide service under the Homemakers and Nurses Services program (HMNS) from \$16.33 to \$16.83 effective July 1, 2004, and that this increase in rate also be provided to those agencies who provide service under the City's newly established "Special Needs Fund" of HMNS; and
- (2) the appropriate City officials be authorized and directed to take the necessary action to give effect thereto.

22(a). Request for a Tenant Support Grant for Fountainhead Tenants' Association to Assist with Completion of an Ontario Municipal Board Appeal (Ward 8 - York West)

Communication (May 27, 2004) from the City Clerk, Tenant Defence Sub-Committee advising that the Sub-Committee on May 26, 2004:

- (1) deferred the communication (April 29, 2004) from the City Clerk until its meeting on July 28, 2004; and
- (2) requested the City Solicitor and the Commissioner of Urban Development Services to attend such meeting and discuss the details of the OMB settlement.

23. Response to the Ontario Government's Consultation Paper on Residential Tenancy Reform

Revised report (May 28, 2004) from the Commissioner of Community and Neighbourhood Services including the changes recommended by the Tenant Defence Sub-Committee.

23(a). Communication (May 27, 2004) from the City Clerk, Tenant Defence Sub-Committee advising that the Sub-Committee on May 26, 2004:

- (A) endorsed the recommendations contained in the report (May 21, 2004) from the Commissioner of Community and Neighbourhood Services, subject to amending the report to include the amendments to the City's key recommendations, as follows:
 - (i) that Key Recommendation (3) headed "Costs No Longer Borne' for Utility Costs" be amended by adding the words:

"and further, that any allowance awarded not double count the allowance already built into that year's rent increase through the guideline";
 - (ii) that Key Recommendation (4)(c) headed "Maintenance of Buildings and Rents" be amended to clarify and expand the power of municipalities to charge property owners for the costs of providing alternative accommodation to tenants in emergency repair situations;

- (iii) that Key Recommendation (6) headed “Interest on Rent Deposits” be reworded to reflect the following:

“The landlord would have no need to pay interest on deposits, and the tenant would have no need to top up the deposit over the length of their tenancy. For social housing, it is recommended that the interest rate on last month’s rent deposits be equal to the annual rent guideline.”; and

- (iv) that Key Recommendation (11)(h) headed “Ontario Rental Housing Tribunal Processes” be amended to reflect the following:

“to implement an independent review of the quality and effectiveness of the Tribunal mediation process and proposed improvements to ensure that the process is fair to tenants”;

and referred back such report, as amended, to the Commissioner of Community and Neighbourhood Services with a request for a revised report directly to the Community Services Committee, for consideration at its meeting on June 3, 2004; and

- (B) requested the Commissioner of Community and Neighbourhood Services to:
 - (i) prepare a one-page information sheet for distribution to the attendees of the town hall meeting to be held by the Ontario Government at the OISE Auditorium in downtown Toronto on May 31, 2004; and
 - (ii) arrange for a press release to be issued at a later date outlining the City’s position on Residential Tenancy Reform.

24. Appeals of Funding Recommendations for the SCPI (2003-2006) Programs Fund

Report (May 27, 2004) from the Commissioner of Community and Neighbourhood Services advising that the Community Services Grants Appeals Sub-Committee on May 17, 2004, heard appeals with respect to the Supporting Communities Partnership Initiative (2003-2006) Programs Fund.

Recommendations:

It is recommended that:

- (1) up to \$44,473.00 from the SCPI (2003-2006) Programs Fund be allocated to three organizations for three projects as recommended in Appendix A and B of this report; and

- (2) the appropriate City officials be authorized and directed to take the necessary action to give effect thereto.