



2022

Quarterly Report

Q2

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Chief Administrative Officer

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Acting Chief of EMS

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Ontario Works Manager

Steve Cox
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EMS

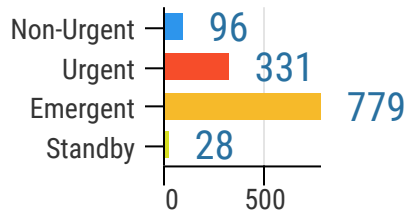
April 1, 2022 – June 30, 2022

The 2nd quarter of 2022 saw the roll out of the Community Paramedicine Long-Term Care Program and Paramedic Services Week.

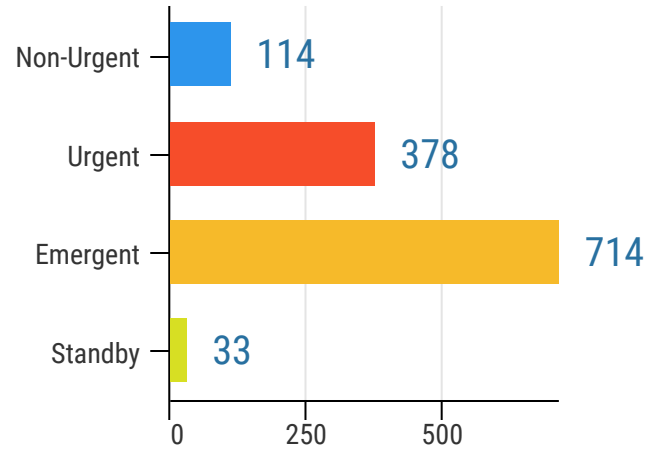
Call Volume



2022 Q1 Call Volume



2022 Q2 Call Volume



CPLTC Q2 Stats

516

Number of CPLTC home visits

11

Number of referrals of CPLTC patients to other services

15,515

Est. hours providing care to CPLTC Patients



5 Part-Time Paramedics

To accommodate those who became Community Paramedics



Executive Assistant Community Paramedicine

On May 18th the position of Executive Assistant to the Community Paramedicine Program was filled.



Community Paramedicine Staff

CP staff for the LTC program were installed in mid-April. 4 full-time staff and 8 alternates, and 1 full-time CP lead position



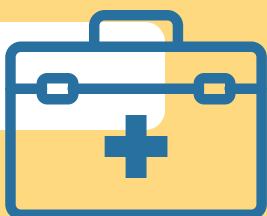
COVID Isolation

COVID isolation requirements took a heavy toll on our paramedic staff during April with 20% of staff off at one point in time.



Retirement

A long time paramedic retired after a 33-year career. We wish him all the best.



Paramedic Services Week

Paramedic Services week in May, we were able to express appreciation for the excellent and dedicated service our local paramedics provide to the residents of Timiskaming District on a daily basis.

This year's theme is #FacesofParamedicine. This week allows opportunity to reflect and appreciate the paramedics who work every day to keep us and our communities healthy.

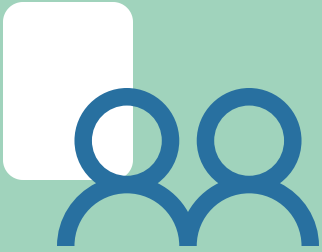
“On behalf of the DTSSAB Board, I would like to recognize all of our paramedics, this week and every week,” says DTSSAB Board Chair, Derek Mundle, **“We are truly grateful for their contribution to the health and well-being of our communities. The services you provide is one that we all hope we never have to access, but that we take comfort in knowing we can count on you, should an emergency occur.”**

This past year has seen the continued resilience of DTSSAB paramedics as they pivoted through the changing mandates and protocols of the pandemic. It saw the Leadership restructuring of the service, as well as the growth of the service through the welcome addition of the Off-Road Response Unit and Community Paramedicine program.

The delivery of paramedicine requires a team including dispatch, training, logistics, specialties, and much more. The DTSSAB wishes to celebrate all paramedics and support staff that make up DTSSAB EMS as we graciously serve the district.



“Our paramedics form a team that I am honoured to lead,” said EMS Chief, John McCarthy, **“they are dedicated to supporting the health of our community, through their dedication on duty, continued volunteering outside of regular duties, and constant push to expand their knowledge and skill base.”**



ONTARIO WORKS

The information below will provide a summary of Ontario Works program's second quarter (April, May, June 2022) performance, operation and delivery standards as well an update on activities.

Applications for Assistance and Approvals

There was a decrease in new applications this last quarter with an increase of cases exiting Ontario Works due to a high demand for workers with available employment. This is also reflected in the increase number of cases with employment earnings.

159

New Applications

105

New Cases in Q2

6

Cases received emergency assistance

45

Number of cases with employment earnings

35

Cases exited to employment

111

Cases exited total



Ontario Municipal Social Services Association

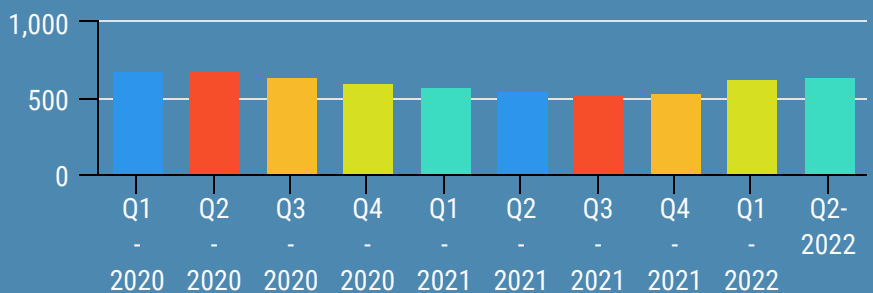
The Ontario Works Manager and the Housing and Community Outreach Coordinator virtually attended the annual Exchange conference on May 2, 3 and 4, 2022. The conference was related to how human services is innovating in response to the pandemic. The following topics were discussed: Closing the digital divide; leveraging technology / data in new ways; leading change, opening minds, and challenging the status quo; equity, inclusion, cultural competency, history and impacts of racism; pandemic-inspired innovations in Children's Services; pandemic-inspired innovations in housing and homelessness; innovative practices related to specific problems exacerbated by the pandemic (e.g. domestic violence); life stabilization and client-centered service and Workplace / workforce innovations.

Program Staffing



There have been no changes to DTSSAB'S Ontario Works staffing requirements which are: 8 Caseworkers, 2 Case Aides, 1 Eligibility Review and Case Presenting Officer, Ontario Works Supervisor, Ontario Works Manager and Director of Client Services. Interviews were completed this quarter to replace 3 vacant positions (caseworkers – 1 in the North office and 2 in the South office). An internal applicant from the North office was the successful candidate therefore our North office is now fully staffed. The 2 remaining caseworker positions in the South office were filled at the end of Q2.

Average Caseload Trend



● No. of Cases

eSignature

The Ministry introduced a new feature to initiate eSignature requests through a web service called Core Share. Staff are responsible for initiating, receiving and uploading documents directly to Social Assistance Management System (SAMS). DTSSAB Ontario Works staff were registered for Esignature on June 30, 2022. Social Assistance clients now have the ability to sign, authorize and verify documents in a fast, secure, compliant and accessible format. This will expedite service delivery times, provide greater access to services as well as reduce need for in person visits.



Personal Development

The Ontario Works Manager completed “Train the Trainer” sessions for the delivery of Supportive Approaches through Innovative Learning (SAIL). Ontario Works Manager is currently participating in SAIL (Supportive Approaches Through Innovating Learning), train the trainer sessions which will be launched locally later in 2022. 2 caseworkers completed training in Mental Health First Aid.

Working with Community Partners

The Ontario Works team participated in a virtual meeting in June 2022 with Northwood Recovery Clinic. Northwood Recovery Clinic offers addictions services for patients wanting to wean off of and recover from both prescription and illegal drug use. The most common addictions services are methadone and Suboxone/Sublocade Recovery Program. They also offer various medication and counselling-based services for patients struggling with other addictions such as alcohol, gambling as well as smoking cessation. They offer a wide variety of harm reduction supplies so that those who do use, can do so safely.



Client Outcomes for Q2 2022

45

Cases with earnings



\$869

Average monthly earnings per case



Secure
direct bank deposit
for people receiving
social assistance



Direct bank deposit is an easy way to receive Ontario Works or ODSP payments. Instead of receiving a cheque, the money you are eligible to receive can be deposited directly into the client's bank account each month.

HOUSING SERVICES

Centralized Wait List

In the second quarter of 2022, the Housing Services Program continue to see a consistent number of applications for affordable units in our district. During the second quarter of 2022,

112

New Applications

75

Without Dependents

41

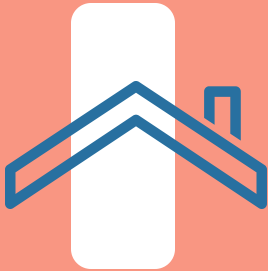
With Dependents

4

Seniors

306

Current Wait List



Community Gardens

The community garden of each building varies based on the interests and creativity of the tenants. The gardens demonstrate a pride in contributing to the landscaping of the building, as evidenced by these beautiful gardens at 100 Market Street in Temiskaming Shores.

Equipment

Building Custodians are responsible for maintaining the seasonal duties at each of the buildings in the DTSSABs housing inventory. In order to do so efficiently they require proper equipment. This year a snow blower was replaced at 37 Tenth St., in Earlton as well as a push lawn mower and Zero-Turn in Kirkland Lake. The Zero-Turn has drastically improved efficiency, cutting time spent cutting grass in half.

Fire at 30 Ninth Avenue in Englehart

In the mid-afternoon of May 25th, 2022, there was a minor fire at 30 9th Avenue, a 10-unit building in Englehart, Ontario. The cause of the fire was determined to be a result of work being conducted in the building by an external contractor. The safety measures in the building were efficiently implemented with all tenants being evacuated safely and the local fire department attending the building.

The fire was quickly controlled and then extinguished. The building was cleared by Englehart and Area Fire Chief in the early evening, permitting all tenants to re-enter their units through their external access doors. The damage was restricted to the central building and did not affect the tenant's units.

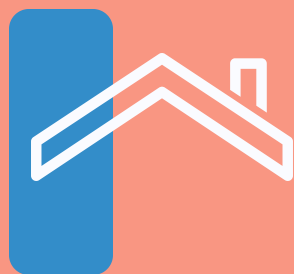
First General Restoration Contractors were contacted and completed the clean-up of the interior and completed the damage assessment for the insurance adjustor. The Interior of the building was then opened up so tenants could utilize the laundry facility.

During the damages assessment two deficiencies were identified:

- Structural issues with the Trusses
- Incorrect venting from each unit

Housing Staff are collaborating with the Engineer and Contractors to correct these issues before the Insurance related repairs will begin.

Housing Management was very pleased with the quick work of their staff and the Englehart and Area Fire department. We were lucky to be able to return the tenants to their units in a timely fashion.



Fraser House (24 Prospect Avenue Cobalt)

As of October 1st, 2021, DTSSAB took over the operation and maintenance of the 15 units in the Fraser House Affordable Housing Program. Since that time Housing Staff has been working hard to ensure that all 15 units are in good repair. Staff conducted full inspections and had our contractors make all repairs in a timely manner. Many of the units have been turned over since the fall, so it has given the opportunity to refresh them and remove all contents as it were quite old/worn. Both Housing Services Supervisor and Housing Services Manager met with Town of Cobalt staff and continue to work together on other issues related to the building.





First Floor Carpet Replacement



New Tile Flooring in Elevators

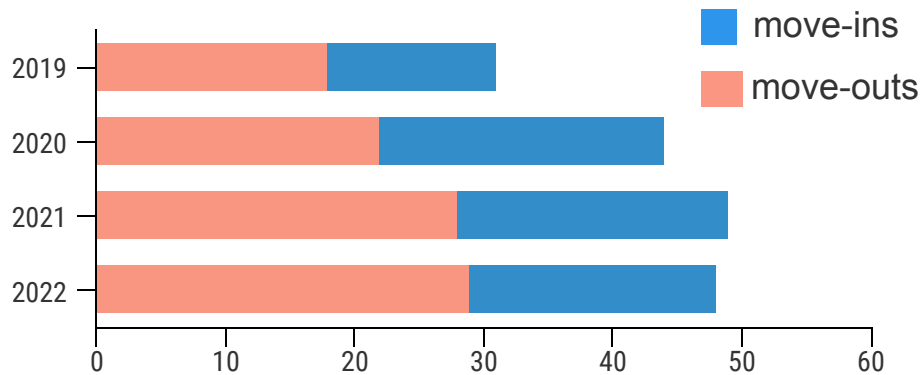
Capital Projects

The Board approved a Capital Repairs Budget of 648,820.00 for the year 2022. As with previous years, our capital budget is based on building condition assessments. Budget amounts fluctuate from year to year depending on the costs of the necessary repairs required to maintain DTSSAB’s housing inventory. In the 2nd Quarter of 2022 scheduled work included Roof Repairs, Equipment Purchases, Flooring Projects, Building Repairs and Upgrades. It has been challenging to complete projects as the costings and products availability since over the past 2 ½ years have not improved.

Unit Vacancy

Unit activity is unpredictable from month to month. In the second quarter of 2022 the Housing Services Program saw 29 move-ins and 19 move-outs.

The table below outlines the move-ins and move-outs in the second quarter for the past five years.



Canada – Ontario Community Housing Initiative & Ontario Priorities Housing Initiative (COCHI & OPHI)

COCHI funding is allocated to repairs and regenerate existing community housing inventory. The OPHI funding provides support to individuals in the district through four components: Tenant Supports, rent Supplement, Ontario Renovates and Home Ownership program.

Program Name	2019-20	2020-21	2021-22	2022-23
COCHI	\$31,482	\$65,077	\$45,846	\$101,298
OPHI	\$327,500	\$169,700	\$264,100	\$240,800

CHILDREN'S SERVICES

Canada-Wide Early Learning Child Care (CWELCC)

The Children's Services Program staff continues to work with child care centres in Timiskaming by providing support with the Canada-Wide Early Learning Child Care system (CWELCC) application process. Child Care centres who wish to participate in the CWELCC system must indicate their intent by November 1, 2022. Key objectives of CWELCC include lowering child care fees for eligible children, improving wages and increasing access to quality child care programs. Families will see financial relief through reduced average parent fees every year, with \$10/day average licensed child care fees for children ages 0-6 by September 2025.

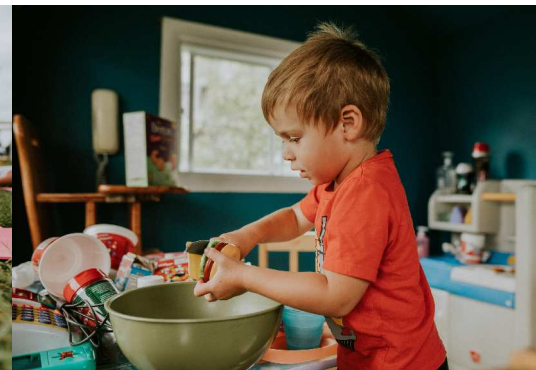
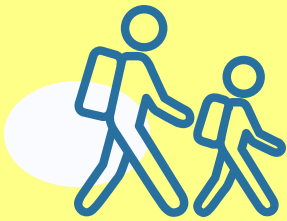
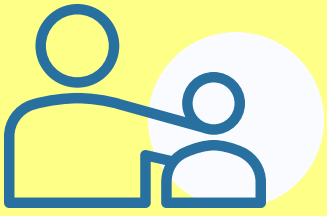
For licensed child care agencies participating in the CWELCC system, all families with children six or under as of June 30 attending care, will see a fee reduction of up to 25% (to a minimum of \$12/day), retroactive to April 1, 2022. Parents can expect a further reduction by the end of December 2022, on average reducing fees by 50%. The Children's Services Manager will be working with programs over the summer months to complete application forms and help programs gather the necessary documentation.

Wage Enhancement

Registered Early Childhood Educators (RECEs) and other child care program staff play a key role during the critical years of a child's development. However, there is a significant gap between RECEs working in publicly funded education system and those in licensed child care sector. This wage gap creates challenges in retaining pedagogical professionals to deliver affordable high-quality services.

The Ontario government continues to support a wage enhancement for eligible child care professionals by providing an increase of up to \$2.00 per hour plus up to 17.5 percent benefits to Registered Early Childhood Educators. The DTSSAB received \$604,506 for 2022.

During the second quarter of 2022 child care centres in Timiskaming were funded over \$131,000 in Wage Enhancement.



Child Care Fee Subsidy

Families in the district of Timiskaming can apply for the Ontario child care fee subsidy. Children are eligible if they are under 13 years old (or up to 18 years old if the child has special needs and meets other criteria). Child care subsidy is available in licensed child care programs both in centre-based or in-home services. The amount a parent pays for child care depends on family adjusted net income. In Timiskaming families can apply by contacting the Children's Services Eligibility Worker at 705-647-7447 X 2234.

In the second quarter of 2022 the DTSSAB provided \$166,586.38 in fee subsidy to eligible families.

	Infants	Toddlers	Preschool	JK	SK	School Age	Over 12	Total
April 2022	12	16	67	19	17	60	0	191
May 2022	11	12	60	16	16	55	0	170
June 2022	12	15	62	20	22	60	0	191
Q2 Average	11	14	63	18	18	58	0	184

Family Discount

In 2021 the District of Timiskaming Social Services Administration Board (DTSSAB) reinstated the Family Discount Program. The Family Discount was initially introduced in July 2018 as a local initiative made possible by funding received through the Canada-Ontario Early Learning and Child Care (ELCC) Agreement. Families with two or more children receiving licensed child care services, in any of the District's child care centres and/or home child care settings, receive a flat rate discount of \$10 per day for the second and subsequent children as long as additional children are enrolled in programs with daily rates exceeding \$10 per day. The discount is calculated on the lowest number of days attended by a child (children) in the family. CWELCC does will not affect the family discount – The family discount will continue to be applied to parent accounts after the CWELCC is calculated.

UPDATE Child Care

WHAT THE CANADA-WIDE EARLY LEARNING AND CHILD CARE PROGRAM MEANS FOR YOU.

Ontario and Canada signed the Canada-Wide Early Learning and Child Care (CWELCC) agreement that will lower fees for parents and provide more accessible and high-quality child care for Ontario families. **What does this mean for you?**

Licensed child care operators will have the option to enroll in the CWELCC agreement. The fee reductions will apply to those licensed child care operators that choose to enroll.

25% Fee Reduction Retroactive to April 1st

Ontario families with children 5 years old and younger

will see a fee reduction of up to 25%. Although the reduction will not be immediate, payments will be made retroactive to April 1st, 2022. **Payments can be anticipated before January 2023.**



50% fee reduction announcement by the end of December 2022

Parents can anticipate a further fee reduction by the end of December 2022, averaging a 50% reduction.

Additional Child Care Spaces

The Province's vision is to provide care to all children who require it, to achieve this vision there will be significant investment in the **creation of new child care spaces** to meet demand.

Child Care Fee Subsidy

Eligible families will continue to apply and access the Child Care Fee Subsidy program.

See the full news release here:

<https://www.ontario.ca/page/canada-ontario-early-years-and-child-care-agreement>

If you have further questions contact your child care service provider.



The objective is to obtain a \$10-a-day child care, on average, by September 2025



HUMAN RESOURCES

Key non-confidential HR Q2 initiatives and/or activities included, but were not limited to:

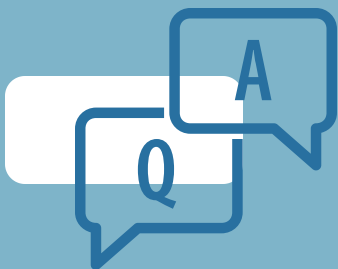
Disconnecting From Work Policy – Employment Standards Act

With recent changes to the Employment Standards Act, workplaces in Ontario were required to introduce, by June 30th, a policy to support employees in disconnecting from work outside of regularly scheduled hours, where possible. The ESA defines disconnecting from work as a means to not engage in work-related communications, including emails, telephone calls, video calls or the sending or reviewing of other messages so as to be free from the performance of work. DTSSAB's new policy encourages employees to set boundaries between work and personal lives to help achieve a healthy and sustainable balance.



WSIB Excellence Program (EP) – Update

In June confirmation was received from the WSIB that DTSSAB successfully completed initial Excellence Program topics. The following themes were tackled by way of policy review and revision, engagement of the leadership team, practical training, as well as engagement from the Health and Safety Committees: Leadership and Commitment; Communication; Participation; Roles and Responsibilities. The WSIB formally recognized DTSSAB's participation to the program through health and safety improvements; our progress was rewarded by receiving a generous rebate of \$11,000 to our annual WSIB premiums. Next phases of the program will begin in the fall, where new 2022-2023 EP topics will be selected.



Recruitment and Onboarding

Much of the second quarter focused on ongoing recruitment of several union and non-union vacancies.

2022 Q2 Recruitment and Staffing Summary

Closing date	Position	Recruitment status	Details & comments
Mar 14/22	Ontario Works - South Caseworker (2 positions)	Filled externally Permanent full-time	Vacancies due to internal movement
Apr 08/22	Housing Services Social Housing Building Custodian	Filled internally Permanent full-time	Vacancy due to incumbent resignation
Apr 22/22	Emergency Medical Services Full-Time Paramedic – North Base	Filled internally Permanent full-time	Vacancy due to incumbent departure
May 03/22	Children's Services Children's Services Supervisor	Filled externally Permanent full-time	Vacancy due to incumbent departure
May 03/22	Housing Services Housing Services Maintenance Supervisor	Filled internally Permanent full-time	Vacancy due to internal promotion
May 15/22	Emergency Medical Services Full-Time Paramedic – South Base (4 assignments)	Filled internally Temporary full-time	Vacancy due to internal movement
May 15/22	Emergency Medical Services Full-Time Paramedic – Central Base	Filled internally Temporary full-time	Vacancy due to incumbent's leave of absence
May 03/22	Housing Services Program Assistant - Housing Services	Filled externally Permanent full-time	Vacancy due to internal movement
May 30/22	Emergency Medical Services Full-Time Paramedic – North Base (2 assignments)	Filled internally Temporary full-time	Vacancy due to internal movement
May 30/22	Emergency Medical Services Base-Specific Paramedic – South Base	Filled internally Permanent Part-Time	Vacancy due to internal movement
May 30/22	Emergency Medical Services Base-Specific Paramedic – Central Base	Filled internally Permanent Part-Time	Vacancy due to internal movement
May 30/22	Emergency Medical Services Base-Specific Paramedic – North Base	Filled internally Permanent Part-Time	Vacancy due to internal movement
Jun 01/22	Ontario Works - South Caseworker	Filled externally Temporary full-time	Vacancy due to incumbent's leave of absence
Jun 07/22	Housing Services Social Housing Building Custodian	Filled externally Permanent full-time	Vacancy due to incumbent retirement
Jun 13/22	Human Resources Human Resources Coordinator	Filled externally Permanent full-time	Vacancy due to HR Department restructure
Jun 17/22	Housing Services Program Assistant	Filled externally Temporary full-time	Vacancy due to internal promotion to non-union role