



# DTSSAB Quarterly Report

## Q4 - 2023

October 1st - December 31st

**Mark Stewart**  
Chief Administrative Officer

**John McCarthy**  
Chief of EMS

**Louanna Lapointe**  
Ontario Works Manager

**Steve Cox**  
Housing Services Manager

**Lyne Labelle**  
Children's Services Manager

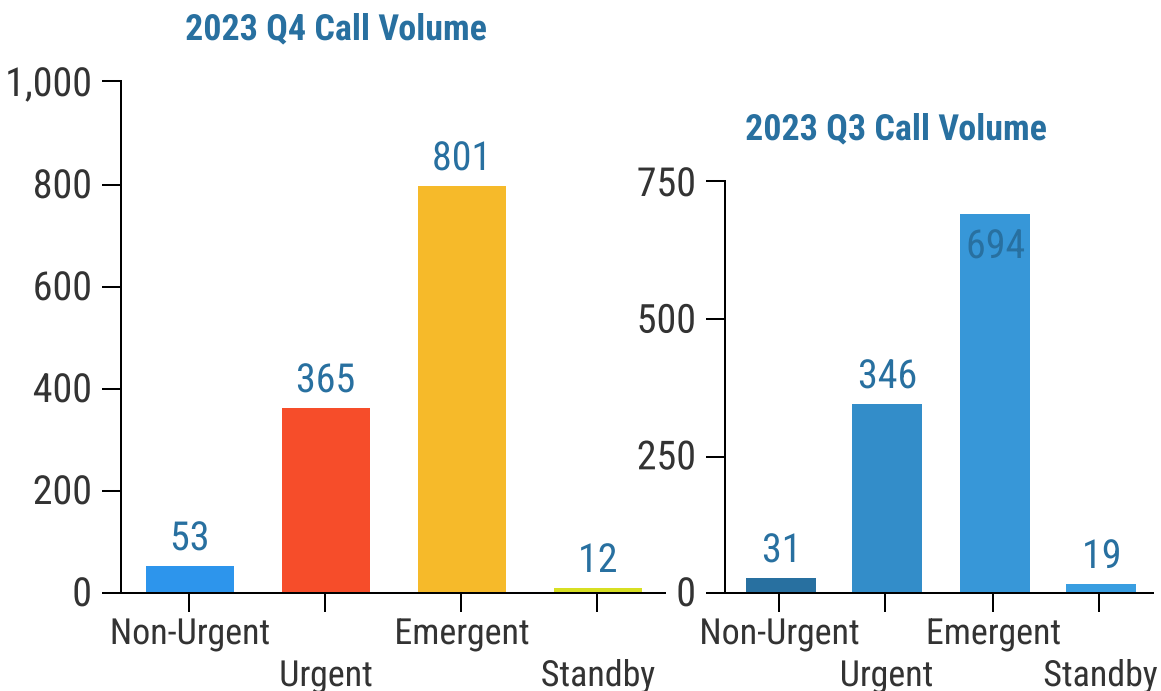
**Rachel Levis**  
Director of Human Resources

**Janice Loranger**  
Director of Finance

Prepared By:  
**Michelle Sowinski**  
Communications and Executive Coordinator

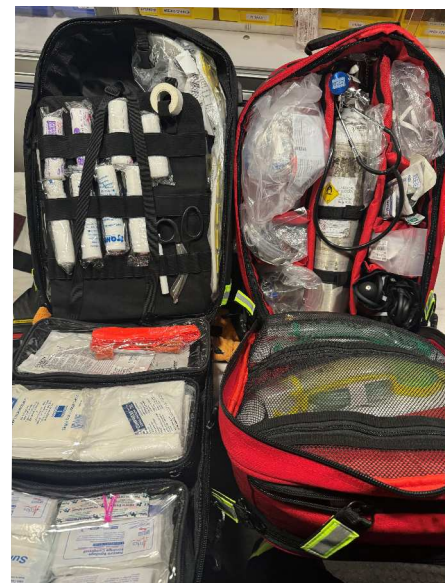


# Emergency Medical Services and Community Paramedicine



## Updated Response Bags

New Response bags were put into service in December. This deployment reduces the number of bags carried by paramedics from 3 to 2. The design and weight of the new bags allows the combination of the contents of the symptom relief and oxygen bag, whilst remaining under the weight restriction of 27lbs.

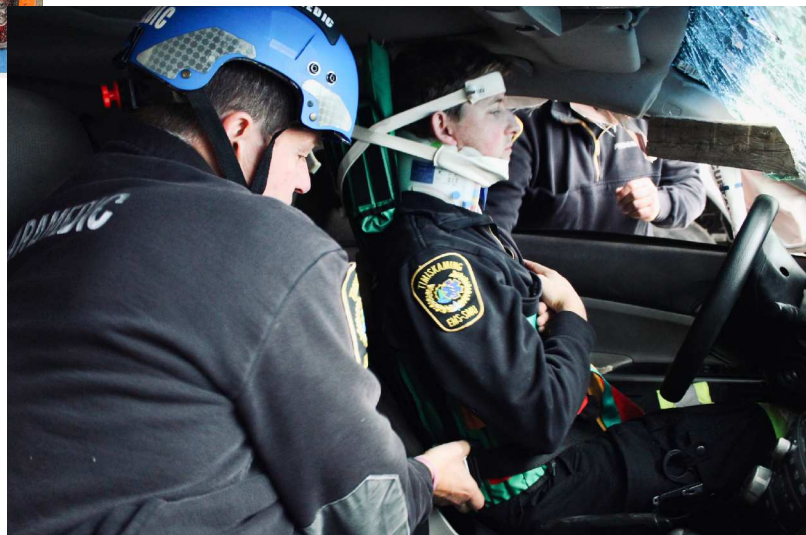
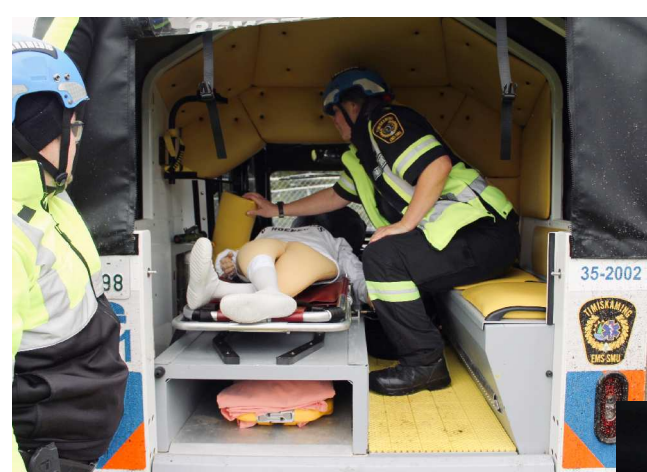




## Base Hospital Training

Fall Paramedic training was completed in October. This focus of this year was on mass casualty incidents, obstetrical emergencies, ORU operations, CPR and defibrillation. The service welcomed the OBS team from Temiskaming Hospital, medical students from Northern Ontario School of Medicine and our local Midwives to aid in the training. This opportunity collaboration allowed for communication and collaboration to help improve efficiencies during emergency childbirth, one of the most stressful emergencies Paramedics attend to.

Training initiatives are also often supported by community members as was the case of a donated vehicle for paramedics to implement a motor vehicle collision scenario.



## Community Partnerships

To foster the continued growth and development of positive working relationships with local healthcare partners, DTSSAB EMS Leadership meets monthly with local hospitals for trouble-shooting and discussions centered around continuous improvement, this creates a space for collaborative approaches to ensure the highest possibly quality of care for Timiskaming residents and visitors.

# ONTARIO WORKS

Below are highlights of Ontario Works program's fourth quarter for 2023 (October, November and December 2023). Also included are the performance, operation as well as an update on our delivery standards.

## Application for Assistance and Approvals

We are seeing a slight increase in new applications for the fourth quarter of 2023, which is a result of seasonal employment and employment insurance benefits ending.



Cases that  
exited Ontario  
Works (-98)

122

Number of New  
Applications  
(+5)

158

Monthly  
Caseload  
Average (-14)

579

Number of  
Emergency  
Assistance  
cases granted  
(+5)

6

Percentage of  
Applications  
Completed  
through the  
Province's  
Social  
Assistance  
Online  
Application

60%

Total of new  
cases granted  
Ontario  
Disability  
Support  
Program (ODSP)  
(+2)

13

Monthly average  
of cases  
reporting  
employment  
earnings

41

# Ontario Works Service Delivery Plan

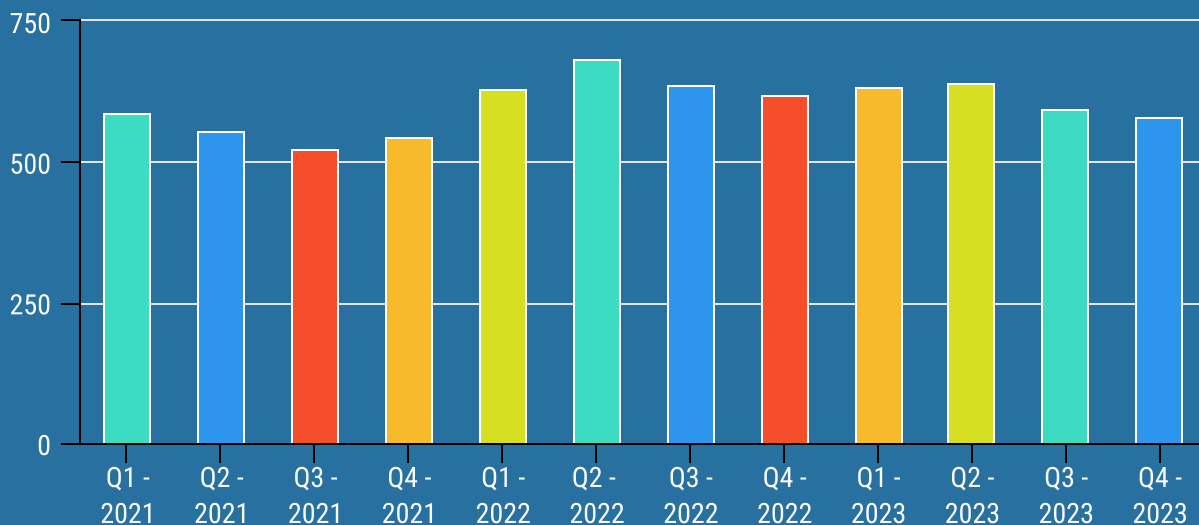
## 2023 Highlights

- Successfully implemented Electronic Document Management (EDM), enabling more client-focused time and increased efficiency
- Continued success with MyBenefits, including enhanced features such as online document submission and virtual communication with case workers. This result is full digitization of communication including providing clients with access to their proof of social assistance.
- Successful introduction of Accerta Works, enabling clients to confirm eligibility of coverage for Ontario Works and Ontario Disability Support clients when attending Optometrist and Dentist appointments.
- Removal of remaining Covid-19 restrictions allowing increased in-person appointments with clients.
- E-Signature was introduced to make it fast and easy for people to apply for social assistance, verify their identity and e-Sign their applications online.

We support our clients during times of distress and struggle, by directing them to community supports and funding to start the journey to employability and self-reliance. This is done in collaboration with community partners to ensure services is conducted with a respectful and trauma-informed approach.

The Temiskaming District Violence Against Women Coordinating Committee (TDVAWCC) hosted a full-day interactive training on “Stay or Go”. This training was an example of collaboration with community partners which provided our team with unique insights into the challenges of Intimate Partner Violence and the challenges that victims face when facing difficult choices that impacts their family's security, housing, finances and overall well being.

### Average Caseload Trend



● No. of Cases

# HOUSING SERVICES

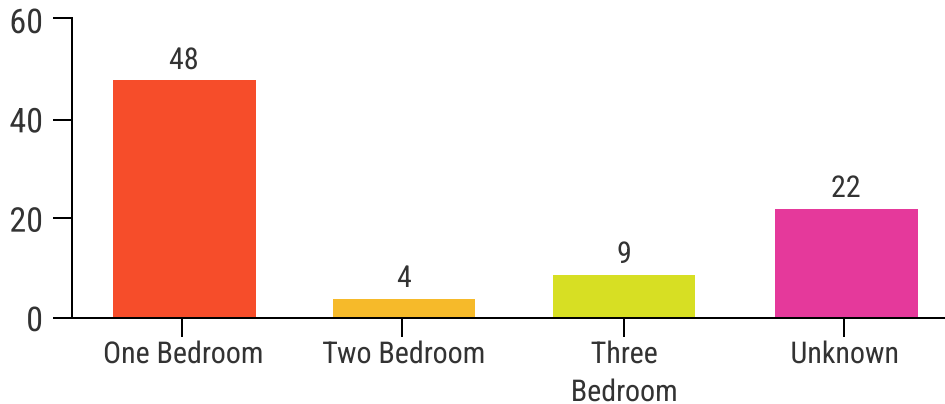


## Centralized Wait List

Throughout the fourth quarter of 2023 the Housing Services received **83 new applications** seeking housing in our District. This is **an increase of 15.28 %** from the same period in 2022 when we had 72 applications.

Over this period 36 of the 83 applications were online and 64 of the applications were in paper format. This is a 36 % - 64 % split.

Application Activity Based on Bedroom Size in Q4

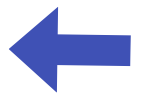


## Unit Vacancy

Vacancies vary from month to month and are difficult to forecast. In the fourth quarter of 2023, the Housing Services Program saw 16 Move outs and 22 Move ins.

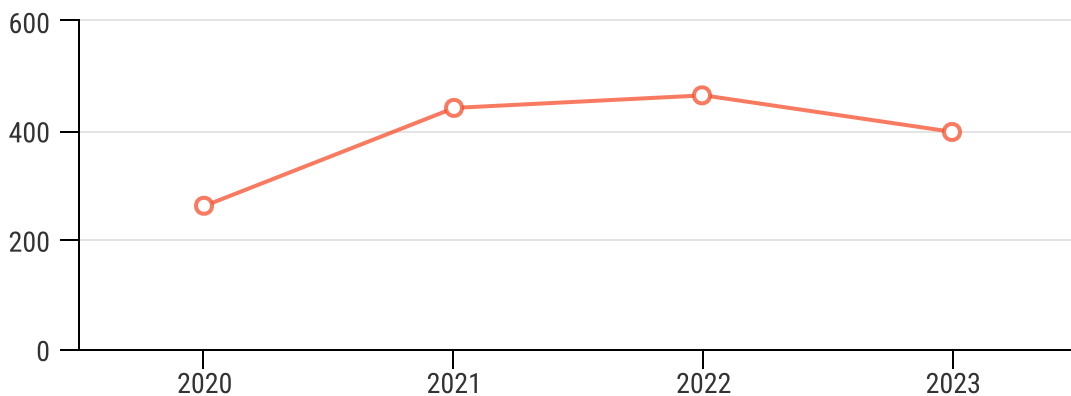


16 Move Outs



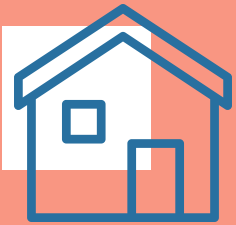
22 Move Ins

4-Year Trend of Housing Applications Through to Q4



○ Applications

# HOUSING SERVICES



## Timiskaming By-Name List Update

189

individuals on the list since December 2021

111

Individuals assisted through the Homelessness Prevention Program (HPP)

\$ 200, 451.42

Total amount of funding used to assist individuals

Our Timiskaming BNL Committee has been working hard and has achieved our Ontario BNL requirements as well as our BNL Quality requirements.

## Community Partnerships - CMHA

Housing Services has partnered with Canadian Mental Health Association – Cochrane/Timmins Branch on various projects and initiatives. Including utilizing the resource of their crisis team for particular tenant interactions. Furthermore a unit has been leased to the organization to be used as transitional unit for their clients CMHA - CT also continues to be a major partner in our By-Names List Community Partner Committee.



## Zack's Crib

With the completion of the construction of Zack's Crib in late September – the committee finalized operational matters such as hiring, completed operational plans and conducted employee training. The official grand opening ceremony took place on November 24th with a formal ribbon cutting in the morning and an informal community reception later in the afternoon. Zack's Crib soft opening took place on Sunday, December 10th and a total of 9 individuals, accounting for 32 total night stays, for the month of December. Executive Director, Cindy Dubé and Chair, Yves Paille, will be attending the February Board meeting to make a presentation to the Board.



## 2023 Capital Project Profiles

Further to the report on the previous Board Meeting, Housing Services has experienced an above average number of units left in poor/unacceptable conditions.



### **Cabinetry and Flooring Upgrades**

Various units throughout the housing stock were due for flooring and cabinetry upgrades, the photos displayed here provide a few examples of such upgrades.





# CHILDREN'S SERVICES

## Children's Services Program Overview



In the 4th Quarter of 2023, the Children's Services Program provided support for children and families in the district of Timiskaming. Daily support is provided by conducting intakes for Fee Subsidy Assistance, conducting parent interviews to determine eligibility, and Case Management tasks for ongoing families.

Our staff also provides continual support to child care providers through billing assistance, payments, budgets and Quality Assurance Services. We continue supporting child care centres to offer high quality programs by providing ongoing professional development in English, French and Indigenous teachings.

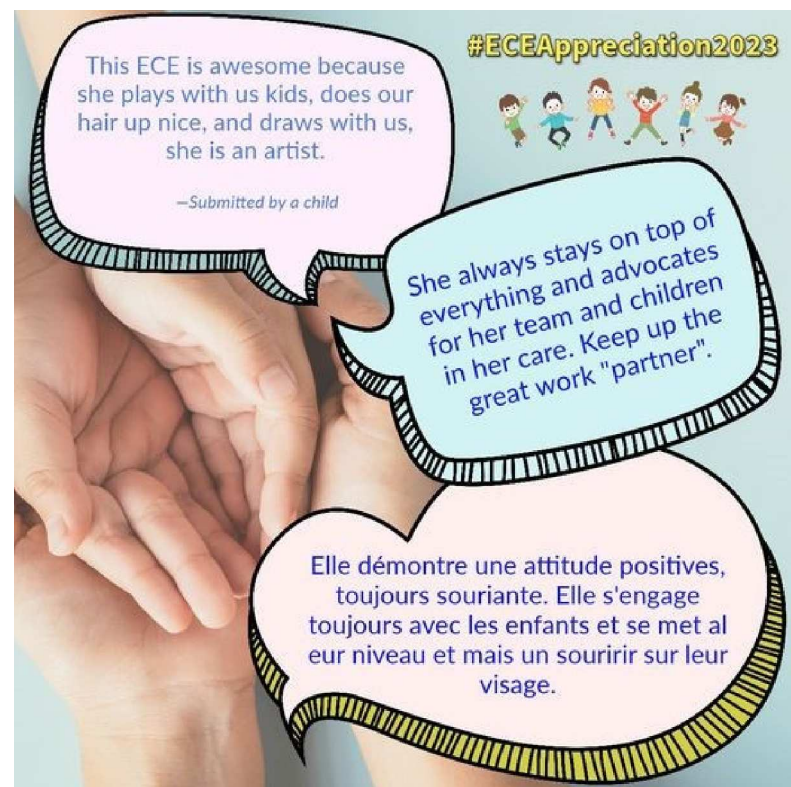
## ECE and Child Care Worker Appreciation Day

October 17, 2023, was the 23rd Annual Child Care Worker and Early Childhood Educator Appreciation Day.

Each year the DTSSAB's Children's Services Program celebrates Child Care staff by hosting a dinner, on October 12th, 2023, we had a record attendance.

Straying with this year's theme "WORTH MORE!" our guest speaker, Dr. Emis Akbari delivered a genuine message regarding the impact child care educators have on our young population. She thanked them for what they do every day and stressed the importance of self-care.

This day recognizes the commitment, skills and hard work of Early Childhood Educators and staff who work with young children. Staff members across the district of Timiskaming were invited to submit anecdotes about the care and passion that their coworkers put into their work every day. The following are a few submissions we received.



This ECE is awesome because she plays with us kids, does our hair up nice, and draws with us, she is an artist.

—Submitted by a child

She always stays on top of everything and advocates for her team and children in her care. Keep up the great work "partner".

Elle démontre une attitude positives, toujours souriante. Elle s'engage toujours avec les enfants et se met al eur niveau et mais un souririr sur leur visage.

## 2023 National Children's Day

On November 20th, 2023, Child Care Providers in the district celebrated National Children's Day. Various activities took place at child care centers as well as in home child care settings.

An event hosted by Timiskaming EarlyON and Timiskaming Health Unit was featured on our social media. The National Child Day Event at Riverside Place in New Liskeard celebrated children with activities for children, information kiosks for parents with different partners/programs and services in the area.

# Canada-Wide Early Learning Child Care (CWELCC)

The province of Ontario's vision for the CWELCC System is:

1. Give families access to more affordable and high-quality child care options
2. Help lower child care fees for parents of children under the age of six
3. Increase child care spaces
4. Support the child care workforce
5. Support inclusive child care


### Recap:

- When CWELCC was introduced licensed child care providers were required to freeze their fees as of March 27, 2022, unless an increase in fee was communicated to families prior to that date. The CWELCC reductions are based on these frozen fees.
- In 2022, Timiskaming families with eligible children in licensed child care programs participating in the CWELCC system received fee refunds and reductions of up to 25% (to a minimum of \$12/day), made retroactively to April 1st, 2022.
- Families in receipt of the income-based fee subsidy received a 25% fee reduction based on their calculated fee, without the minimum of \$12 per day.
- In 2023, the fees were reduced to 52.75% (inclusive of the 25% reduction introduced in 2022).
- Families in receipt of the income-based fee subsidy received a 50% fee reduction based on their assessed fee, without the minimum of \$12 per day.

The DTSSAB's role in the Canada-Wide Early Learning Child Care System was to implement the provincial guidelines and establish policies, procedures, and funding approaches. We developed and implemented an application and approval process for the CWELCC system.


We contracted for CWELCC funding through Service Agreements with 100% of our Licensed Child Care and Home Child Care agencies. We continue to implement ongoing fiscal oversight, monitor, and reconcile CWELCC funding and report to the Ministry of Education. After one full year of CWELCC, the DTSSAB's Children's Services Program has supported Child Care Providers and families with over \$1.5 million dollars in fee reductions.

A monthly average of 483 children who attended licensed centre based child care benefited from the fee reductions and, in addition we saw a monthly average of 55 children in home child care settings also benefiting from fee reductions.




**Increase Affordability**

\* for children under the age of 6 by September 2025 through phased fee reductions



**Enhancing Quality**

Ensure quality through a strong, qualified child care workforce. By 2026, ensure 60% of workforce is made up of Registered Early Child Educators (RECE)  
Protect wages through new wage minimums for educators.



**Increasing Access**

Create 86,000 new spaces above the 2019 levels for children under the age of 6 by the end of 2026



**Supporting Inclusion**

Support low-income, vulnerable children, and children from Francophone, Indigenous, and other diverse communities to access child care



**Data and Reporting**

Support successful implementation through data and reporting

# 2023 National Day for Truth and Reconciliation

Each year, September 30th marks the National Day for Truth & Reconciliation. The day honours the children who never returned home and survivors of residential schools, as well as their families and communities. Public commemoration of the tragic and painful history and ongoing impacts of residential schools is a vital component of the reconciliation process.



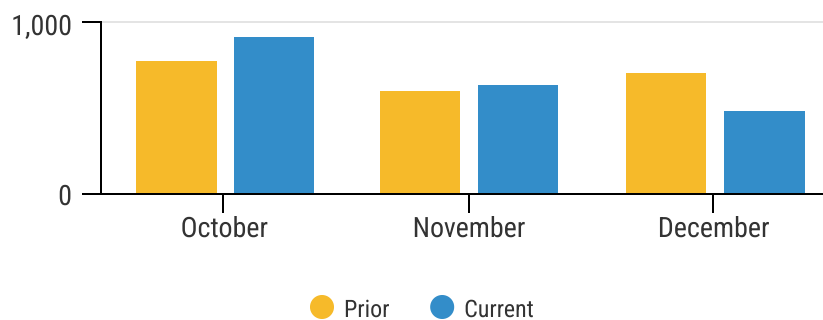
Both the National Day for Truth & Reconciliation and Orange Shirt Day take place on September 30. Orange Shirt Day is an Indigenous-led grassroots commemorative day intended to raise awareness of the individual, family and community intergenerational impacts of residential schools, and to promote the concept of “Every Child Matters”: The orange shirt is a symbol of the stripping away culture, freedom and self-esteem experienced by Indigenous children over generations.

On September 29th, 2023, Keepers of the Circle held a “Every Child Matters” Walk to honour Orange Shirt Day and the Day for Truth & Reconciliation in New Liskeard. Keepers of the Circle staff and children, members of the DTSSAB, friends, families and the community walked from the Scott Street location to the Riverfront in New Liskeard. Everyone was welcome to participate and encouraged to bring their drums, wear an orange shirt and ribbon skirt/shirt.

## EarlyON/On y va

In Timiskaming, EarlyON programs collectively work as a Collaborative with Centre pour enfants/Timiskaming Child Care, Keepers of the Circle and Centre de santé Communautaire du Temiskaming. Through this collaborative, they share in common the objective of creating child-focused and family-oriented programming that is both proficient and meets the standards of excellence established in <https://www.ontario.ca/page/how-does-learning-happen-ontarios-pedagogy-early-years> and <https://www.ontario.ca/page/journey-together-ontarios-commitment-reconciliation-indigenous-peoples>.

Child Visit by Month



### Overview

During the final quarter of 2023, the total number of child 0-6 visits to EarlyON centres was 2,067. In addition, reportedly 100% of the visits were In-Person. This suggests that families in our district are once again comfortable attending programs post pandemic.

Data also shows 428 total child visits aged 0-6 to Indigenous Programming.

Of the child visits, 132 children identified as Indigenous, 1,597 identified as English speaking and 449 identified as French speaking.

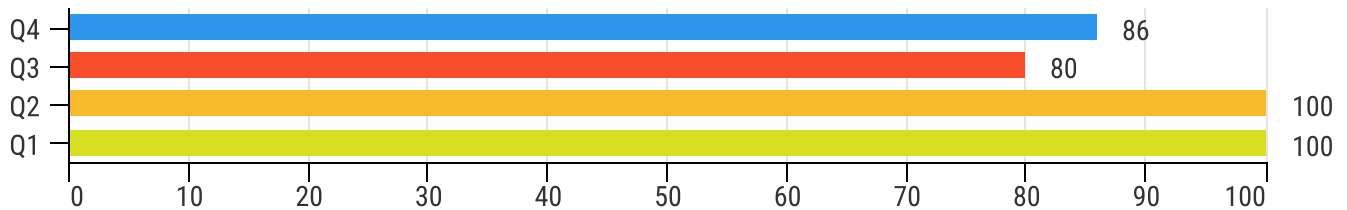
Breakdown of visits by region in the district were 1,077 in the South end, 389 in the Central part and 598 in the North end. 3 visits were virtual.

## Fee Subsidy Assistance

As previously reported, families in our district can apply for the Ontario Child Care Fee Subsidy assistance. The cost of this program is shared by the Ontario government and district of Timiskaming municipalities.

The amount a family would pay for child care depends on the family's adjusted net income. To calculate this, the amount on line 236 of the Canada Revenue Agency personal income tax form is decreased by any federal Child Care Benefit payments.

Average Number of Children Served through Fee Subsidy



## Quality Assurance and Child Care

In Timiskaming we have a Quality Assurance Coordinator who is a pedagogical leader. This individual engages and supports the child care and early learning community in the District of Timiskaming. This is done through guiding and mentoring Child Care Centre Supervisors and their early learning teams to align and enhance their programs and practices within local and provincial quality frameworks.

Child Care Licensees (Child Care Providers) have scheduled visits several times a year with the Quality Assurance Coordinator where they review and assess programs. Areas reviewed may include compliance and best practices including supervision and developmentally appropriate learning activities in the child care center.

In Ontario, child care providers must follow the rules set out in the Child Care and Early Years Act, 2014 (CCEYA) and its regulations. The CCEYA sets out the standards, rules and regulations that must be met to ensure the safety and well-being of children.

All licensed child care settings must:

- meet all provincial requirements set out under the Child Care and Early Years Act, 2014 (CCEYA), such as:
  - maintaining staff to child ratios
  - ensuring compliance with health and safety standards and building code
  - nutrition (for example, provision of meals, posting of menus and allergies)
  - health and medical supervision (for example, immunization, serious occurrence reporting, anaphylaxis policies, administration of medication)
  - programming for children (for example, parent handbook, program statement, rest and play periods, individual support plans)
  - staff qualifications and screening (for example, supervision, program staff, first aid, registered early childhood educator qualifications, vulnerable sector check)
  - emergency preparedness (for example, emergency contact information, fire safety procedures)
  - administration (for example, insurance, children's records and attendance)
- have a program statement that aligns with "How does learning happen?" the Ministry of Education's framework that supports pedagogy and program development.





# HUMAN RESOURCES

Key non-confidential HR Q3 and Q4 initiatives and/or activities included, but were not limited to:

## EMS Recruitment



Representatives from Human Resources and the EMS program attended four Job Fairs during September 2023. Fairs were held in New Liskeard, Kirkland Lake, Timmins, and Toronto (EMS only). The Communications and Executive Coordinator developed flyers and handouts outlining potential career paths in our organization, benefits associated with employment at DTSSAB and highlighting vacancies for Paramedic positions. Positive feedback and interest were received from prospective candidates. Graduating high school students were also informed about the Learn & Stay Grant.

Currently, there is a province-wide shortage of qualified Primary Care Paramedics, and extensive efforts have been underway to promote the DTSSAB as an employer of choice. There is now a continuously-open Paramedic job posting on our website.

## EMS Non-Union Positions Update

In the fall, the incumbent in an Acting EMS Superintendent role was appointed as permanent non-union, as we move towards permanently filling outstanding vacancies within the EMS leadership team. A new temporary Superintendent of Community Paramedicine role was created to support the growing needs of the Program. The collective agreement allows unionized Paramedics to occupy roles outside of the bargaining unit for 6 months. The role was filled in an Acting capacity. With the announcement of funding for the CP program until at least 2026, the Community Paramedicine Executive Assistant was offered permanent employment (previously a temporary contract).

In November, the EMS Chief formally announced his upcoming retirement in early 2024. Recruitment efforts are underway to fill this critical role. The impending EMS Chief vacancy has been advertised through provincial EMS channels, and the opportunity is also open to interested internal candidates. With the promotion of a full-time Paramedic/Team Leader to Superintendent, as well as with the retirement of a Paramedic/Team Leader, additional Team Leader positions have been filled. Team Leader positions are very helpful to backfill time off (vacation, training, other) for non-union EMS leaders.



## Collective Bargaining Update / CUPE & SEIU

### CUPE:

In November the CUPE and DTSSAB negotiating committees reconvened and successfully concluded collective bargaining with the assistance of a Ministry of Labour appointed conciliator. This was a welcome milestone, as contract negotiations began in February. The agreement reached reflects a compromise between the needs of the organization and the expectations of our employees. The collective agreement expired December 31, 2022.

### SEIU:

The EMS collective agreement expiry is December 31, 2023. Bargaining preparation is underway, as the SEIU and DTSSAB negotiating committees will exchange proposals on February 27, 2024, and bargain on March 11, 12 and 13, 2024.

## Pay Equity Maintenance / CUPE

The Joint Job Evaluation Pay Equity Committee convened in the fall for its annual meeting. Pay equity continues to be maintained, per the Pay Equity Act.

## Accessibility Compliance Reporting/ AODA

December 31, 2023, was the public-sector reporting deadline. The compliance report confirms that the organization has met its current accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA). The report was filed.

## Staff Training - CUPE & Non-Union

In the fall, the Housing and Ontario Works Managers organized training for staff with the Crisis and Trauma Resource Institute (CTRI) to assist with difficult conversations, de-escalation practices for potentially violent situations, as well as wellness strategies for managing stress, compassion fatigue, and building resilience. There have been notable changes in client/tenant interactions since the pandemic. Offering skills-based training and wellbeing supports to help our employees navigate workplace stressors is very important.



## Health and Safety Improvement Initiatives

The Occupational Stress Injury Resiliency (OSIR) Tool was rolled out to staff in December. HR provided education on the importance of analyzing gaps/needs in supporting occupational stress injuries (OSI), such as burnout, compassion fatigue, and vicarious trauma, to improve preventive approaches in fostering resilience. Survey responses were focused on EMS, Ontario Works and Housing Services programs to target client/patient-facing front line staff. Aggregate data from the survey responses, and recommendations, will be reviewed with the Public Services Health and Safety Association in early 2024. Recently, a fire drill was held at the South Office to test our procedures, and strengths and opportunities for improvement were identified.

Representatives from the DTSSAB and EMS Programs met with a local psychotherapy office with the aim of developing a partnership to offer psychological support to the EMS employees, as well as potential training opportunities in 2024.

## Workplace Disability Management Assessment (WDMA)

DTSSAB is participating in an assessment of our disability management practices. An application for a federally funded assessment was submitted and DTSSAB was selected for participation. The National Institute of Disability Management and Research (NIDMAR) will conduct an extensive survey with HR in January 2024 to identify gaps in current practices. The aim of this special initiative is towards excellence in disability management and return to work. Results of the assessment will assist HR in further developing our supports and absence management processes for employees experiencing short or long term absences from the workplace.

## Human Resources Information System (HRIS) / ADP Workforce Now Update

The HRIS's recruitment function was trialled and implemented. This feature includes a public-facing Careers Centre webpage generated by ADP to showcase each position available at the DTSSAB. Applicants can create a profile for ease of applying to multiple positions. The applicant tracking system allows candidate screening through pre-determined questions. Further trials will be required to flow successful candidates from the recruitment module to the Onboarding module.

## 2023 Q3 and Q4 Recruitment & Staffing Summary

Position	Recruitment Status	Details & Comments
Emergency Medical Services Paramedic – South (x2)	Filled internally Permanent full-time	Vacancies due to retirement and promotion to EMS leadership
Emergency Medical Services Paramedic – South (x1) Paramedic – North (x2)	Filled internally Temporary Full-time	Vacancies due to extended absences
Emergency Medical Services Community Paramedic – South (x1) Community Paramedic – Central (x1)	Filled internally Permanent Full-time	South – Retirement. Central - Following the trial Community Paramedic position in the Central region, a determination was made that sufficient need existed for a permanent position
Emergency Medical Services Paramedic (x2)	Filled externally Permanent Part-time	Permanent part-time positions required to fill staffing needs following the creation of 4 full-time positions in the central base, to backfill retirements and promotions to EMS leadership
Ontario Works Ontario Works Caseworker – North (x1)	Filled externally Permanent Full-time	Vacancy due to resignation of permanent incumbent
Emergency Medical Services EMS Superintendent (x1)	Filled internally Permanent Full-time	Permanent appointment following a temporary Acting assignment
Emergency Medical Services Community Paramedic Superintendent (x1)	Filled internally Temporary full-time	New position due to increasing needs in the Community Paramedicine program. Acting assignment
Emergency Medical Services Community Paramedicine Executive Assistant (x1)	Filled internally Permanent Full-time	Permanent appointment following a temporary contract
Human Resources Human Resources Coordinator (x1)	Ongoing recruitment	Vacancy due to resignation of permanent incumbent
Emergency Medical Services EMS Chief (x1)	Ongoing recruitment	Upcoming vacancy due to incumbent retirement
Emergency Medical Services Paramedic, Part-Time District Float	Ongoing recruitment	Continuously open opportunity