

THE CITY OF TORONTO

City Clerk's Division

Minutes of the Community Services Committee

Meeting No. 6

Thursday, May 10, 2001

The Community Services Committee met on Thursday, May 10, 2001, in Committee Room 1, 2nd Floor, City Hall, Toronto, commencing at 9:40 a.m.

Members Present:

	<u>9:40 a.m. - 12:32 p.m.</u>	<u>2:10 p.m. - 3:40 p.m.</u>
Councillor Brad Duguid, Chair	X	X
Councillor Olivia Chow	X	X
Councillor Suzan Hall	X	X
Councillor Anne Johnston	X	X
Councillor Norman Kelly	X	X
Councillor Joe Mihevc	X	X
Councillor Michael Prue	X	X
Councillor Michael Walker	X	X

Also Present:

Councillor Pam McConnell
Councillor David Miller
Councillor Jack Layton

Members were present for some or all of the time period indicated.

Confirmation of Minutes.

On motion by Councillor Walker, the Minutes of the meeting of the Community Services Committee held on March 29, 2001, were confirmed.

6.1 Presentation by the Toronto Association for Community Living.

The Committee had before it a communication (April 9, 2001) from Ms. June Chiu, President, Toronto Association for Community Living, requesting the opportunity to address the Committee regarding the challenges facing people with disabilities in the City of Toronto.

Mr. Jim Turner, Board Member, Toronto Association for Community Living, appeared before the Committee in connection with the foregoing matter and introduced members of the Literacy Class, who presented Committee Members with material on the Association and a mug.

The Committee received the aforementioned communication and presentation; and expressed appreciation to the Toronto Association for Community Living for its outstanding work.

(Ms. June Chiu, President, Toronto Association for Community Living -
May 10, 2001)

(Clause No. 21(b), Report No. 4)

6.2 Toronto Emergency Medical Services - Community Medicine Program.

The Committee had before it a report (April 18, 2001) from the Commissioner of Works and Emergency Services respecting Toronto EMS's Community Medicine Program achievements in services to the homeless and socially isolated and the need to obtain direction for an internal reallocation of Toronto EMS funds within the 2001 Operating Budget to support the program; and recommending that:

- (1) Council support Toronto EMS's Community Medicine Program as a means of improving Toronto Emergency Medical Services to the homeless, elderly poor, socially isolated and other groups who do not access traditional medical services well. This includes the program's unique role in leveraging Toronto EMS's existing infrastructure to provide services such as immunizations, protection of vulnerable citizens from the adverse effects of extreme cold or hot weather, assistance to intoxicated persons and improving linkages to existing external health care systems;
- (2) Council support the Toronto EMS Community Medicine Program in developing a closer and co-operative working relationship with City of Toronto Public Health, the City's hospitals, and other existing health care resources;

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- (3) Council direct that \$135,000.00 of existing Toronto EMS funding within the 2001 EMS Operating Budget be redirected to this program for its 2001 operations;
- (4) the General Manager, Toronto EMS, report back to the Community Services Committee on the success of this program during 2001; and
- (5) the appropriate City officials be authorized and directed to take the necessary action to give effect thereto.

On motion by Councillor Chow, the Committee recommended to Council the adoption of the aforementioned report, subject to amending Recommendation No. (2) by inserting the words "Hostel Services" after the word "Health", so that such recommendation now reads as follows:

- "(2) Council support the Toronto EMS Community Medicine Program in developing a closer and co-operative working relationship with City of Toronto Public Health, Hostel Services, the City's hospitals, and other existing health care resources;"

(Clause No. 17, Report No. 4)

**6.3 Ministry of Health and Long Term Care Funding
for the Replacement of Land Ambulance Vehicles
and Related Equipment.**

The Committee had before it a report (April 20, 2001) from the Commissioner of Works and Emergency Services advising of the one-time funding of \$1.237 million received from the Ministry of Health and Long Term Care for the replacement of land ambulance vehicles and related equipment; noting that the budget will be adjusted accordingly to reflect the additional funding; and recommending that:

- (1) the current three-year contract with Crestline for the purchase of Ambulances be increased by seven vehicles; and
- (2) the appropriate City officials be authorized to take the necessary action to give effect thereto.

On motion by Councillor Walker, the Committee recommended to Council the adoption of the aforementioned report.

(Clause No. 18, Report No. 4)

6.4 Scheduling Process Review - Toronto Emergency Medical Services.

The Committee had before it a communication (April 17, 2001) from the City Clerk advising that the Audit Committee on April 11, 2001, recommended the adoption of a report (January 12, 2001) from the City Auditor, wherein it recommends that:

- (1) the General Manager, Toronto Emergency Medical Services, clearly define and communicate to all staff the roles and responsibilities of schedulers, scheduling supervisors, quadrant managers and Communications Centre staff in relation to all functions that affect scheduling;
- (2) the General Manager, Toronto Emergency Medical Services, reduce the number of staff in the Scheduling Unit based on a review of workflow and coverage requirements. The most effective hours of operations should be determined and service requirements outside these hours of operations be handled by the Communications Centre and operational management;
- (3) the General Manager, Toronto Emergency Medical Services, maintain the current centralized model for the Scheduling Unit. However, schedulers should be assigned responsibility for scheduling staff by quadrants. In this regard, it is important that the following action be taken and procedures put in place:
 - the scheduler(s) assigned responsibility for scheduling a particular quadrant become familiar with the quadrant they are serving, its administrative personnel and the particular needs of the management of the quadrant;
 - the scheduler(s) and their supervisors communicate with quadrant administration and management personnel as often as required to understand changes that occur within the quadrant and determine how best to meet and serve needs of the quadrant, as well as of the Division;
 - the scheduler(s) assigned responsibility for scheduling a particular quadrant be responsible for the six-week forecasting of staff relating to that quadrant;
 - the schedulers should keep staff movement within quadrants to a minimum to provide stability for staff and to enable better supervision;
 - paramedics in each quadrant be notified of the names and telephone numbers of the schedulers assigned to determine their schedule and direct questions or problems to these persons;

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- (4) the General Manager, Toronto Emergency Medical Services, ensure that written guidelines are developed for use by the Scheduling Unit to ensure that scheduling is done in a planned, efficient and effective manner. These guidelines should:
- provide clear direction to schedulers on the Division's expectations for how scheduling is to be conducted;
 - establish the protocol to be followed when there is a need to assign staff between quadrants, when staff are called in for overtime, etc.;
 - ensure that quadrant managers are notified and aware of any staff movement which impacts on "car counts";
 - form the basis against which the performance of schedulers is evaluated; and
 - necessary training be provided to scheduling staff to ensure the current system is used to its full potential;
- (5) the General Manager, Toronto Emergency Medical Services, ensure that the scheduling of staff training is conducted such that there is a balance between the operational needs of the quadrants and the Division's overall training requirements;
- (6) the General Manager, Toronto Emergency Medical Services, determine the number and type of telephone inquiries to the Scheduling Unit and to determine who is best able to handle each type of inquiry in order to minimize the number of telephone inquiries that are received by the Scheduling Unit;
- (7) the General Manager, Toronto Emergency Medical Services, evaluate the costs and benefits of options available to facilitate the process of calling staff for overtime. In this regard, consideration should be given to using current telecommunications technology to eliminate manually telephoning staff, providing all staff with pagers and using broadcast dialling to access multiple persons with notification of overtime availability;
- (8) the General Manager, Toronto Emergency Medical Services, ensure that the Attendance Screen Scheduling Report reference the name of the scheduler responsible for each staff assignment in order that schedulers can be held responsible for scheduling actions taken;

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- (9) the General Manager, Toronto Emergency Medical Services, explore the feasibility and cost of using an automated clock book on/off process for staff at the stations which would communicate with the Communications Centre and also interface with the Time Management System;
- (10) the General Manager, Toronto Emergency Medical Services, explore the capabilities of the Time Management System and alternate software to facilitate forecasting and scheduling of paramedics and dispatchers;
- (11) the General Manager, Toronto Emergency Medical Services, ensure that the scheduling staff are properly trained in the use of the Time Management System, or alternative software, in order that schedulers carry out their responsibilities effectively and to ensure the necessary management information needs of the Division are met;
- (12) the General Manager, Toronto Emergency Medical Services, assign one staff person to co-ordinate changes and enhancements to the Time Management System that are requested by schedulers, payroll and other Divisional personnel; and
- (13) this report be forwarded to the Community Services Committee for consideration;

and attaching a copy of a report (February 6, 2001) from the Commissioner of Works and Emergency Services responding to the recommendations and findings arising out of the audit of the Scheduling Unit of Toronto Emergency Medical Services.

On motion by Councillor Chow, the Committee:

- (1) recommended to Council the adoption of the recommendation of the Audit Committee contained in the aforementioned communication from the City Clerk; and
- (2) directed that the Commissioner of Works and Emergency Services and the General Manager, Toronto Emergency Medical Services, be requested to report to the Community Services Committee in September 2001 on:
 - (i) the status of the Scheduling Process Review implementation plan, including the identification of those recommendations that have been implemented in full; and

- (ii) policies, guidelines and processes that have been changed as a result of the Review.

(Commissioner of Works and Emergency Services; General Manager, Toronto Emergency Medical Services - May 10, 2001)

(Clause No. 19, Report No. 4)

6.5 Toronto Fire Services Response to Recommendations Arising from the Fleuelling Inquest.

The Committee had before it a joint report (April 6, 2001) from the Commissioner of Works and Emergency Services and the Fire Chief providing a response to Recommendations Nos. 18 and 26 that were directed to Toronto Fire Services arising out of the inquest into the death of Joshua Fleuelling; and recommending that the report be received for information.

On motion by Councillor Chow, the Committee:

- (1) received the aforementioned joint report; and directed that it be forwarded to Council and to the Chief Coroner of Ontario for information; and
- (2) directed that the Commissioner of Works and Emergency Services and the Fire Chief be requested to report to the Community Services Committee in the Fall of 2001 on the results of the consolidation of the Fire Services Communications Division.

(Commissioner of Works and Emergency Services; Fire Chief - May 10, 2001)

(Clause No. 20, Report No. 4)

6.6 Toronto Fire Services - Attendance Management Program.

The Committee had before it a joint report (April 4, 2001) from the Commissioner of Works and Emergency Services and the Fire Chief providing, for information, an update on the Toronto Fire Services' Attendance Management Program.

On motion by Councillor Johnston, the Committee received the aforementioned report.

(Commissioner of Works and Emergency Services; Fire Chief -
May 10, 2001)

(Clause No. 21(c), Report No. 4)

6.7 Emergency Planning - Mutual Assistance Agreements.

The Committee had before it a report (April 19, 2001) from the Commissioner of Works and Emergency Services advising that appropriate protocols have been developed for the invocation of mutual assistance agreements between the City of Toronto and neighbouring Regions; noting that the protocol includes provisions to ensure that any request or offer of emergency assistance is first authorized by the Mayor, or the Deputy Mayor in the absence of the Mayor, prior to implementation; and recommending that the report be received for information.

On motion by Councillor Chow, the Committee received the aforementioned report.

(Clause No. 21(d), Report No. 4)

6.8 Immigration and Settlement Policy Framework.

The Committee had before it a report (April 19, 2001) from the Commissioner of Community and Neighbourhood Services recommending that:

- (1) Council adopt Appendix A of this report as the City's policy framework for immigration and settlement;
- (2) because of its pre-eminence as the primary destination for immigrants and refugees

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to Canada, the City of Toronto continue to meet with senior representatives from the federal and provincial orders of government to address:

- (a) the City's formal representation in discussions of immigration and settlement policy;
 - (b) appropriate levels of program funding to ensure adequate provision of settlement services located in Toronto, particularly in the area of supports to employment;
 - (c) federal and provincial transfer payments that recognize Toronto's expenditure for social services, emergency shelter and health as essential to successful settlement;
 - (d) the role that Toronto plays in providing the above services; and
 - (e) the types of training and education required for successful newcomer settlement that is now and can be provided in future by agencies, school boards, colleges and universities using federal and/or provincial resources;
- (3) the City of Toronto continue to work in partnership with communities and agencies to advocate to other orders of government for:
- (a) improved pre-migration and arrival information available to all classes of immigrants and refugees;
 - (b) expedited refugee process;
 - (c) rescinding of fees attached to the immigration and settlement process;
 - (d) access to appropriate training, assessment of credentials and access to trades and professions;
 - (e) broadening of access to settlement services supported by appropriate funding;
 - (f) reinstatement of government services previously provided in Canada to assist immigrants and refugees with the process of immigration;
 - (g) recognition of the respective roles of ethno-specific and multicultural agencies and programs; and
 - (h) funding to increase the supply of affordable housing;

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- (4) staff of the Social Development and Administration Division, Strategic and Corporate Policy Division and Corporate Communications Division report to Council by December 2001, on the content and costs of a Toronto communications strategy that will further support successful settlement and integration of immigrants into the economic mainstream;
- (5) the Community and Neighbourhood Services Department, working with all City departments, report on all aspects of immigration and settlement as part of the regular process of social monitoring in order to provide the City with information regarding the progress of immigrants in Toronto (e.g., economic indicators, health indicators) as well as progress of departments in implementing policies and programs to support them and to identify future trends so that the City can continue to develop policies and strategies to support successful settlement; and
- (6) the appropriate City officials be authorized and directed to take the necessary action to give effect thereto.

Councillor David Miller, Ward 13, Parkdale-High Park, appeared before the Community Services Committee in connection with the foregoing matter.

The Committee:

- (1) recommended to Council:
 - (a) the adoption of the aforementioned report, subject to:
 - (i) amending Recommendation No. (3)(a) to read as follows:

"(3)(a) improved pre-migration information be made available to all classes of immigrants, and general information be made available to all persons arriving at ports of entry; and
 - (ii) deleting Recommendation No. (3)(c);

(Motion by Councillor Prue)

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- (b) that the City of Toronto encourage the Provincial and Federal Governments to reach a new immigration settlement agreement, and that it include a fair share of funding to adequately support immigration settlement in Toronto;

(Motion by Councillor Walker)

- (2) referred back to the Commissioner of Community and Neighbourhood Services Appendix B, with a request that a number of the statistics and statements referred to therein (pages 1, 3 and 5), be reviewed, corrected, and the source noted; and further that Councillor Michael Prue be consulted in regard thereto; **(Motion by Councillor Prue)**
- (3) directed that the Commissioner of Community and Neighbourhood Services, in consultation with the Chief Financial Officer and Treasurer, be requested to provide the Community Services Committee by September 2001 with an outline, including costs, of the services that the City of Toronto funds or provides that would be considered "settlement related services"; **(Motion by Councillor Duguid)**
- (4) directed that the Commissioner of Community and Neighbourhood Services be requested to discuss with both the Toronto District School Board and the Toronto Catholic District School Board ways to address settlement issues; and **(Motion by Councillor Hall)**
- (5) directed that the Commissioner of Economic Development, Culture and Tourism be requested to review the Parks and Recreation programs provided to communities to ensure that as the demographics of the community change the differing program needs are being met, and report thereon to the Economic Development and Parks Committee; and further that Councillor Suzan Hall be advised when this matter is considered by the Committee. **(Motion by Councillor Hall)**

(Commissioner of Community and Neighbourhood Services; Commissioner of Economic Development, Culture and Tourism; Councillor David Miller; Councillor Suzan Hall; c. Committee Administrator, Economic Development and Parks Committee - May 10, 2001)

(Clause No. 1, Report No. 4)

6.9 The findhelp Toronto Project - Provision of the "Blue Book" of Human Services Information on the Internet.

The Committee had before it a joint report (April 23, 2001) from the Commissioner of Community and Neighbourhood Services and the Commissioner of Corporate Services respecting the development of the findhelp Toronto project, an online human services information system, and the need to enter into a Memorandum of Understanding with Community Information Toronto (CIT); noting that the Memorandum between the City and CIT addresses the respective contributions to make human services information, contained in the Blue Book, available on the Internet; and recommending that:

- (1) Council approve the Memorandum of Understanding between the City and Community Information Toronto for the findhelp Toronto project; and
- (2) the appropriate City officials be authorized and directed to take the necessary action to give the effect thereto.

On motion by Councillor Johnston, the Committee recommended to Council the adoption of the aforementioned joint report.

(Clause No. 14, Report No. 4)

6.10 Administration of the Toronto Youth Job Corps and Youth Outreach Toronto Programs.

The Committee had before it a report (April 25, 2001) from the Commissioner of Community and Neighbourhood Services recommending that:

- (1) the Commissioner of Community and Neighbourhood Services be authorized to sign agreements with Human Resource Development Canada (HRDC) to receive funds in an amount not to exceed \$1,406,055.00 as its share of program costs for Toronto Youth Job Corps (TYJC) and Youth Outreach Toronto (YOT);
- (2) the Commissioner of Community and Neighbourhood Services be authorized to renew agreements with St. Christopher House, West Scarborough Neighbourhood Community Centre and Youth Clinical Services to deliver the TYJC program on the proviso that:
 - (a) the delivery agencies of the Toronto Youth Job Corps program comply with

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- all applicable requirements under the purchase of service agreement;
- (b) the agreements shall be in a form satisfactory to the City Solicitor and contain such other items and conditions as he may deem advisable; and
 - (c) the agreements are within the Commissioner of Community and Neighbourhood Services delegated approval limits; and
- (3) the appropriate City officials be authorized and directed to take the necessary action to give effect thereto.

On motion by Councillor Chow, the Committee recommended to Council the adoption of the aforementioned report; and further that the Youth Job Corps be encouraged to work closely with City of Toronto youth outreach workers from the Parks and Recreation Division of the Economic Development, Culture and Tourism Department.

(Commissioner of Community and Neighbourhood Services; Commissioner of Economic Development, Culture and Tourism; c. Mr. Chris Brillinger, Community and Neighbourhood Services Department - May 10, 2001)

(Clause No. 15, Report No. 4)

6.11 Work Plan for the Implementation of the City Auditor's Recommendations for the Street Involved Youth Program (Previously Known as the Squeegee Working Youth Mobilization Program).

The Committee had before it a report (April 25, 2001) from the Commissioner of Community and Neighbourhood Services providing an implementation work plan to address the recommendations contained in the City Auditor's report on the Squeegee Working Youth Mobilization Program, now called the Street Involved Youth Program; and recommending that the report be received for information.

On motion by Councillor Prue, the Committee received the aforementioned report.

(Commissioner of Community and Neighbourhood Services; City Auditor - May 10, 2001)

(Clause No. 21(e), Report No. 4)

6.12 Community Services Grants Program Review.

The Committee had before it a communication (April 12, 2001) from the City Clerk advising that the Audit Committee on April 2001 referred the following reports to the Community Services Committee for information:

- (February 27, 2001) from the City Auditor providing a review of the Community Services Grants Program to determine the extent to which programs funded meet program criteria, are properly managed, controlled and monitored; and outlining a number of recommendations in regard thereto; and
- (April 2, 2001) from the Commissioner of Community and Neighbourhood Services providing a response to the report of the City Auditor;

and providing a summary of the recommendations to Council for consideration at its meeting on April 24, 2001, in regard thereto.

On motion by Councillor Mihevc, the Committee:

- (1) received the aforementioned communication; and
- (2) directed that the Commissioner of Community and Neighbourhood Services be requested to review before the end of 2001 the overall adequacy of the Community Services Grants Program taking into consideration:
 - (a) the new emerging needs not able to be funded under the current program; and
 - (b) new groups, particularly ethno-cultural groups, that are not currently able to access funds.

(Commissioner of Community and Neighbourhood Services; City Auditor - May 10, 2001)

(Clause No. 21(f), Report No. 4)

6.13 Membership of the Toronto Seniors' Assembly.

The Committee had before it a report (April 23, 2001) from the Commissioner of Community and Neighbourhood Services providing, for information, an overview of the selection process for the Toronto Seniors' Assembly (TSA) and a list of the members selected to date.

On motion by Councillor Johnston, the Committee received the aforementioned report; and directed that a copy thereof be forwarded to all members of Council with a request that they review the list of members of the Toronto Seniors' Assembly and advise the Assembly's staff support in the Community and Neighbourhood Services Department (Ms. Lydia Fitchko at 416-392-5397) of any potential omissions, in order to create a membership that includes geographic and multicultural representation across the City.

(Commissioner of Community and Neighbourhood Services; Members of Council; c. Ms. Lydia Fitchko, Community and Neighbourhood Services Department - May 10, 2001)

(Clause No. 21(g), Report No. 4)

6.14 Request for Proposal for the Supply and Delivery of Milk and Dairy Products for the Homes for the Aged.

The Committee had before it a joint report (April 25, 2001) from the Commissioner of Community and Neighbourhood Services and the Chief Financial Officer and Treasurer recommending that:

- (1) the proposal received from Natrel (Ontario) Inc. be accepted to supply and deliver Milk and Dairy products to the Homes for the Aged in accordance with the requirements of the request for proposal as required by the Homes for the Aged for the period of April 1, 2001 to December 31, 2001 at an estimated cost of \$439,420.18, including all charges and applicable tax, renewable on an annual basis, based on marketplace prices at the time of renewal until December 31, 2005; and
- (2) authority be granted to appropriate City officials to complete the necessary contract documents.

On motion by Councillor Walker, the Committee recommended to Council the adoption of the aforementioned joint report.

(Clause No. 16, Report No. 4)

6.15 Community Linkages - Homes for the Aged Division.

The Committee had before it a report (April 25, 2001) from the Commissioner of Community and Neighbourhood Services responding to the request of the Advisory Committee on Homes for the Aged on March 23, 2001, to report to the Community Services Committee with respect to community linkages established by the Homes for the Aged Division to support volunteerism, sponsorship, and fundraising initiatives; and recommending that the report be received for information.

On motion by Councillor Johnston, the Committee received the aforementioned report; and directed that a copy thereof be forwarded to the Toronto Seniors' Assembly for information.

(Commissioner of Community and Neighbourhood Services; Toronto Seniors' Assembly; c. General Manager, Homes for the Aged - May 10, 2001)

(Clause No. 21(h), Report No. 4)

6.16 Homes for the Aged Capital Maintenance Program (2001-2005).

The Committee had before it a report (April 25, 2001) from the Commissioner of Community and Neighbourhood Services responding to the request of the Budget Advisory Committee on March 20, 2001, to submit a Capital Maintenance Program for the Homes for the Aged for the years 2002-2005; noting that the Program is used for minor capital repairs/upgrades that are necessary to preserve the 'state of good repair' within each of the City's Homes for the Aged facilities; and recommending that the report be received for information.

On motion by Councillor Mihevc, the Committee received the aforementioned report.

(Commissioner of Community and Neighbourhood Services; c. General Manager, Homes for the Aged - May 10, 2001)

(Clause No. 21(i), Report No. 4)

6.17 Student Placements in Homes for the Aged.

The Committee had before it a communication (April 20, 2001) from the City Clerk advising that the Advisory Committee on Homes for the Aged on April 20, 2001, adopted a report (April 5, 2001) from the General Manager, Homes for the Aged, providing an update on the success of student placements in 2000, wherein it recommended that:

- (1) this report be referred to the Community Services Committee; and
- (2) the Homes for the Aged Division continue to explore potential additional student placements that will add value to residents' lives and the care they receive, and contribute to providing meaningful learning opportunities for students in the health care field.

On motion by Councillor Hall, the Committee received the aforementioned communication.

(General Manager, Homes for the Aged - May 10, 2001)

(Clause No. 21(j), Report No. 4)

6.18 OANHSS Quality Awards - Homes for the Aged.

The Committee on May 10, 2001, had before it a communication (April 20, 2001) from the City Clerk advising that the Advisory Committee on Homes for the Aged on April 20, 2001, adopted a report (April 4, 2001) from the General Manager, Homes for the Aged, indicating that the Homes for the Aged Division received the following Ontario Association of Non-Profit Homes and Services for Seniors (OANHSS) awards:

- (a) Housing Vision Award, which was presented to the Division's Supportive Housing

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- Program for the wellness work done in partnership with the Toronto Housing Company for supportive housing clients residing at Willowdale Manor; and
- (b) Clean Earth Award, which was presented to True Davidson Acres for their creation and maintenance of a butterfly garden;

and wherein it recommended that:

- (1) this report be referred to the Community Services Committee; and
- (2) congratulations be extended to the respective staff of True Davidson Acres and the Supportive Housing Program for their significant achievements.

On motion by Councillor Johnston, the Committee received the aforementioned communication; and extended its congratulations to the staff at True Davidson Acres and the Supportive Housing Program.

(Commissioner of Community and Neighbourhood Services; General Manager, Homes for the Aged; Administrator, True Davidson Acres; Ms. Joanne Jasper, Coordinator, Community Based Services Supportive Housing - May 10, 2001)

(Clause No. 21(k), Report No. 4)

6.19 Art Therapy, Music Therapy and Complementary Care - Homes for the Aged.

The Committee had before it a communication (April 20, 2001) from the City Clerk advising that the Advisory Committee on Homes for the Aged on April 20, 2001, adopted a report (April 9, 2001) from the General Manager, Homes for the Aged, respecting the outcomes achieved to date as a result of the implementation of art therapy, music therapy, and complementary care in 1999; and wherein it recommended that:

- (1) this report be referred to the Community Services Committee for information; and
- (2) the Homes for the Aged Division continue to pursue wellness, health promotion, alternatives, and enhancements to basic long term care, which add value and comfort to residents' lives and care.

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The Committee received the aforementioned communication; and further directed that:

- (1) the General Manager, Homes for the Aged, be advised of the Committee's support with respect to the direction referred to in Recommendation No. (2) of her report; **(Motion by Councillor Chow)**
- (2) a copy of the communication from the City Clerk be referred to the Toronto Seniors' Assembly for information; and **(Motion by Councillor Chow)**
- (3) City of Toronto Department Heads be requested to submit to the Toronto Seniors' Assembly, for information, copies of all reports relating to seniors that they prepare for submission to any Standing Committee, or other Council committee. **(Motion by Councillor Johnston)**

(Toronto Seniors' Assembly; Commissioner of Community and Neighbourhood Services; General Manager, Homes for the Aged; Chief Administrative Officer; Commissioner of Corporate Services; Commissioner of Economic Development, Culture and Tourism; Commissioner of Urban Development Services; Commissioner of Works and Emergency Services - May 10, 2001)

(Clause No. 21(1), Report No. 4)

6.20 Report on the Public Forum "The Future of Long Term Care in Ontario".

The Committee had before it a communication (April 20, 2001) from the City Clerk advising that the Advisory Committee on Homes for the Aged on April 20, 2001, referred to the Community Services Committee for information a summary report of the stakeholder input provided at the public forum on "The Future of Long Term Care in Ontario", sponsored by Care Watch Toronto, which was held at the Queen's Park Main Legislative Building on March 6, 2001.

On motion by Councillor Chow, the Committee received the aforementioned communication; and directed that a copy thereof be forwarded to the Toronto Seniors' Assembly for information.

(General Manager, Homes for the Aged; Commissioner of Community and Neighbourhood Services; Toronto Seniors' Assembly - May 10, 2001)

(Clause No. 21(m), Report No. 4)

6.21 Update on the National Child Benefit Supplement Strategy.

The Committee again had before it a report (January 25, 2001) from the Commissioner of Community and Neighbourhood Services providing an update on the implementation of the National Child Benefit Supplement (NCBS) in Toronto; and recommending that:

- (1) (i) City Council reconfirm that the City's savings from the implementation of the National Child Benefit Supplement be reinvested in the continuation of the Shelter Fund program (\$9.6 million) and child care supports (\$2.2 million) as outlined in this report for 2001, contingent on the level of actual NCBS savings;
- (ii) the reinvestment strategy in subsequent years be reported to Council for endorsement; and
- (2) the appropriate City officials be authorized and directed to take the necessary action to give effect thereto.

On motion by Councillor Chow, the Committee:

- (1) recommended to Council the adoption of the aforementioned report; and
- (2) directed that the Commissioner of Community and Neighbourhood Services be requested to:
 - (a) consult with the Children and Youth Action Committee (CYAC) and report thereon to the Community Services Committee, through the CYAC, in two months' time on how the \$2.2 million, referred to in Recommendation No. (1)(i),

would be spent to provide child care support; and

- (b) undertake a review of the Shelter Fund implementation including consultation with shelter providers and Legal Aid Clinics, and report thereon to the Community Services Committee, through the Children and Youth Action Committee, in late 2001.

(Commissioner of Community and Neighbourhood Services; c. General Manager, Social Services Division; General Manager, Children's Services Division - May 10, 2001)

(Clause No. 11, Report No. 4)

6.22 Children and Youth Action Committee - Changes to Membership.

The Committee had before it a communication (April 18, 2001) from the City Clerk advising that that the Children and Youth Action Committee on April 12, 2001, recommended to the Community Services Committee, and Council, that the following be appointed as alternate members to the Children and Youth Action Committee.

- Mr. Vincente Gannan, YMCA Family Development Centre;
- Ms. Pat Miller, Metro Association of Family Resource Programmes; and
- Ms. Linda McGrath, Ontario Association of Youth Employment Centres (O.A.Y.E.C.).

On motion by Councillor Chow, the Committee recommended to Council the adoption of the recommendation of the Children and Youth Action Committee contained in the aforementioned communication.

(Clause No. 12, Report No. 4)

6.23 Annual Conference of the Sparrow Lake Alliance.

The Committee had before it a communication (April 18, 2001) from the City Clerk advising that the Children and Youth Action Committee on April 12, 2001, recommended to the Community Services Committee, and Council, that Ms. Fiona Nelson represent the Children and Youth Action Committee at the Annual Conference of the Sparrow Lake Alliance, and that the Committee take out a membership in the Alliance.

On motion by Councillor Mihevc, the Committee recommended to Council the adoption of the recommendation of the Children and Youth Action Committee contained in the aforementioned communication.

(Clause No. 13, Report No. 4)

6.24 Children's Advocate's Award for Best Practices.

The Committee had before it a communication (April 18, 2001) from the City Clerk advising that the Children and Youth Action Committee on April 12, 2001, directed that the Community Services Committee be advised that the Children's Advocate's Award for Best Practices, in the amount of \$10,000.00, was shared jointly by the following two winners:

- Art Starts Children's Program - Art Starts Neighbourhood and Cultural Centre (children's award); and
- Boys to Men Program - Lawrence Heights Middle School (youth award).

On motion by Councillor Mihevc, the Committee received the aforementioned communication.

(Clause No. 21(n), Report No. 4)

6.25 School Space - Permit Fees.

The Committee had before it a communication (April 18, 2001) from the City Clerk advising that the Children and Youth Action Committee on April 12, 2001, recommended to the Community Services Committee, and Council, that all publicly-funded schools be returned to full community use for programs, such as Parks and Recreation, Family Resource Centres, and Children Centres, etc.

On motion by Councillor Prue, the Committee referred the aforementioned communication to the School Advisory Committee for consideration.

(School Advisory Committee; Councillor Olivia Chow, Children and Youth Advocate; Commissioner of Community and Neighbourhood Services - May 10, 2001)

(Clause No. 21(o), Report No. 4)

6.26 Elevator Repairs and Work Order Notifications.

The Committee had before it the following communication and report:

- (February 12, 2001) from the City Clerk advising that City Council on January 30, 31 and February 1, 2001, referred back to the Community Services Committee for further consideration Clause No. 16(q), under "Other Items Considered by the Committee", of Report No. 1 of The Policy and Finance Committee, headed "Elevator Repairs and Work Order Notifications", wherein it indicates that the Policy and Finance Committee:
 - (1) amended Recommendation No. (1) of the Community Services Committee, embodied in the following communication, by deleting the words "with one elevator", so that Recommendation No. (1) now reads as follows:
 - “(1) elevator repairs in highrise apartment buildings, including the Toronto Housing Company and the Metro Toronto Housing Corporation buildings be treated as a matter of immediate danger to the health and safety of residents;”;
 - (2) referred the communication from the City Clerk (January 11, 2001), as amended, to the Commissioner of Urban Development Services for a

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- comprehensive timely report thereon to the Policy and Finance Committee; and
- (3) received the report (January 16, 2001) from the Commissioner of Urban Development Services respecting the financial impacts of the Recommendations of the Tenant Defence Sub-Committee; and
- (April 3, 2001) from the Commissioner of Urban Development Services responding to the request of the Policy and Finance Committee to report on the staffing impact of a request to amend departmental policy to ensure notification of all urgent property standards infractions in common areas of rental buildings, including the Toronto Housing Company and the Metro Toronto Housing Corporation buildings, be sent to all tenants in such buildings; outlining the financial implications and noting that funds have not been provided in the Urban Development Services 2001 budget submission; and recommending that the report be received for information.

The following persons appeared before the Community Services Committee in connection with the foregoing matter:

- Mr. Vance Latchford, Latchford Associates; and
- Councillor Pam McConnell, Ward 28, Toronto Centre-Rosedale, and submitted copies of communications received by the former City of Toronto in 1996 and 1997 from the Provincial Minister of Consumer and Commercial Relations and the Minister of Municipal Affairs and Housing.

On motion by Councillor Kelly, the Committee:

- (1) recommended to Council that the Province of Ontario be requested to amend provincial legislation to give greater priority to elevator repairs in buildings where all elevators are inoperable, and that such repairs be treated as a matter of immediate danger to the health and safety of residents; and
- (2) received the communication dated February 2, 2001, from the City Clerk, and the report dated April 3, 2001, from the Commissioner of Urban Development Services.

(Commissioner of Urban Development Services; Commissioner of Community and Neighbourhood Services; Councillor Michael Walker, Chair, Tenant Defence Sub-Committee; Mr. Vance Latchford - May 10, 2001)

(Clause No. 6, Report No. 4)

6.27 Provincial Legislation for “Rent Roll Back”.

The Committee had before it a communication (April 19, 2001) from the City Clerk advising that the Tenant Defence Sub-Committee on April 18, 2001, had before it a communication (April 10, 2001) from Councillor Michael Walker, Ward 22 St. Paul’s, respecting the scope of Provincial powers within Ontario’s private rental housing market, specifically its power to legislate a rent roll back; and that the Tenant Defence Sub-Committee recommended to the Community Services Committee that:

- (1) Toronto City Council endorse the development and enactment by the Province of Provincial legislation for a Province-wide or City-wide “rent roll back” to rent levels consistent with 1998 CMHC averages for affordable rents in Toronto and/or Province-wide prior to the introduction of the Tenant Protection Act in June 1998;
- (2) the three political parties at Queen’s Park be petitioned for their support for Provincial legislation to roll back rents in market rental housing;
- (3) the appropriate City staff be requested to report in August 2001 on various options for implementing a “rent roll back” for market rental apartments to levels consistent with 1998 CMHC averages for affordable rents in Toronto and/or Province-wide prior to the introduction of the Tenant Protection Act in June 1998; and
- (4) such report include, with the assistance of the Federation of Metro Tenants’ Associations, a comparison of such factors as inflation, wage increases, and municipal tax increases over the last 10 to 15 years.

The following persons appeared before the Community Services Committee in connection with the foregoing matter:

- Mr. Brad Butt, Executive Director, Greater Toronto Apartment Association; and
- Councillor Pam McConnell, Ward 28, Toronto Centre-Rosedale.

Councillor Kelly submitted a copy of a Ministry of Municipal Affairs and Housing Backgrounder Document dated August 4, 2000, headed “History of Rent Regulation”.

Councillor Walker moved that the Committee recommend to Council the adoption of the recommendations of the Tenant Defence Sub-Committee, contained in the aforementioned communication from the City Clerk.

Councillor Kelly moved that the Committee receive the recommendations of the Tenant Defence Sub-Committee contained in the aforementioned communication from the City Clerk.

Upon the question of the adoption of the foregoing motion by Councillor Kelly, it was **lost** on the following recorded vote:

FOR: Duguid and Kelly - 2

AGAINST: Chow, Hall, Johnston, Mihevc, Prue and Walker - 6

Upon the question of the adoption of the foregoing motion by Councillor Walker, it was **carried** on the following recorded vote:

FOR: Chow, Hall, Johnston, Mihevc, Prue and Walker - 6

AGAINST: Duguid and Kelly - 2

Having regard to the foregoing action taken, the Committee recommended to Council the adoption of the recommendations of the Tenant Defence Sub-Committee contained in the aforementioned communication from the City Clerk.

(Clause No. 7, Report No. 4)

6.28 Assessment of the Tenant Hotline Service.

The Committee had before it a communication (April 19, 2001) from the City Clerk advising that the Tenant Defence Sub-Committee on April 18, 2001, recommended to the Community Services Committee, and Council, the adoption of a report (April 4, 2001) from the Commissioner of Community and Neighbourhood Services respecting the recent evaluation of the present tenant hotline service operated by the Federation of Metro Tenants' Associations, and wherein it recommended that the following actions be taken in light of the conclusions of the consultant's report entitled "Assessment of the Present Telephone Hotline Service for Tenants" (the Review):

- (1) Council support the implementation of an enhanced tenant hotline service as an annual program for tenants in the City of Toronto;

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- (2) subject to 2001 Budget approval, the Federation of Metro Tenants' Associations (the Federation) be provided funding for the operation of the enhanced hotline service at \$175,000.00 on an annualized basis;
- (3) subject to 2001 Budget approval, the Commissioner of Community and Neighbourhood Services be authorized to enter into a purchase of service agreement with the Federation of Metro Toronto Tenants' Associations to commence the enhanced hotline service on June 1, 2001, at a prorated cost of \$103,000.00 for the remaining seven months of 2001;
- (4) service requirements for the operation of the enhanced hotline service be defined in the purchase of service agreement on the basis of the requirements specified in the original Request for Proposals for the enhanced service and related Recommendations (Nos. 1 to 17) provided in the Review;
- (5) recommendations concerning organizational development, strategic planning and management (Nos. 18 to 28) in the Review be forwarded to the Federation to take appropriate action and provide the Commissioner of Community and Neighbourhood Services with a report on the results of its implementation by the end of this year; and
- (6) the appropriate City officials be authorized to take the necessary action to give effect to these recommendations.

On motion by Councillor Walker, the Committee recommended to Council the adoption of the recommendation of the Tenant Defence Sub-Committee contained in the aforementioned communication from the City Clerk.

(Clause No. 8, Report No. 4)

6.29 Update on Results of the Tenant Support Grants Program.

The Committee had before it a communication (April 19, 2001) from the City Clerk advising that the Tenant Defence Sub-Committee on April 18, 2001, received a report (April 9, 2001) from the Commissioner of Community and Neighbourhood Services providing an update on the results of assisting tenant groups through the Tenant Support Grants Program; and further that the Sub-Committee directed that such report be forwarded to the Community Services Committee for information.

On motion by Councillor Walker, the Committee received the aforementioned communication.

(Commissioner of Community and Neighbourhood Services; c. General Manager, Shelter, Housing and Support - May 10, 2001)

(Clause No. 21(p), Report No. 4)

6.30 Activity Report on Transitional Housing Allocation from the Mayor's Homeless Initiative Reserve Fund - Ward 19, Trinity-Spadina.

The Committee had before it a report (April 26, 2001) from the Commissioner of Community and Neighbourhood Services advising that Council approved a capital grant of \$250,000.00 from the Mayor's Homeless Initiative Reserve Fund to the Native Child and Family Services of Toronto (NCFS) for the acquisition and renovation of a house to create transitional housing for ten homeless native youth; indicating that, due to the timing of the closing of the real estate transaction, NCFS required a disbursement of the funding allocation prior to meeting all of the funding conditions; that the disbursement of \$125,000.00 provided the means for NCFS to purchase a house located at 558 Bathurst Street on the designated closing date; and recommending that staff actions in disbursing the first \$125,000.00 of the grant to Native Child and Family Services, prior to the fulfilment of some of the funding conditions by December 6, 2000, be confirmed.

On motion by Councillor Walker, the Committee recommended to Council the adoption of the aforementioned report.

(Clause No. 4, Report No. 4)

6.31 Supporting Communities Partnership Initiative (SCPI) - Small Capital Improvement Allocations.

The Committee had before it a report (April 26, 2001) from the Commissioner of Community and Neighbourhood Services recommending that:

- (1) Council approve SCPI funding for small capital improvements in the amount of \$2,100,593.00 to 53 community agencies as described in Appendix 1 to this report;
- (2) the Commissioner of Community and Neighbourhood Services be delegated authority to enter into SCPI contribution agreements with the agencies to be funded and to advance funds according to the contribution agreements;

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- (3) all recommended proposals involving installation of appliances and equipment, building improvements and modifications are conditional on their meeting all applicable codes and standards, and appropriate ownership and/or lease arrangements being in place; and
- (4) the appropriate City officials be authorized and directed to take the necessary action to give effect thereto.

On motion by Councillor Walker, the Committee recommended to Council the adoption of the aforementioned report.

(Clause No. 3, Report No. 4)

6.32 Social Housing Business Transfer Plan.

The Committee had before it a report (April 30, 2001) from the Commissioner of Community and Neighbourhood Services recommending that:

- (1) Council approve the attached Social Housing Business Transfer Plan for the City of Toronto ("Transfer Plan"), substantially in the form attached, as the basis on which the City will assume the provincial program administration functions for social housing pursuant to the *Social Housing Reform Act* (SHRA);
- (2) Council approve May 1, 2002, as the date on which the City will assume the provincial program administration functions for social housing pursuant to the SHRA;
- (3) the Commissioner of Community and Neighbourhood Services be given delegated authority to make decisions of an administrative nature that are required by the SHRA and its associated regulations, including:
 - (a) any agreement associated with the provincial obligations regarding "reasonable efforts" for the placement of Ministry staff; and
 - (b) the setting of annual funding amounts to each specific provider in accordance with the funding formula set out in the SHRA, within the approved 2001 operating budget of the Shelter, Housing and Support Division;
- (4) Council confirm the existing Toronto Social Housing Connections (TSHC) as the delivery agent for the co-ordinated access system;

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- (5) the Commissioner of Community and Neighbourhood Services be authorized to enter into agreements with each City-funded housing provider in regard to income testing functions to be delegated to the provider in accordance with the Transfer Plan;
- (6) the Commissioner of Community and Neighbourhood Services report back before May 2002 on occupancy standards, applicant priorities beyond those set out in the SHRA, income and asset limits, and related matters identified in the Transfer Plan;
- (7) the appropriate City officials be authorized and directed to give effect to these recommendations and to the attached Transfer Plan.

On motion by Councillor Chow, the Committee:

- (1) recommended to Council:
 - (a) the adoption of the aforementioned report;
 - (b) that the number of units that are subsidized, market rent, and rent geared-to-income remain at least at current levels within the portfolio in order to provide stability; and
 - (c) that City Council support the traditional community-based delivery models of social housing in the Stage 2 transfer;
- (2) directed that the Commissioner of Community and Neighbourhood Services be requested to submit directly to Council for its meeting on May 30, 2001, a chart showing the areas that are outside the control of the City of Toronto, and those areas where the Province of Ontario has final say; and
- (3) directed that the forthcoming report from the Chief Administrative Officer on the governance structure of the Metro Toronto Housing Corporation be considered at a joint meeting of the Community Services Committee and the Policy and Finance Committee.

(Commissioner of Community and Neighbourhood Services; Chief Administrative Officer; c. General Manager, Shelter, Housing and Support; Mr. Phillip Abrahams, Office of the C.A.O.; Ms. Ann Dembinski, President, CUPE Local 79 - May 10, 2001)

(Clause No. 2, Report No. 4)

6.33 KIDS@ Computers Scholarship Pilot Proposal.

The Committee had before it a report (April 23, 2001) from the Commissioner of Community and Neighbourhood Services recommending that:

- (1) City Council approve the KIDS @ Computers proposal as described in this report for a total cost of \$622,000.00, which will be funded using the one-time 100 percent provincial contribution which resulted from Toronto's over-achievement of its Community Participation targets for 1999-2000;
- (2) Toronto Social Services be authorized to proceed with plans to implement the pilot phase of KIDS @ Computers for the summer of 2001;
- (3) the Commissioner of Community and Neighbourhood Services report back to Council in the fall of 2001 regarding the results of the KIDS @ Computers pilot; and
- (4) the appropriate City officials be authorized and directed to take the necessary action to give effect hereto.

On motion by Councillor Chow, the Committee recommended to Council the adoption of the aforementioned report; and further directed that a copy thereof be forwarded to the Children and Youth Action Committee for information.

(Clause No. 9, Report No. 4)

6.34 Provincial Announcement Regarding The Five-Point Action Plan.

The Committee had before it a report (May 6, 2001) from the Commissioner of Community and Neighbourhood Services providing a review of the Province's recent announcement of its five-point action plan for social assistance; and recommending that:

- (1) City Council endorse the Framework Principles and Principles Guiding Drug Treatment Programs adopted by the Association of Municipalities of Ontario (AMO) as part of their input to the Provincial Government's Drug Treatment Ontario Works Blueprint Initiative;
- (2) pending the release of sufficient details, the Commissioner report back to the Community Services Committee on the progress of the five-point plan steps; and

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

On motion by Councillor Chow, the Committee recommended to Council:

- (1) the adoption of the aforementioned report; and
- (2) that the Province of Ontario be advised that 50 percent of those on social assistance are families with children.

(Clause No. 10, Report No. 4)

The Chair appointed Councillor Chow Acting Chair and vacated the Chair.

6.35 Presentation on Housing Successes in British Columbia.

Councillor Jack Layton introduced Mr. Jim Green, British Columbia's provincial lead on homelessness initiatives, who gave a presentation with respect to some of the housing successes accomplished in British Columbia.

On motion by Councillor Chow, the Committee received the aforementioned presentation, and expressed appreciation to Mr. Green for sharing his experiences with the Community Services Committee.

(Commissioner of Community and Neighbourhood Services;
Councillor Jack Layton; Mr. Jim Green - May 10, 2001)

(Clause No. 21(q), Report No. 4)

Councillor Duguid resumed the Chair.

6.36 Presentation on the Nissan Toronto Challenge.

The Committee received a presentation by Mr. Albert Mastromartino, President and General Manager, The Nissan Canada Foundation, on the Nissan Toronto Challenge fundraising event for the City's Homes for the Aged, to be held on June 10, 2001; viewed a video in regard thereto; and were presented with copies of the poster, entitled "The three tenners", which profiles Richard, Shirley and Glen, who have participated in either the 5K run/walk or 1K leisure walk over the past ten years.

The Committee expressed appreciation to Mr. Mastromartino for his presentation.

(Commissioner of Community and Neighbourhood Services; General Manager, Homes for the Aged; Mr. Albert Mastromartino - May 10, 2001)

(Clause No. 21(a), Report No. 4)

**6.37 Proposed Acquisition of Rental Housing
by the Toronto Housing Company Inc.**

The Committee had before it a confidential report (April 24, 2001) from the Commissioner of Community and Neighbourhood Services respecting the proposed acquisition of rental housing by the Toronto Housing Company Inc., having regard that the subject matter is related to the proposed acquisition of property for municipal or local board purposes, and wherein it recommended that:

- (1) City Council receive the confidential report (April 25, 2001), addressed to the Board of Directors of Toronto Housing Company Inc. (THCI) concerning the proposed acquisition of the assets of two non-profit housing organizations currently in receivership; and
- (2) should issues be raised by Council in the consideration of the proposed acquisitions, the Commissioner of Community and Neighbourhood Services consult with the Chair, THCI Board of Directors and Chief Executive Officer, THCI.

On motion by Councillor Prue, the Committee recommended to Council the adoption of the aforementioned confidential report.

(Clause No. 5, Report No. 4)

The Committee adjourned its meeting at 3:40 p.m.

Chair.