



Social Services

District of Sault Ste. Marie Social Services

Administration Board

Conseil d'Administration des Services du District Sault Ste. Marie

Zhawenimi-Anokiitaagewin



AGENDA

DSSMSSAB REGULAR BOARD MEETING

Thursday, February 18, 2021 at 4:30 PM

Zoom Video Conference

1. CALL TO ORDER

2. APPROVAL OF AGENDA

Resolution #21-009

Moved By: K. Lamming

Seconded By: D. Hilsinger

- 2.1 “**BE IT RESOLVED THAT** the **Agenda for February 18, 2021** District of Sault Ste. Marie Social Services Administration Board meeting be approved as presented.”

3. DECLARATIONS OF PECUNIARY INTEREST

4. APPROVAL OF PREVIOUS MINUTES

Resolution #21-010

Moved By: J. Gawne

Seconded By: C. Gardi

- 4.1 “**BE IT RESOLVED THAT** the **Minutes** from the District of Sault Ste. Marie Social Services Administration Board meeting dated **January 28, 2021** be adopted as recorded.”

5. MANAGER REPORTS

CORPORATE SERVICES

Resolution #21-011

Moved By: M. Bruni

Seconded By: M. Scott

- 5.1 **“BE IT RESOLVED THAT** the District of Sault Ste. Marie Social Services Administration Board (DSSMSSAB) accept the February 18, 2021 Corporate Services Update Report of the Director of Corporate Services as information.”

HOUSING

Resolution #21-012

Moved By: K. Lamming

Seconded By: C. Gardi

- 5.2 **“BE IT RESOLVED THAT** the District of Sault Ste. Marie Social Services Administration Board (DSSMSSAB) accept the February 18, 2021 Additional Front Line Supports and Services Report of the Director of Housing Services, outlining new positions being introduced as a result of recently allocated Federal and Provincial funding for the current fiscal year, as information.”

ONTARIO WORKS

Resolution #21-013

Moved By: D. Edgar

Seconded By: J. Gawne

- 5.3 **“BE IT RESOLVED THAT** the District of Sault Ste. Marie Social Services Administration Board (DSSMSSAB) accept the Service Delivery Update report of the Director of Income and Employment Supports as information.”

EARLY YEARS

Resolution #21-014

Moved By: D. Hilsinger

Seconded By: M. Scott

- 5.4 **“BE IT RESOLVED THAT** the District of Sault Ste. Marie Social Services Administration Board (DSSMSSAB) accept the Early Years Funding Reinvestment report of the Director of Early Years as information.”

PARAMEDIC SERVICES

Resolution #21-015

Moved By: M. Bruni

Seconded By: K. Lamming

- 5.5 **“BE IT RESOLVED THAT** the District of Sault Ste. Marie Social Services Administration Board (DSSMSSAB) accept the February 18, 2021 Response Time Results Report of the Chief of Paramedic Services and approve the Response Time Performance results for submission to the Ministry of Health as detailed in the report.”

Resolution #21-016

Moved By: D. Hilsinger

Seconded By: D. Edgar

- 5.6 **“BE IT RESOLVED THAT** the District of Sault Ste. Marie Social Services Administration Board (DSSMSSAB) accept the February 18, 2021 Paramedic Overview Report of the Chief of Paramedic Services as information.”

6. CEO

Resolution #21-017

Moved By: J. Gawne

Seconded By: C. Gardi

- 6.1 **"BE IT RESOLVED THAT** the District of Sault Ste. Marie Social Services Administration Board (DSSMSSAB) accept the February 18, 2021 Homemakers and Home Supports Report of the CEO;

AND BE IT FURTHER RESOLVED THAT the DSSMSSAB enter into agreements for the 2021-2022 fiscal year with the following agencies in order to provide Homemakers and Nursing Service programs to the community:

1. March of Dimes (Algoma) – up to \$100,000
2. Community Living Algoma – up to \$100,000
3. VON Algoma – minimum of \$50,000"

7. CORRESPONDENCE

8. OTHER BUSINESS / NEW BUSINESS

9. ADJOURNMENT

Resolution #21-018

Moved By: D. Edgar

Seconded By: K. Lamming

- 9.1 **"BE IT RESOLVED THAT** we do now adjourn."

NEXT REGULAR BOARD MEETING

Thursday, March 18, 2021 4:30 PM



Social Services

District of Sault Ste. Marie Social Services

Administration Board

Conseil d'Administration des Services du District Sault Ste. Marie

Zhawenimi-Anokiitaagewin



MINUTES

DSSMSSAB REGULAR BOARD MEETING

Thursday, January 28, 2021 at 4:30 PM

Zoom Video Conference

PRESENT:	L. Dufour D. Hilsinger D. Edgar	J. Gawne C. Gardi	K. Lamming M. Bruni
STAFF:	M. Nadeau J. Barban A. Kohler	D. Petersson R. Rushworth E. Cuglietta	C. Fairbrother S. Ford
REGRETS:	M. Scott		

- 1. CALL TO ORDER** by M. Nadeau, CEO at 4:32 PM
Welcome to Cory Gardi and Donna Hilsinger, new City councilors appointed to the DSSMSSAB
- 2. Election of Executive**
Election to be conducted by the CEO.
 1. Chairperson
 2. Vice-Chair
 3. Secretary
 4. Treasurer

REFERENCE: 2020 Executive: Chair–L. Dufour, Vice-Chair–J. Gawne, Secretary–K. Lamming , Treasurer–M. Bruni

Resolution #21-001

Moved By: D. Edgar

Seconded By: J. Gawne

- 2.1 **“BE IT RESOLVED THAT** the slate of officers in the positions of Chair, Vice Chair, Secretary, and Treasurer for the 2021 District of Sault Ste. Marie Social Services Administration Board executive positions be accepted as elected

Chairperson - L. Dufour
Vice-Chair - J Gawne
Secretary - D. Hilsinger
Treasurer - D. Edgar

CARRIED

L. Dufour chaired remainder of the meeting as of 4:40 PM

3. APPROVAL OF AGENDA

Resolution #21-002

Moved By: D. Hilsinger

Seconded By: M. Bruni

- 3.1 **“BE IT RESOLVED THAT** the **Agenda for January 28, 2021** District of Sault Ste. Marie Social Services Administration Board meeting be approved as presented.”

CARRIED

**4. DECLARATIONS OF PECUNIARY INTEREST
NONE**

5. APPROVAL OF PREVIOUS MINUTES

Resolution #21-003

Moved By: J. Gawne

Seconded By: M. Bruni

- 5.1 **“BE IT RESOLVED THAT** the Minutes from the District of Sault Ste. Marie Social Services Administration Board meeting dated **December 10, 2020** be adopted as recorded.”

CARRIED

**6. DIRECTOR OF HOUSING SERVICES PRESENTATION – Jeff Barban
Development, Construction and Renovation Year End Update**

7. MANAGER REPORTS

HOUSING

Resolution #21-004

Moved By: C. Gardi

Seconded By: K. Lamming

- 7.1 **“BE IT RESOLVED THAT** the District of Sault Ste. Marie Social Services Administration Board (DSSMSSAB) accept a \$135,000 one-time funding disbursement from Ontario for mental health and addictions investment.”
CARRIED

Resolution #21-005

Moved By: D. Edgar

Seconded By: J. Gawne

- 7.2 **“BE IT RESOLVED THAT** the District of Sault Ste. Marie Social Services Administration Board (DSSMSSAB) accept the January 28, 2021 100th Urgent Homeless Person Housed report of the Director of Housing Services as information.”
CARRIED

Resolution #21-006

Moved By: D. Hilsinger

Seconded By: M. Bruni

- 7.3 **“BE IT RESOLVED THAT** the District of Sault Ste. Marie Social Services Administration Board (DSSMSSAB) accept the January 28, 2021 report of the Director of Housing Services and award \$38,841 of Canada-Ontario Community Housing Initiative (COCHI) administration funds and \$24,900 Ontario Priorities Housing Initiative (OPHI) administration funds to the Sault Ste. Marie Housing Corporation (SSMHC) to invest into their capital plan.”
CARRIED

Resolution #21-007

Moved By: J. Gawne

Seconded By: M. Bruni

- 7.4 **“BE IT RESOLVED THAT** the District of Sault Ste. Marie Social Services Administration Board (DSSMSSAB) purchase from the City of Sault Ste. Marie the unsold tax sale properties located at 23 Blake Avenue and 148 Dacey Road (rear) at a cost of \$1 each and transfer the assets to the SSMHC at time of closing.”

CARRIED BY EVOTE December 22 2020

8. CORRESPONDENCE

- 8.1 Correspondence dated January 19, 2021 received from the Minister of Health allocating one time funding for the 2020 calendar year for COVID related paramedic services' expenses.
- 8.2 Correspondence dated January 13, 2021 received from the Minister of Municipal Affairs and Housing allocating \$439,052 in funding to support mental health and addictions related services and supports
- 8.3 Correspondence dated January 20, 2021 received from the Ministry of Health allocating one time funding for Covid related paramedic expenses related to the Garden River First Nations Base.

9. OTHER BUSINESS / NEW BUSINESS

10. ADJOURNMENT

Resolution #21-008

Moved By: D. Edgar

Seconded By: K. Lamming

- 10.1 **"BE IT RESOLVED THAT** we do now adjourn."

CARRIED

Meeting adjourned at 5:40 PM

NEXT REGULAR BOARD MEETING

Thursday, February 18, 2021 4:30 PM



Social Services

District of Sault Ste. Marie Social Services

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Conseil d'Administration des Services du District Sault Ste. Marie

Zhawenimi-Anokiitaagewin



BOARD REPORT

AUTHOR: David Petersson

DATE: February 18, 2021

RE: Corporate Services Update

RECOMMENDATION

That the District of Sault Ste. Marie Social Services Administration Board (DSSMSSAB) accept this report as information.

BACKGROUND INFORMATION

During the first quarter of every year, the annual audit for the year ended December 31 takes place. During this time, certain staff are actively involved in the preparation of working papers for review by the Manager of Finance and sign off by the Director of Corporate Services. In addition to the day-to-day duties, additional work at this time includes:

- Ensuring receipt of all invoices relating to the 2020 year. This involves working closely with divisional areas and reaching out to vendors as required.
- Reconciling all general ledger accounts and preparing working papers on the activity for the year.
- Reconciling Federal/Provincial funding to actual spending to determine any variances with the funding. This involves recording funding that is either due from the Province or due to the Province. This requires liaising with the Provincial contacts as required.
- Reviewing and reconciling all Paramedic Services fixed assets, and preparing and recording year-end amortization.
- Reconciling 2020 Payroll for purposes of issuing 2020 T4s: source deductions, EHT, WSIB, and pension.
- Submission of final Provincial Reports – varies by Program in terms of deadlines and periods to report.

DATE: February 18, 2021

SUMMARY/OVERVIEW

KPMG (our external auditors) begin their fieldwork for the year ended December 31, 2020 as follows:

- SSMHC – February 8th
- DSSMSSAB – March 15th

The Audited Financial Statements are tentatively scheduled to be presented at the April 2021 Board Meeting.

STRATEGIC PLAN IMPACT

The annual financial audit supports the DSSMSSAB’s objectives and ensures alignment with the three pillars of the Strategic Plan: Organization Excellence, Service Delivery, and Community Partnerships.

FINANCIAL IMPLICATIONS

There are no financial implications for the DSSMSSAB.

CONCLUSION

We will present along with the auditors, KPMG, the audited financial statements for the year ended December 31, 2020 at a future Board Meeting.

Respectfully submitted,



David Petersson
Director of Corporate Services

Approved by:



Mike Nadeau
Chief Executive Officer



Social Services

District of Sault Ste. Marie Social Services

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BOARD REPORT

AUTHOR: Jeff Barban

DATE: February 18, 2021

RE: Additional Front Line Supports and Services for those Impacted by Homelessness and Mental Health/Addictions

RECOMMENDATION

The District of Sault Ste. Marie Social Services Administration Board accept this summary of new positions being introduced as a result of recently allocated Federal and Provincial funding for the current fiscal year as information.

BACKGROUND INFORMATION

The District of Sault Ste. Marie Social Services Administration Board has received one time additional funding from the Federal and Provincial governments to address various concerns in the housing and homelessness sector. Following consultation with local stakeholders, discussions determined that the funding best be allocated to directly fund up to 10.5 new, frontline positions to help address local housing, homelessness, mental health and addictions issues that many in our community are currently dealing with.

The Province has allocated an additional one-time funding allotment complimenting previously announced Social Services Relief Fund (SSRF) funds and the \$10 million in Provincial funding announced December 10, 2020. These funds are earmarked for the purposes of supporting a range of mental health and addictions-related supports across the province.

The Federal government, through the Reaching Home initiative, has also provided additional funding in addition to the initial \$157.5 million previously announced in April 2020 for the purposes of helping communities address the immediate impacts of the COVID-19 pandemic.

SUMMARY/OVERVIEW

The following positions will be created with the funding received:

Funding Stream	Position to be Funded	# of FTE	Contract Holder
SSRF Additional (Ontario)	Intensive Housing Based Case Manager	1	Canadian Mental Health and Association
	Indigenous Mental Health and Addictions Worker	1	Canadian Mental Health and Association
SSRF2 Holdback (Ontario)	Intensive Housing Base Case Manager	1	John Howard Society
	Shelter Diversion Worker	1	John Howard Society
	Addiction Services Worker	1	Sault Area Hospital
Mental Health & Addictions (Ontario)	Mental Health & Addictions Worker	4.5	Canadian Mental Health and Association
Reaching Home (Canada)	Indigenous Mental Health and Addictions Worker	1	Canadian Mental Health and Association
TOTAL		10.5	

STRATEGIC PLAN IMPACT

The additional funds will align with the pillar of **Service Delivery**. Funds will be allocated by the DSSMSSAB to allow Social Services and its community partners to provide service excellence and continue community awareness.

FINANCIAL IMPLICATIONS

There will be no additional net financial cost to the DSSMSSAB nor any matching funds required.

CONCLUSION

The additional one-time investments in the homelessness, mental health & addictions area by the Federal Government and Province of Ontario will serve our community well.

Social Services will be able to use the funds to increase its resources to better serve mental health and addiction services for chronically homeless individuals and those currently served by the Urgent Homeless Program during the COVID-19 pandemic.

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DATE: February 18, 2021

The investment will also directly support our mission to build and strengthen our community relationships and put an end to chronic homelessness.

Respectfully submitted,



Jeff Barban
Director Housing Services

Approved by:



Mike Nadeau
Chief Executive Officer



Social Services

District of Sault Ste. Marie Social Services

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BOARD REPORT

AUTHOR: Alison Kohler

DATE: February 18, 2021

RE: Covid Update – Service Delivery

RECOMMENDATION

That the District of Sault Ste. Marie Social Services Administration Board (DSSMSSAB) accept this report as information.

BACKGROUND INFORMATION

Since the onset of the Coronavirus, DSSMSSAB has been compelled to make significant changes to the Ontario Works (OW) social service delivery model. The objective of these changes has been to ensure that our clients, who are society's most vulnerable, continue to receive their financial entitlement and other supports. Another aspect of the change in the delivery model has been the rapid expansion of the Ministry of Children, Community and Social Services (MCCSS) reliance on digital tools and service options. These tools had been previously established, but with the onset of the pandemic, their utility has grown exponentially. What was once an option has now become the primary method of contact.

SUMMARY/OVERVIEW

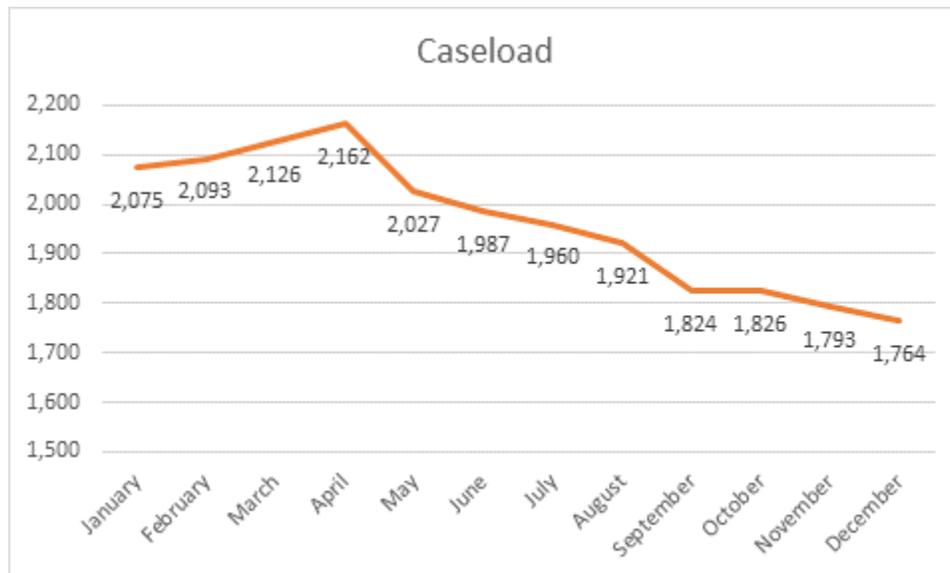
With the onset of the pandemic in March 2020, Ontario Works experienced unprecedented issues relating to the delivery of services to clients in the DSSMSSAB catchment area. Historically, the delivery model has been based on in person visits to the central office. Health and safety requirements have transformed a majority of this work to a remote service model.

Prior to the virus, Ontario Works in office registrations averaged 140 a day. These visits consisted of file updates, planning for desired outcomes, health and funeral benefit eligibility and emergency applications. We are now servicing, in person, on average 20 clients per day. The majority of clients are being serviced through the pivot to virtual client meetings, telephone options as well as through other digital platforms such as the MCCSS MyBenefit platform and online applications on the Ministry website. In addition, the Ministry as provided a number of financial receipt options which include the traditional cheque, direct bank deposit or the reloadable payment card.

As the pandemic continues, new issues arise daily and staff and management are working collaboratively to mitigate these issues.

One of the impacts of the transition to a virtual service model has been the reinforcement of the digital divide. Not all individuals serviced by our office have the access to utilize the technology. This has created a significant barrier in obtaining services and therefore has increased social exclusion. Because of these circumstances, we have maintained in person service through regular business hours and in accordance with public health guidelines and regulations.

The Federal government's financial assistance programs have decreased the local social assistance caseload. When these programs cease, the expectation is that there will be a significant uptick in applications for both emergency and Ontario Works benefits. In anticipation of this expectation, the Ontario Works office is capable of completing approximately 65 applications a day through priority task assignment. The federal government has not provided any information as to when these emergency financial benefits will cease. The graph below illustrates the decrease in caseload since the beginning of 2020, as discussed above. The consistent decline started occurring after the April cheque issuance.



STRATEGIC PLAN IMPACT

Service delivery continues to be re-aligned to follow social distancing and lockdown measures. This process has been challenging and new issues arise daily. Staff have been tireless in their endeavor to meet the needs of the most vulnerable in the area and to ensure the safety of colleagues and the individuals they serve.

FINANCIAL IMPLICATIONS

There are no financial implications as this time.

CONCLUSION

The pandemic has been difficult on social assistance delivery as well as on the clients we serve. Various mitigation strategies have proven to be successful to ensure the DSSMSSAB's most vulnerable receive the benefits to which they are entitled. As the pandemic continues, Ontario Works will continue to adjust the service delivery model. The digital tools introduced by the Ministry will be permanent, and as a result, a percentage of clients will continue to use them as the primary contact. Those without technology, or who are extremely vulnerable will continue to require intensive in person conversations. The caseload will continue to decrease, however, with the end of the Federal supports, there is an expectation that the caseload will likely increase suddenly.

Respectfully submitted,



Alison Kohler
Director Income and Employment Supports

Approved by:



Mike Nadeau
Chief Executive Officer



Social Services

District of Sault Ste. Marie Social Services

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BOARD REPORT

AUTHOR: Carla Fairbrother

DATE: February 18, 2021

RE: Early Years Funding Reinvestment

RECOMMENDATION

That the District of Sault Ste. Marie Social Services Administration Board accept this report from the Director of Early Years as information.

BACKGROUND INFORMATION

The Board may recall that, as per an Early Years Division report at the October 2020 meeting, the Government of Canada committed to provide \$625M in new funding nationwide to help the child care and early years sector adapt to the COVID-19 environment and address the unique needs stemming from the pandemic. Safe Restart Funding was intended to complement Ontario's existing investments to help parents, families and communities so that parents would be able to return to work with confidence. As part of the Child Care reopening announcements and to comply with the accompanying re-opening guidelines, Ontario also committed to providing non-medical masks and face shields for all staff working in programs free of charge on a monthly basis.

In addition to face coverings, funding was provided through CMSMs and DSSABs to operators which could be used for additional personal protective equipment (PPE, such as gloves, gowns, etc.), enhanced cleaning, additional staff to meet health and safety requirements, support for short term vacancies as operators transition to return to full capacity, and minor capital required in accordance with the Ministry's reopening operational guidance or local public health requirements.

At that time the total allocation for the District of Sault Ste. Marie was \$988,325.00 and was originally to be utilized by December 31, 2021, however that deadline was later extended to March 31, 2021. Early Years Division has developed Funding Request/Reconciliation Templates for all categories of funding identified. In addition as other needs have been identified for funding, reconciliation templates have been utilized.

SUMMARY/OVERVIEW

At the beginning of February 2021, an additional provincial allocation similar to the Federal Safe Restart funding was announced. This came about as the Ministry of Education completed the 2020 child care closure and summer re-opening reconciliations to determine total CMSMs and DSSAB underspending as a result of reduced Covid-19 approved spending guidelines. The level of underspending that is being made available for additional reinvestment between the period of January and March 2021 is \$66M.

Consistent with the approach and parameters taken for Federal Safe Restart Funding, CMSMs and DSSABs will have the flexibility to determine how to best use this funding to help the sector adapt to increased costs due to the current environment and to address the unique needs of local communities stemming from the outbreak. This may include, but is not limited to, costs associated with the following:

- Personal protective equipment;
- Enhanced cleaning;
- Additional staff to meet health and safety requirements;
- Support for operators with vacancies due to lower enrolment in programs;
- Support for operators to cover child absenteeism;
- Support where there may be short term vacancies locally as child care centres adjust to the health and safety requirements;
- Support for child care staff absenteeism where staff need to stay home because they or their children are sick or need to self-isolate; and
- Minor capital required (less than \$5,000) in accordance with the ministry's reopening operational guidance or local public health requirements.

In addition to the parameters outlined above, this funding can also be used to provide time-limited and targeted support during the temporary before/after school closure starting January 4th, to ensure that centres that offer before/after school programs can remain financially sustainable to continue serving school children once the closure is lifted. To date this has not been identified as a pressing need in our community as this closure in our area was only for one week.

The additional amount identified for our community is an additional \$371,142.00 and also must be utilized by March 31, 2021.

STRATEGIC PLAN IMPACT

This funding directly supports stability for Operators within the service system, promotes enhanced provision of public health measures and at the same time ensures service excellence for Operators providing licensed child care or EarlyOn services throughout the pandemic. Our ability to provide this funding strengthens our partnership with Operators in the community.

FINANCIAL IMPLICATIONS

The additional amount identified for our community in recently communicated funds is \$371,142.00 and also must be utilized by March 31, 2021. Once again funding has been allocated to CMSMs/DSSABs proportionally based on their total 2021 Child Care and EarlyON allocations. It is 100% funding with no cost share expectations. To date, expenditures for all identified funds to the end of January 2021 totals approximately \$650,000.00; leaving approximately \$700,000 in funds to be dispersed across the system.

CONCLUSION

This funding will continue to help stabilize the existing early years system during the continued emergency and stay at home orders and as the economy reopens. Operating during a pandemic is not without significant challenges and programs require this assistance as they implement provincial and public health guidelines to safely provide care to children and families.

Respectfully submitted,

Approved by:



Carla Fairbrother
Director Early Years Services

Mike Nadeau
Chief Executive Officer



Social Services

District of Sault Ste. Marie Social Services

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BOARD REPORT

AUTHOR: Robert Rushworth

DATE: February 18, 2021

RE: 2020 Response Time Results Submission

RECOMMENDATION

It is recommended that the District of Sault Ste. Marie Social Services Administration Board (DSSMSSAB) accept the Response Time Performance results and approve them for submission to the Ministry of Health for posting on their website.

BACKGROUND INFORMATION

Response Time Performance Plans are an annual requirement by the Ministry of Health. These plans are set by all provincial ambulance services to project their desired time to respond and arrive to the various levels of patient needs. The result from the previous calendar year (2020) are to be reported before March 31 of the following year (2021). Throughout the year the targets are monitored by senior management to ensure goals are met and investigate when they are not.

Our 2020 plan remained unchanged since the 2018 approved plan that was developed and amended based on input and review by APEXPRO Consulting Inc. This consistent targeting allows for realistic comparisons across years versus changing targets annually.

SUMMARY/OVERVIEW

The Response Time Performance Plan for 2020 was approved by the Board and submitted to the Ministry of Health in 2019 as required. The mandatory reporting includes the data presented in the table below and is shared on the Ministry of Health public website annually.

The following table outlines the goals for each CTAS (patient severity) as a time to arrive on scene and a percentage of time we plan to achieve that goal. The final column is the actual percentage we met our target time.

2020 Response Time Performance

Type of Call by CTAS level	Target: Arrival on scene in "x" minutes	Goal: Percent of calls meeting target	Percent of 2020 calls meeting the target goals
Cardiac Arrest	6	60	50.0
1 Resuscitation	8	75	75.9
2 Emergent	10	80	85.2
3 Urgent	15	80	95.2
4 Less Urgent	20	80	97.5
5 Non Urgent	30	80	99.7

STRATEGIC PLAN IMPACT

There are no direct ties to the strategic plan, these legislated performance plans and subsequent results are posted to the public by the Ministry of Health. The results over years may assist in future planning of staffing patterns, base locations or resource levels but these are not directly tied to this one measure of paramedic responses.

FINANCIAL IMPLICATIONS

There are no financial implications as a result of this report.

CONCLUSION

Response Time Performance Plans are a standardized provincial measurement against a delivery agent's own developed targets. Response time results are only one measurement and, unto themselves, is not a strong indicator of operational performance or efficiency. The paramedic service continues work to meet the goals the Board has approved.

Respectfully submitted,

Approved by:



Robert Rushworth
Chief Paramedic Services

Mike Nadeau
Chief Executive Officer



Social Services

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BOARD REPORT

AUTHOR: Robert Rushworth

DATE: February 18, 2021

RE: Paramedic Services overview for 2021

RECOMMENDATION

The District of Sault Ste. Marie Social Services Administration Board accept a summary of the Paramedic Service as information.

BACKGROUND INFORMATION

Paramedic Services operates under certification from the Ministry of Health (MoH) that has a three year expiry (Jan. 2023) and will be renewed through an intensive peer team audit lead by the Ministry. The service review for certification takes in all aspects of the service's operations, policies and staffing including observations of paramedics in the field.

Paramedics are an unregulated health care professionals governed main by the Ontario Ambulance Act. All services in the province have an agreement with a Base Hospital program, a MoH funded certifying and oversight body through which a physician extends their license to allow paramedics to perform advanced medical acts. The directives allow them to provide medications by intravenous, do advanced procedures i.e. 12 lead EKGs to diagnosis life threatening cardiac events, assess need for and administer many prescription medications. Our service is a Primary Care level but have included as many of the advanced medical directives we can that are a benefit to our patients. Our base hospital is Health Sciences North in Sudbury with an associated local base hospital physician here in town.

In 2017 the DSSMSSAB hired a consultant to review the Paramedic Service and develop a high level roadmap for the division to follow. The report included both short term and long term recommendations related to the provision of services from 2018 – 2031 (Pg. 73, APEXPRO Consulting).

SUMMARY/OVERVIEW

Paramedics respond to calls as dispatched from the Central Ambulance Communication Centre co-located at old Garden River Road. This Centre is funded by the MoH and operated by the Sault Area Hospital. Paramedic Services creates a deployment plan that is approved by the Board to lay out how our resources are to be used; however the CACC has the final say in the actual assignment of calls. Whether it be a transfer from hospital to a nursing home or an emergency run to Sudbury the service must respond when dispatched.

Beginning in 2021 there is a potential for a number of significant changes in the way we deliver services and the value we can bring to the community, paramedic services across the province are recognized as having great value beyond the typical 911 lights and sirens business.

We have opportunity to become involved in the region's Covid-19 response by participating in vaccination clinics, assisting with the Assessment Centre's staff with community swabbing and assisting our health care partners wherever we can.

A major area paramedics are showing added value to their communities is through community paramedic programs. Currently under consideration for funding by MoH/LHIN is a program provided in conjunction with other health care providers and in home service agencies to assist with ensuring patients discharged from hospital have adequate support and medical care in their home to keep them safe, out of hospital and extend their home stay while waiting for LTC beds. Another program being explored is one based on providing basic medical support to residents of social housing buildings and complexes, seeking a reduction of 911 transports, improved health and independent living. This program is currently being studied and evaluated with the goal of presenting it as a model to use in the future.

This spring paramedics will be expanding their knowledge and protocols targeting the in-home palliative population. Under current legislation we are an assessment, treatment and transport service ending up at our one hospital emergency department. This is a poor use of the emergency health care system and a very inappropriate place to take someone who has sought out at home palliative care. Under this program, being guided by the Ottawa Hospital Research Institute, our paramedics will be able to assist identified palliative care patients and families to in stay in their home, adjusting medications by directives or with physician guidance ensuring safe and comfortable in home care. With the goal of keeping in them in the environment they have chosen for their end of life experience.

We are also currently working at a pilot program to provide an alternative to the paramedic service doing transfers of medically stable, non-urgent people. Many times a day the same ambulance that is staffed and designed to provide lifesaving emergency care is occupied transferring a patient back to a facility or between health care facilities that does not require an emergency escort, or possibly even a stretcher. The ambulance services of many years ago worked out of hospitals for that very purpose when not doing emergency calls but it is recognized this is inappropriate use of our limited resources and the need for appropriate alternate transport is critical. Not only does this tie up expensive valuable resources it also results in crowding our only emergency department when we can't spare staff and vehicles to clear the rooms and beds occupied by those waiting merely for a transfer back home; thus creating what is known as off load delays.

In July of 2020 the board was presented a report on the time spent at the Sault Area Hospital (SAH) Emergency Department waiting with patient in ambulances or on stretchers still in paramedic care waiting to be accepted by hospital staff. This time is known as Off Load Delay and despite current efforts by the service and SAH staff it has not improved. Covid-19 restrictions and changes have certainly been a factor but the standard of care and infection control now in place will be the acceptable standard going forward. The service continues to work with the hospital to improve patient flow and is also working on finding additional funding and resources to assist with this priority problem. As noted in the many potential future programs in the proceeding paragraphs the common theme of making better use of the limited hospital beds and resources is not merely coincidence, it is the direction of health care provincially.

The APEXPRO plan, previously accepted by the DSSMSSAB, identified the need to add an additional 12-hour ambulance to the service in 2021. Due to the limited space at the current Paramedic base this could not be accommodated and the service needed to add a second base to accommodate future growth in personnel and to ensure adequate response to calls for service. The planned base at the former Sacred Heart school will allow for both to be achieved and we will review call volumes and service demands for consideration in future budgetary planning cycles.

5 Year historic numbers

Call Volume by Priority and Year					
Dispatched Priority	2020	2019	2018	2017	2016
Transfer 1	1109	1531	1637	1610	1498
Scheduled transfer 2	662	613	678	651	669
Urgent 3	4292	4279	4232	3636	3253
Emergent 4	8883	8831	8590	8751	8319
Stand By 8	1241	816	1066	1053	818
TOTAL	16,187	16,070	16,203	15,701	14,557

STRATEGIC PLAN IMPACT

As the paramedic services expands from purely delivery of medical patient care into an integrated model with social services they join the rest of the DSSAB in strategic partnerships working toward full community well-being. The mobility of paramedics puts them in every corner of our community making them an excellent source to identify needs and align services where needed. They recognize a stronger community is a healthier community and have the adaptability and compassion to provide or connect people to the supports they need for a positive outcome. .

FINANCIAL IMPLICATIONS

There are no financial considerations associated with this report.

CONCLUSION

The Paramedic Service division has been, and is expected to continue to, see significant increases in calls for service simply due to the demographics of the local community and broader service area. We are and will continue attempt to mitigate this; however this is an imminent need for increased service provision in the not too distant future.

Respectfully submitted,

Approved by:



Robert Rushworth
Chief Paramedic Services

Mike Nadeau
Chief Executive Officer



Social Services

District of Sault Ste. Marie Social Services

Administration Board

Conseil d'Administration des Services du District Sault Ste. Marie

Zhawenimi-Anokiitaagewin



BOARD REPORT

AUTHOR: Mike Nadeau

DATE: February 18, 2021

RE: Homemakers and Home Supports

RECOMMENDATION

It is recommended that the District of Sault Ste. Marie Social services Administration Board (DSSMSSAB) enter into an agreement for the 2021-2022 fiscal year with the following agencies in order to provide Homemakers and Nursing Service programs to the community:

1. March of Dimes (Algoma) – up to \$100,000
2. Community Living Algoma – up to \$100,000
3. VON Algoma – minimum of \$50,000

BACKGROUND INFORMATION

Historically the City of Sault Ste. Marie provided up to \$50,000 annually to the Red Cross to assist with snow removal for frail and elderly seniors living at home. In 2014 the City allocated this funding amount towards the provincial Homemakers and Nursing Services program, which permits snow removal (among a long list of other services) for low income and frail individuals. This program leverages an additional \$200,000 in provincial funding.

The Red Cross has been the contracted service broker for the Homemakers and Nursing Services program since local inception. However, the Red Cross has served notice that it is vacating non-core business areas and, as such, will no longer broker/deliver this contract after March 31, 2021. It must be noted that the Red Cross has been an amazing community partner and done a wonderful job with the program.

DATE: February 18, 2021

All program recipients must be income tested and have health issues to be eligible. Under the Homemakers and Nursing Services Act (HNSA) the following Homemaking Services are eligible:

- The care of a child,
- Meal planning and preparation,
- Light, heavy and seasonal cleaning,
- Personal care, simple bedside care, and;
- Training and instruction in household management.

SUMMARY/OVERVIEW

The community needs this program to continue and the CEO recommends that the DSSMSSAB contract with the City and become the Broker of the program. Management has spoken with leadership at the Red Cross and March of Dimes on the following model

1. Contract reporting to the City and MoH – DSSMSSAB responsibility.
2. Homemaking Services – move homemaking services from the Red Cross to the Mach of Dimes (MOD) for direct delivery for eligible community members.
3. Seniors Snow Removal – VON Algoma currently provides this service for Red Cross, DSSMSSAB would continue this service with VON.
4. Meal Preparation – The DSSMSSAB recently built an 8-plex apartment unit on Second Line West designed for adults with special needs and these apartments do not have a stove/oven or a full fridge. There is a full kitchen and common room on the main floor of this building and Community Living Algoma has agreed to provide meal preparation for all tenants, even though they do not occupy the entire building, clean and generally maintain the common areas, etc.

STRATEGIC PLAN IMPACT

This initiative would hit the **Strategic Engagement** and **Shared Outcome Planning** pillars of our strategic plan.

FINANCIAL IMPLICATIONS

There are no net financial implications associated with the contract, as the City provides up to \$50,000 and MoH provides up to \$200,000 annually based on an 80/20 cost share basis on a fiscal year (April 1 – March 31). If the DSSMSSAB wanted to expand this program locally or regionally (Prince Township or Sault North), the DSSMSSAB would need to provide the applicable 20% under the provincial cost share agreement; however we are not recommending this.

RE: Homemakers and Home Supports

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CONCLUSION

Contracting to MOD and VON Algoma will ensure that existing clients and service users continue to receive services and supports. Furthermore, our purpose built 8-plex on Second Line West requires meal preparation for tenants and this also supports the building, vision and future tenants of this asset.

Respectfully submitted,



Mike Nadeau
Chief Executive Officer