



Social Services

District of Sault Ste. Marie Social Services
Administration Board
Conseil d'Administration des Services du District Sault Ste. Marie
Zhawenimi-Anokiitaagewin



REGULAR AGENDA

DSSMSSAB REGULAR BOARD MEETING

Thursday, May 18, 2023 at 4:30 PM

390 Bay Street, Suite 405

PRESENT: L. Dufour E. Palumbo
S. Spina A. Caputo
J. Hupponen S. Hopkin
M. Bruni L. Vezeau-Allen

REGRETS:
STAFF: M. Nadeau D. Petersson L. Bruni
M. Scott A. Borrelli A. Kohler

1. CALL TO ORDER

2. APPROVAL OF AGENDA

Resolution #23-049

Moved By: S. Spina

Seconded By: A. Caputo

2.1 “**BE IT RESOLVED THAT** the **Agenda for May 18, 2023** 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 #23-050

Moved By: S. Hopkin

Seconded By: J. Hupponen

- 4.1 “**BE IT RESOLVED THAT** the Minutes from the District of Sault Ste. Marie Social Services Administration Board meeting dated **April 20, 2023** be adopted as recorded.

Resolution #23-051

Moved By: M. Bruni

Seconded By: E. Palumbo

- 4.2 “**BE IT RESOLVED THAT** the Minutes from the District of Sault Ste. Marie Social Services Administration Board meeting dated **April 24, 2023** be adopted as recorded.

5. PRESENTATIONS

- 5.1 Community and Client Support Update
Pam Pattari, Integrated Program Manager

6. MANAGERS REPORTS

PARAMEDIC SERVICES

Resolution #23-052

Moved By: L. Vezeau-Allen

Seconded By: S. Spina

- 6.1 “**BE IT RESOLVED THAT** the District of Sault Ste. Marie Social Services Administration Board (DSSMSSAB) accept the May 18, 2023 Offload Delay report of the Chief of Paramedic Services as information.”

Resolution #23-053

Moved By: M. Bruni

Seconded By: S. Spina

- 6.2 “**BE IT RESOLVED THAT** the District of Sault Ste. Marie Social Services Administration Board now enter into closed session”

Resolution #23-054

Moved By: A. Caputo

Seconded By: E. Palumbo

- 6.3 “**BE IT RESOLVED THAT** the District of Sault Ste. Marie Social Services Administration Board now returns to open session.”

7. CORRESPONDENCE

8. OTHER BUSINESS / NEW BUSINESS

NOSDA- Member of the board attendance

Resolution #23-055

Moved By: S. Spina

Seconded By: J. Hupponen

- 8.1 “**BE IT RESOLVED THAT** the District of Sault Ste. Marie Social Services Administration Board approve the travel request of Enzo Palumbo attend the NOSDA Annual General Meeting in Thunder Bay, Ontario, June 20-22, 2023 at an approximate cost of \$1,300.00”

9. ADJOURNMENT

Resolution #23-056

Moved By: L. Vezeau-Allen

Seconded By: S. Spina

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

NEXT REGULAR BOARD MEETING

Thursday, June 15, 2023 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, April 20, 2023 at 4:30 PM
390 Bay Street, Suite 405*

PRESENT: L. Dufour E. Palumbo
S. Spina A. Caputo
J. Hupponen S. Hopkin
M. Bruni L. Vezeau-Allen

REGRETS:

STAFF: M. Nadeau D. Petersson L. Bruni
M. Scott A. Borrelli A. Kohler

1. CALL TO ORDER By at 4:32

2. APPROVAL OF AGENDA

Resolution #23-039

Moved By: S. Spina

Seconded By: E. Palumbo

- 2.1 “**BE IT RESOLVED THAT** the **Agenda for April 20, 2023** District of Sault Ste. Marie Social Services Administration Board meeting be approved as presented.”

Carried

3. DECLARATIONS OF PECUNIARY INTEREST

None

4. APPROVAL OF PREVIOUS MINUTES

Resolution #23-040

Moved By: S. Hopkin

Seconded By: J. Hupponen

- 4.1 **“BE IT RESOLVED THAT** the Minutes from the District of Sault Ste. Marie Social Services Administration Board meeting dated March 16, 2023 be adopted as recorded.

Carried

5. MANAGERS REPORTS

PARAMEDIC SERVICES

Resolution #23-041

Moved By: M. Bruni

Seconded By: A. Caputo

- 5.1 **“BE IT RESOLVED THAT** the District of Sault Ste. Marie Social Services Administration Board (DSSMSSAB) accept the proposed Staffing Model Amendment to support the addition of four full-time paramedics at a projected increase of \$33,946.”

Carried

Resolution #23-042

Moved By: E. Palumbo

Seconded By: J. Hupponen

- 5.2 **“BE IT RESOLVED THAT** the District of Sault Ste. Marie Social Services Administration Board (DSSMSSAB) accepts the Cleaning Contract Model Proposal set out by Chief of Paramedic Services at an annual cost of \$74,256 +HST”

Carried

Resolution #23-043

Moved By: S. Spina

Seconded By: S. Hopkin

- 5.3 **“BE IT RESOLVED THAT** the District of Sault Ste. Marie Social Services Administration Board (DSSMSSAB) accepts the CMHA Diversion Opportunity set out by Chief of Paramedic Services as information.”

Carried

Resolution #23-044

Moved By: M. Bruni

Seconded By: S. Spina

- 5.4 “**BE IT RESOLVED THAT** the District of Sault Ste. Marie Social Services Administration Board now enter into closed session for labour relations and information supplied in confidence to the municipality by another level of government”

Carried

Enter into closed at 5:10 pm

Resolution #23-045

Moved By: S. Hopkin

Seconded By: M. Bruni

- 5.5 “**BE IT RESOLVED THAT** the District of Sault Ste. Marie Social Services Administration Board now returns to open session.”

6. CORRESPONDENCE

Katie Kirkham: CP Funding – Ontario Health high Intensity funding ALC funding received verbal confirmation that this funding will continue for the next year- I recommend that we continue this programming going forward.

All in agreement

7. OTHER BUSINESS / NEW BUSINESS

8. ADJOURNMENT

Resolution #23-046

Moved By: A. Caputo

Seconded By: S. Spina

- 8.1 “**BE IT RESOLVED THAT** we do now adjourn.”

Carried

Adjourned at 6:10 pm

NEXT REGULAR BOARD MEETING

Thursday, May 18, 2023 4:30 PM



Social Services

District of Sault Ste. Marie Social Services

Administration Board

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

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SPECIAL BOARD MEETING MINUTES

DSSMSSAB SPECIAL BOARD MEETING

Monday, April 24, 2023 at 12:00 PM

390 Bay Street, Suite 405

PRESENT: L. Dufour
S. Spina (Zoom)
J. Hupponen
M. Bruni (Zoom)
L. Vezeau-Allen

REGRETS: A. Caputo
E. Palumbo
S. Hopkins

STAFF: M. Nadeau L. Bruni
M. Scott

1. CALL TO ORDER at 12:10 pm

2. APPROVAL OF AGENDA

Resolution #23-047

Moved By: S. Spina

Seconded By: J. Hupponen

2.1 “**BE IT RESOLVED THAT** the **Agenda for April 24, 2023** District of Sault Ste. Marie Social Services Administration Board meeting be approved as presented.”

Carried

3. MANAGERS REPORTS

Human Resources

Resolution #23-048

Moved By: M. Bruni

Seconded By: L. Vezeau-Allen

- 3.1 “**BE IT RESOLVED** that the District Sault Ste. Marie Social Services Administration Board ratify the CUPE 5330 4 year collective bargaining agreement effective February 1, 2023.”

Carried

4. ADJOURNMENT

Resolution #23-049

Moved By: M. Bruni

Seconded By: S. Spina

- 4.1 “**BE IT RESOLVED THAT** we do now adjourn.”

Carried

NEXT REGULAR BOARD MEETING

Thursday, May 18, 2023 4:30 PM

Ontario Works Overview



Pam Patteri

Board Presentation

March 2023

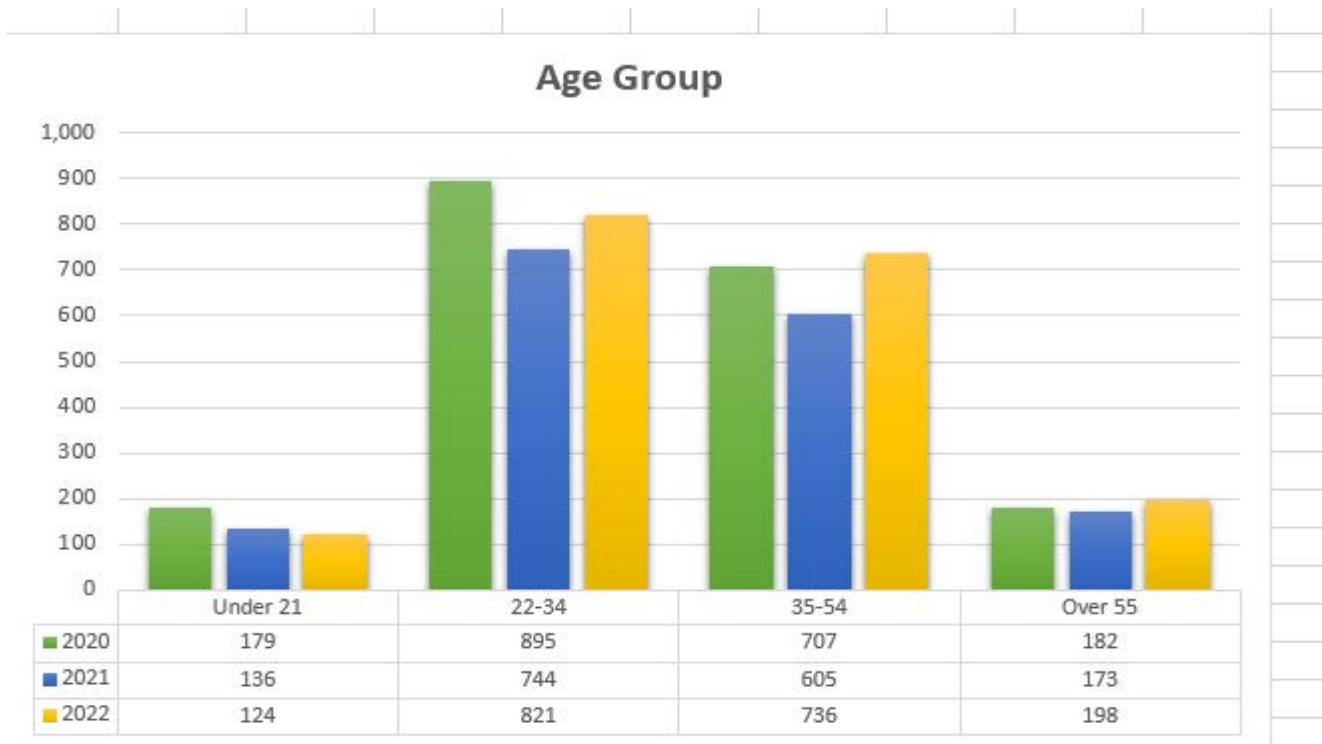
SERVICE DELIVERY OVERVIEW



Program Area Breakdown

- General Case Management
- Eligibility Review/Appeals/Internal Reviews
- Employment Services
- Youth Supports 16-18 years old
- Learning, Earning and Parenting 16-25 year olds
- Emergency Social Assistance
- Discretionary Benefits (includes funerals and burials)
- Housing Stability Benefit
- ODSP Non-Disabled Support
- Child Care Fee Subsidy
- Temporary Care Assistance

Social Assistance Caseload Demographics



Program Highlights



Construction Program



Hands on Learning
Safety Training
Skill Development
12 participants
gained full time
employment in the
first quarter of 2023

Leap Program



Parenting classes
provided by Holy
Angels
22 participants
attend weekly
7 participants will
graduate this year

G4G Community take out days



Safe Food Handling
Culinary Skills
Cooking Lessons
Guest Speakers
Program is currently
full with a waitlist

Program Highlights



Community Hubs Second Line & Chapple



Community Engagement
On site program delivery
EarlyON
Kids being Kids Summer
Programs

Early Childhood Assistant Program



Skill Development
Mentorship training
Hands on learning
95% of all participants have
secured employment

Community Partnerships



- Algoma Legal Clinic
- City of Sault Ste. Marie
- Superior Family Health Team
- John Howard Society
- EarlyON
- Mid North Network
- Holy Angels Learning Centre
- Grocer 4 Good
- Algoma Family Services
- Ontario Disability Support Program
- United Way
- Sault Community Career Centre
- Sault College

System Challenges



- **Months on assistance increasing**
- **Funding Cuts**
- **New performance measures**
- **Increased costs due to modernization**
- **Inflation – cost of living for clientele**
- **Local service capacity – mental health, addiction, health care**
- **Healthcare practitioners - capacity**
- **Employment program loss**
- **Staff transition from financial to life stability management**

2023 – 2024 Service Delivery Plan



- Maintain and improve community partnerships
- Identify and reduce barriers to service
- Improve customer service
- Strengthen program accountability
- Training and professional development opportunities for staff
- Modernize and improve service delivery

Full Budget Allocation



- **Ontario Works**
Social Assistance Benefits (100% Provincial)
- **Program Administration**
- **Employment Supports and Programs**

Total OW Budget

\$30,096,982



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BOARD REPORT

AUTHOR: Kate Kirkham

DATE: May 10, 2023

RE: Monthly Offload Delay Report - April Update

RECOMMENDATION

It is recommended that the District of Sault Ste. Marie Social Services Administration Board (DSSMSSAB) accept this report as information.

BACKGROUND INFORMATION

The availability of ambulance services is critically important to meeting the emergency needs of a community. A significant contributor to ambulance availability comes from offload delays. An offload delay refers to any time spent waiting to transfer patient care from paramedics to Emergency Department (ED) hospital staff. Offload delays are calculated as the difference in time from when the ambulance arrives in the ED until Transfer of Care (TOC) is documented and acknowledged, less the standard thirty (30) minutes it takes ambulances to return to service.

Ambulance offload delays (AOD) are a well-recognized issue throughout Ontario. A combination of ED crowding and high call demand for ambulances are key contributors to the AOD challenges in the District of Sault Ste. Marie. Sault Area Hospital (SAH) staffing pressures have further worsened this issue. These complications have left us with resource inefficiencies, impacting our emergency response times and our ability to provide community safety.

Several mitigating strategies are in place to manage ambulance offload delays, and we continue to work with SAH and the Ministry of Health (MOH) to find solutions. We will provide monthly status updates to the District of Sault Ste. Marie Social Services Administrative Board (DSSMSSAB)

SUMMARY/OVERVIEW

District of Sault Ste. Marie Paramedic Services

	April 2022	April 2023
# of Patients to SAH	880 patients	802 patients
Max # of minutes on offload delay	336 minutes (5 hours, 36 minutes)	351 minutes (5 hours, 51 minutes)
Total pts over 30 minutes	253	154
Total offload hours for period	464 hours	348 hours

Our data shows that there has been some positive change when compared with the same time last year. Compared with last April, paramedics are bringing fewer patients into the ED and spending less time on offload delay. The total hours spent on offload delays have been reduced. However, a patient's maximum number of minutes on offload delay has increased.

Some of these improvements are attributed to the Dedicated Offload Nurse Program, where we have transitioned to a nurse-managed model. In April, the ED management team successfully staffed a nurse in that position fourteen full days and three partial days. When a nurse fills this role and accepts patients, paramedics can return to the community, which is the program's purpose. The ED management team has expressed concerns about summer staffing challenges, and we anticipate they will need help filling this role until September 2023. With this in mind, we will plan to staff the position with paramedics when they cannot do so, returning to a hybrid staffing model.

The total number of patients being brought into the ED has a significant impact on offload delays and we continue to look for ways to reduce these numbers. Paramedic Services have many strategies to lessen the number of patients needing emergency department care. The Community Paramedic program gives in-home and in-clinic care to patients, helping them to get the care they need without going to the hospital. We have diversion opportunities in place that give patients access to more appropriate care options in the community. Additionally, we are in the final stages of implementing a new Treat and Discharge standard, where patients may be treated on-scene by paramedics and then discharged with recommendations for appropriate follow-up care if needed.

Although we have seen some improvements this month, offload delays hinder effective ambulance service operations. We have met with the Ministry of Health (MOH) Emergency Health Services branch to express our concerns. With their direction, we have planned a meeting between the SAH senior management team, the DSSMSSAB senior management team, the MOH Emergency Health Services branch, and Ontario Health. This meeting will be an opportunity to review local and systemic problems and opportunities. Additionally, a board-to-board meeting has been planned to discuss the offload delay issue from both perspectives, hopefully with the possibility of some resolutions.

DATE: May 10, 2023

STRATEGIC PLAN IMPACT

Many initiatives are in place to manage the increasing rate of offload delays, while still offering high quality, person-focused services. Aligning with the pillars of Service Delivery and Community Partnerships, DSSMSSAB continues to collaborate with community partners in an effort to navigate system-wide healthcare challenges. This strategic engagement will enhance community well-being and provide service excellence.

FINANCIAL IMPLICATIONS

The true financial implications of offload delays are difficult to discern within the paramedic-operating budget. However, there is no question that there are significant costs associated with delayed patient offloading including forced overtime, missed meal breaks, and up-staffing of additional paramedic units to meet community emergency response needs. The financial cost of April, 2023's offload delay hours is approximately 696 hours or up to \$40,124.

CONCLUSION

Effectively managing ambulance-to-hospital offload processes remains one of our biggest challenges in providing appropriate emergency care to the community. We continue to work closely with Sault Area Hospital, the Ministry of Health and Ontario Health in finding the best approaches and solutions. We will continue to report our statistics on a monthly basis.

Respectfully submitted,



Kate Kirkham
Chief Paramedic Services

Approved by:



Mike Nadeau
Chief Executive Officer