

District of Nipissing
Social Services
Administration Board



Conseil d'administration
des services sociaux
du district de Nipissing

REGULAR BOARD MEETING OF
Wednesday, April 22, 2020 - 1:30 PM
By Video Conference

MISSION STATEMENT

Proactively enabling inclusive, healthy, and prosperous communities within the District of Nipissing through a focus on prevention, innovation, and accessible quality human services.

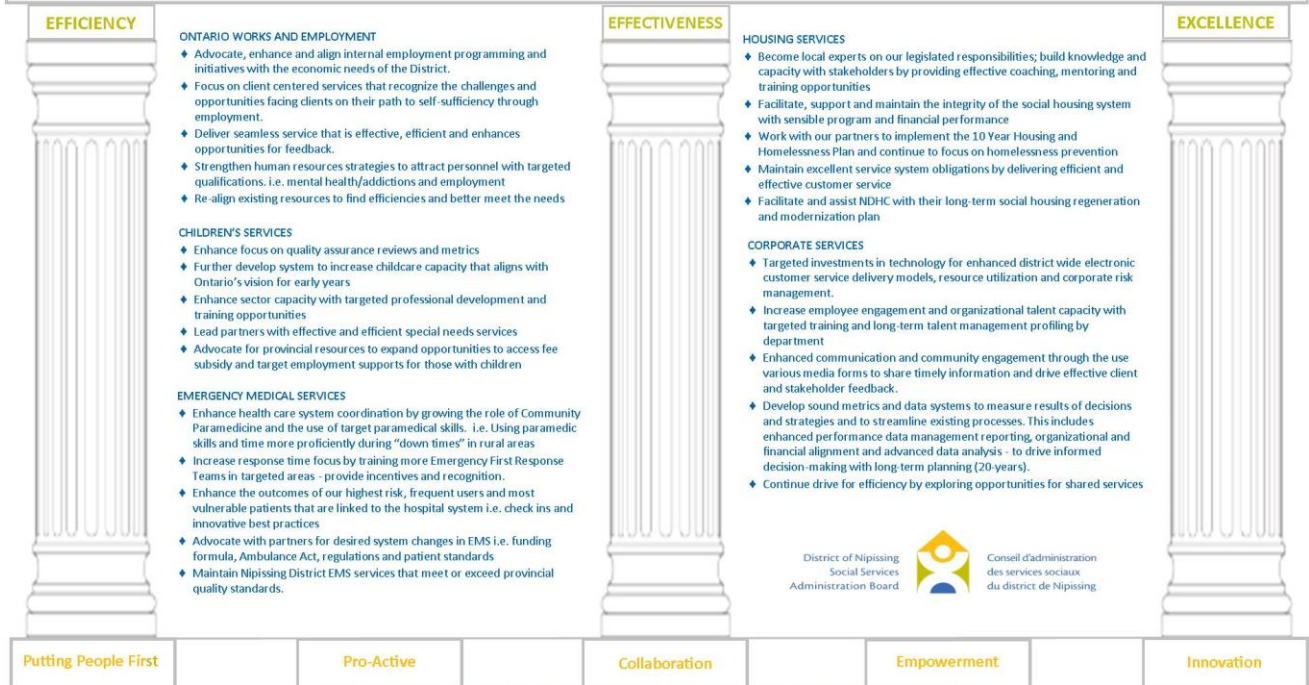
VISION 2019

Healthy Communities Without Poverty

STRATEGIC PLAN 2020

OUR VISION: Healthy communities without poverty

OUR MISSION: Proactively enabling inclusive, healthy and prosperous communities within the District of Nipissing through a focus on prevention, innovation and accessible human services



FIVE CORE VALUES MAKE UP OUR FOUNDATION AND ARE APPLIED TO EVERYTHING WE DO



REGULAR BOARD MEETING AGENDA

Healthy Communities without Poverty

Date: Wednesday, April 22, 2020

Time: 1:30 PM

Location: By video conference while pandemic protocols are in place

Zoom Meeting:

<https://zoom.us/j/96727072761?pwd=WEM3QmpTNC9sNUJGV2dPVjkxRThLUT09>

Meeting ID: 967 2707 2761

Password: 019081

Members: Councillor Mark King (Chair), Councillor Dan Roveda (Vice-Chair), Mayor Dean Backer, Councillor Mac Bain, Mayor Jane Dumas, Councillor Terry Kelly, Councillor Chris Mayne, Councillor Dave Mendicino, Mayor Dan O'Mara, Councillor Scott Robertson, Representative Amanda Smith, Councillor Bill Vrebosch.

Item	Topic	Lead
1.0	1.1 Call to Order 1.2 Declaration of Conflict of Interest	Chair
2.0	Opening remarks by the Chair	Chair
3.0	Approval of Agenda for April 22, 2020 <i>Resolved</i> THAT Board members accept the Agenda as presented.	Chair
4.0	Approval of Minutes Recommendation <i>Resolved</i> THAT the Board adopt the minutes of the proceedings of the Regular Board meeting of March 18,	Chair

Item	Topic	Lead
	and the Emergency Meeting of March 25 2020.	
5.0	5.1 PRESENTATIONS (none at this time)	Chair
6.0	CAO VERBAL UPDATE: Recommendation That the District of Nipissing Social Services Administration Board (DNSSAB) receives the CAO Report for April 22, 2020.	Catherine Matheson
7.0	CONSENT AGENDA Reports for Information Only Recommendation That the District of Nipissing Social Services Administration Board (DNSSAB) receives Consent Agenda Items 7.1 to 7.7 for information purposes only.	Chair
	7.1 FA01-20 COVID-19 Leadership Update This report describes the actions taken by the Emergency Operations Centre (EOC) leadership group, in response to the COVID-19 pandemic, and is brought to the Board for information purposes only.	Catherine Matheson
	7.2 FA02-20 DNSSAB COVID-19 Response – Corporate Services This report describes the actions taken by the Corporate Services department, in response to the COVID-19 pandemic, and is brought to the Board for information purposes only.	Melanie Shaye
	7.3 SSE02-20 DNSSAB COVID-19 Response – Ontario Works This report describes the actions taken by the Social Services department, in response to the COVID-19 pandemic, and is brought to the Board for information purposes only.	Michelle Glabb
	7.4 CS01-20 CCS DNSSAB COVID-19 Response - Child Care Services This report describes the actions taken by the Children’s Services department, in response to the COVID-19 pandemic, and is brought to the Board for information purposes only.	Lynn Démoré-Pitre

Item	Topic	Lead
	<p>7.5 HS07-20 DNSSAB COVID-19 Response – Housing Services - Programs</p> <p>This report describes the actions taken by the Housing Services Programs department, in response to the COVID-19 pandemic, and is brought to the Board for information purposes only.</p>	<p>Stacey Cyopeck</p>
	<p>7.6 HS11-20 DNSSAB COVID-19 Response – Housing Services - Operations</p> <p>This report describes the actions taken by the Housing Services - Operations department, in response to the COVID-19 pandemic, and is brought to the Board for information purposes only.</p>	<p>Pierre Guenette</p>
	<p>7.7 EMS01-20 DNSSAB COVID-19 Response- EMS</p> <p>This report describes the actions taken by EMS in response to the COVID-19 pandemic, and is brought to the Board for information purposes only.</p>	<p>David Plumstead</p>
<p>8.0</p>	<p>MANAGERS REPORTS</p>	
	<p>8.1 HS08-20 COVID-19 Emergency Procurement- Emergency Shelter</p> <p>Recommendation THAT the District of Nipissing Social Services Administration Board (DNSSAB) accepts this report in accordance with the Board’s Purchasing Policy #CORP-01, under the authority of the DNSSAB Procedural Bylaw 2020-01 and formally authorizes the purchase of services with NMHHSS for the provision of a COVID Responsive Emergency Shelter in the City of North Bay.</p>	<p>Stacey Cyopeck</p>
	<p>8.2 FA03-20 Emergency Disbursement of Social Services Relief Fund – Process for Disbursement</p> <p>Recommendation It is recommended that the Board receives this update on the provincial Social Services Relief Fund (SSRF), and approves the identified process and areas of need for disbursing the funds in the community.</p>	<p>Dave Plumstead</p>
	<p>8.3 FA04-20 Emergency Disbursement of Social Services Relief Fund- Approval of Disbursement</p> <p>Recommendation</p>	<p>Stacey Cyopeck</p>

Item	Topic	Lead
	<p>THAT the District of Nipissing Social Services Administration Board (DNSSAB) approves report FA04-20 outlining the recommended disbursement of \$456,050 in funds from the provincial Social Services Relief Fund; and</p> <p>That the District of Nipissing Social Services Administration Board (DNSSAB) advise the provincial and federal government of the demonstrated additional need for COVID-19 emergency funding valued at \$318,256 to support the emergency services requirements in the Nipissing community social services sector for the period ending April 30th, 2020.</p>	
	<p>8.2 In-Camera</p> <p>Recommendation That the District of Nipissing Social Services Administration Board (DNSSAB) moves in-camera at _____ to discuss a personnel issue.</p>	Melanie Shaye
	<p>8.3 Adjourn In-Camera</p> <p>Recommendation That the District of Nipissing Social Services Administration Board (DNSSAB) adjourns in-camera at _____.</p>	Melanie Shaye
	<p>8.4 Approve In-Camera</p> <p>Recommendation That the District of Nipissing Social Services Administration Board (DNSSAB) approves the action/direction resulting from the in-camera discussion.</p>	Chair
9.0	OTHER BUSINESS/CORRESPONDENCE	Chair
10.0	<p>NEXT MEETING DATE Next Committee (Finance and Administration) and Board Meeting -- Wednesday May 20, 2020</p>	Chair
11.0	<p>ADJOURNMENT <i>Resolved</i> THAT the Board meeting be adjourned at p.m.</p>	Chair

MINUTES OF PROCEEDINGS

REGULAR BOARD MEETING – WEDNESDAY MARCH 18, 2020 3:00 PM DNSSAB GUILLEMETTE RANKIN BOARDROOM, NORTH BAY

MEMBERS PRESENT:

Councillor Mac Bain – (North Bay)
Mayor Dean Backer (East Nipissing)
Mayor Jane Dumas (South Algonquin) Councillor Terry Kelly (East Ferris)
Councillor Mark King - Chair (North Bay)
Councillor Chris Mayne (North Bay)
Councillor Dave Mendicino (North Bay)
Mayor Dan O'Mara (Temagami)
Councillor Dan Roveda Vice Chair (West Nipissing)
Councillor Scott Robertson (North Bay)

[All members with the exception of Chair Mark King and Councillor Mendicino attended by teleconference due to social distancing.]

REGRETS:

Councillor Bill Vrebosch (North Bay)
Representative Amanda Smith (Unincorporated)

STAFF ATTENDANCE:

Catherine Matheson, CAO
Marianne Zadra, Executive Coordinator and Communications
Melanie Shaye, Director Corporate Communications
Justin Avery, Manager of Finance
Stacey Cyopeck, Manager, Housing Programs
Lynn Demore-Pitre, Director, Children's Services
Michelle Glabb, Director, Social Services and Employment
Dave Plumstead, Manager Planning, Outcomes & Analytics / EMS Liaison

Jason Corbett, Contract Specialist

CALL TO ORDER

The Regular Board Meeting was called to order at 3:06 PM by Chair Mark King.

Adoption of the Roll Call Resolution No. 2020-34

Moved by: Councillor Dave Mendicino

Seconded by: Councillor Dan Roveda

That the Board of Directors accepts the Roll Call as read for the Regular Board meeting of March 18, 2020.

Motion carried.

Adoption of the Agenda Resolution No. 2020-35

Moved by: Mayor Jane Dumas

Seconded by: Councillor Dan Roveda

That the Board accepts the agenda for the Regular Board meeting of March 18, 2020.

Motion carried.

DECLARATION OF CONFLICTS OF INTEREST

No conflicts were declared.

CHAIR'S REMARKS

The Chair thanked everyone for their participation today and thanked staff for their efforts in the evolving COVID-19 situation, particularly regarding shelter for the homeless. The Chair will ask for further input into this situation under New Business.

Review of Minutes Resolution No. 2020-36

Moved by: Councillor Chris Mayne

Seconded by: Councillor Mac Bain

Resolved THAT the Board adopt the minutes of the proceedings of the Regular Board

Meeting of February 26, 2020.

Carried.

CAO Report

Resolution No. 2020-37

Moved by: Councillor Dave Mendicino

Seconded by: Mayor Dan O'Mara

Resolved THAT the Board accepts the March 18, 2020 verbal Report from the Chief Administrative Officer.

CAO Catherine Matheson thanked the Chair and informed the Board that two properties on Gormanville Road have been sold and another is up for sale.

The lease negotiations with the City of North Bay will be delayed due to the pandemic situation.

Staff have been planning for the pandemic since March 2nd, and have taken every precaution, and some aggressive action, to protect staff and clients and to cover every foreseeable situation in services and operations. The Prime Minister is encouraging Canadians to work from home and practice self-isolation if they believe they are ill. City Hall has been closed and DNSSAB is serving clients by phone with only pre-screened in-person visits for those who have no phone. DNSSAB offices in Mattawa and South Algonquin have been closed and the office in West Nipissing will be closed tomorrow. Nipissing District Housing Corporation offices on Main Street will be closed on Friday. Signage has been posted at all sites, encouraging clients to conduct business by phone. Discretionary activities have been put aside with the focus on core services. As part of this risk-based model; working remotely is gradually being implemented - OW staff is at less than half the full complement, staff in the field have been properly equipped, Housing Operations staff will only be deployed for health and safety situations, and rent collection will be done electronically through banks or a debit machine instead of cash, and drop off boxes are being utilized at both DNSSAB and NDHC for payments or collection of forms. The union executive and health and safety committee have been involved in all discussions. The DNSSAB has been communicating with the community through media releases, social media and the website.

Carried.

Consent Agenda – (Items may change for the final agenda)

Resolution No. 2020-38

Moved by: Councillor Terry Kelly
Seconded by: Councillor Chris Mayne

Resolved THAT the Board of Directors approves the Consent Agenda of March 8, 2020 which includes the following:

(Consent Agenda Items)

7.1 Executive Audit Committee Minutes – March 4, 2020

7.2 Housing Services Minutes – March 4, 2020

(Social Services and Employment and Children's Services and EMS committees were deferred due to time constraints.)

Councillor Dan Roveda thanked fellow members for approving the elevator at Villa Aubin.

Carried.

Reports

Board Service Reimbursement EX05-20

Resolution No. 2020-39

Moved by: Mayor Jane Dumas
Seconded by: Councillor Mac Bain

Resolved THAT the draft revisions to the Board Service Reimbursement policy, previously approved under resolution 2017-23, be approved by the District of Nipissing Social Services Administration Board as presented in report EX05-20.

Carried.

Updated DNSSAB By-Laws EX06-20

Resolution No. 2020-40

Moved by: Councillor Dan Roveda
Seconded by: Councillor Chris Mayne

Resolved THAT the District of Nipissing Social Services Administration Board adopts the Board Procedural By-law amendments, as presented in the Board Committee Structure Analysis report EX06-20.

Carried.

**Election of Finance and Administration Committee Chair and Vice Chair
Resolution No. 2020-40-A**

Moved by: Mayor Dan O'Mara
Seconded by: Councillor Terry Kelly

Whereas the Board has agreed to adopt a new committee structure through Resolution No. 2020-28 (Report EX03-20); and

Whereas the Executive Audit Committee will become the Finance and Administration Committee as a Committee of the Whole;

Be It Resolved that **Mark King** is the elected Chair AND **Dan Roveda** is the Vice Chair of the Finance and Administration Committee

Carried.

**Membership of the Community Services Committee
Resolution No. 2020-40-B**

Moved by: Councillor Scott Robertson
Seconded by: Councillor Dan Roveda

Whereas the Board has agreed to adopt a new committee structure through Resolution No. 2020-28 (Report EX03-20); and

Whereas the Social Services and Employment Committee, Children's Services and EMS Committee, and Housing Services Committee will now be combined into the Community Services Committee with ~~eight~~ **all** Board members on the new committee;

~~Be It Resolved that the following are now members of the Community Services Committee:~~

As all members wished to be on the Community Services Committee, the Board decided to amend the resolution to reflect this as noted above.

Carried as amended.

**Election of the Community Services Committee Chair and Vice Chair
Resolution No. 2020-40-C**

Moved by: Councillor Chris Mayne
Seconded by: Mayor Dean Backer

Be It Resolved that **Dan Roveda** is the elected Chair AND **Dave Mendicino** is the elected Vice-Chair of the Community Services Committee.

Carried.

Adopt a New Meeting Calendar
Resolution No. 2020-40-D

Moved by: Councillor Dan Roveda
Seconded by: Councillor Chris Mayne

Whereas the Board has agreed to adopt a new committee structure through Resolution No. 2020-28 (Report EX03-20);

Be It Resolved that the Board accept the new meeting agenda as presented.

Carried.

CHPI Investment Plan
Resolution No. 2020-41

Moved by: Mayor Jane Dumas
Seconded by: Councillor Scott Robertson

Be it Resolved THAT the District of Nipissing Social Services Administration Board approves the 2020/21 Investment Plan for the allocation of the Community Homelessness Prevention Initiative as set out in report HS04-20, and attached as Appendix A;

Furthermore, THAT the District of Nipissing Social Services Administration Board authorizes staff to reallocate funds throughout the 2020/21 fiscal year to qualifying provincial initiatives, up to the CAO delegated authority based on emerging priorities in the district.

Carried.

Employment Services Transformation
Resolution No. 2020-42

Moved by: Councillor Dan Roveda
Seconded by: Mayor Dan O'Mara

Whereas the Province of Ontario is moving forward with social assistance modernization and employment services reform;

Be It Resolved THAT the Board accept this update on the Employment Services Transformation for

information as presented in report SSE01-20.

Carried.

EHS Discussion Paper
Resolution No. 2020-43

Moved by: Mayor Dean Backer
Seconded by: Councillor Terry Kelly

Resolved THAT the Board receives CSEMS01-20 as a summary of the submission by Nipissing Paramedics Services to the Ministry of Health's public consultation on emergency health services modernization, attached as Appendix A.

Carried.

Move In-Camera
Resolution No. 2020-44

Moved by: Councillor Terry Kelly
Seconded by: Mayor Jane Dumas

Resolved THAT the District of Nipissing Social Services Administration Board (DNSSAB) moves in camera at 3:54 PM, under section 47.4(11) of the DNSSAB By-Laws (direction for negotiation).

Carried.

*****In-Camera minutes are filed separately*****

Adjourn In-Camera
Resolution No. 2020-45

Moved by: Councillor Chris Mayne
Seconded by: Councillor Mac Bain

Resolved THAT the District of Nipissing Social Services Administration Board (DNSSAB) adjourns in-camera at 4:43 PM.

Carried.

**Approve In-Camera
Resolution No. 2020-46**

Moved by: Mayor Dean Backer
Seconded by: Terry Kelly

Resolved THAT the District of Nipissing Social Services Administration Board (DNSSAB) approves the action/direction resulting from the in-camera discussion.

Carried.

New Business

There was discussion about activities that may mitigate the effect of COVID-19 on the homeless. The CAO indicated she has had discussions with a shelter provider and agencies that work with the homeless. Crisis Centre North Bay is concerned about the increase in the number needing shelter, and what should be done for people presenting with symptoms of the virus and where a quarantine area can be housed. Local hotels that have been approached have declined to offer their rooms. DNSSAB will reach out to the hospital to see if it has any place for these people. It was noted a significant number of people have been released from incarceration on their own recognizance into homelessness. It was noted there is concern for sufficient supplies for EMS.

[Mayor Backer left the meeting at 4:49.]

Next Meeting Date

Wednesday, April 22nd at 1:30 PM DNSSAB Boardroom

**Adjournment
Resolution No. 2020-47**

Moved by: Councillor Chris Mayne
Seconded by: Councillor Mac Bain

Resolved that the Board meeting be adjourned at 4:54 PM.

Carried.

MARK KING
CHAIR OF THE BOARD

CATHERINE MATHESON
SECRETARY OF THE BOARD

Minutes of Proceedings Recorder: Marianne Zadra, Executive Coordinator

MINUTES OF PROCEEDINGS

EMERGENCY BOARD MEETING – WEDNESDAY MARCH 25, 2020 2:00 PM VIA TELECONFERENCE

MEMBERS PRESENT:

Councillor Mac Bain – (North Bay)
Mayor Dean Backer (East Nipissing)
Councillor Terry Kelly (East Ferris)
Councillor Mark King - Chair (North Bay)
Councillor Chris Mayne (North Bay)
Councillor Dave Mendicino (North Bay)
Mayor Dan O'Mara (Temagami)
Councillor Dan Roveda Vice Chair (West Nipissing)
Councillor Scott Robertson (North Bay)
Representative Amanda Smith (Unincorporated)
Mayor Jane Dumas (South Algonquin)
Councillor Bill Vrebosch (North Bay)

REGRETS:

STAFF ATTENDANCE:

Catherine Matheson, CAO
Marianne Zadra, Executive Coordinator and Communications
Melanie Shaye, Director of Corporate Services
Justin Avery, Manager of Finance
Stacey Cyopeck, Manager, Housing Programs
Jason Corbett, Contract Specialist

CALL TO ORDER

The Emergency Board Meeting was called to order at 1:59 PM by Chair Mark King.

Adoption of the Roll Call
Resolution No. 2020-48

Moved by: Councillor Mac Bain
Seconded by: Councillor Dave Mendicino

That the Board of Directors accepts the Roll Call as read for the Emergency Board meeting of March 25, 2020.

Carried.

Adoption of the Agenda
Resolution No. 2020-49

Moved by: Councillor Chris Mayne
Seconded by: Mayor Dan O'Mara

That the Board accepts the agenda for the Emergency Board meeting of February 26, 2020.

Carried.

DECLARATION OF CONFLICTS OF INTEREST

No conflicts were declared.

CHAIR'S REMARKS

The Chair refrained from making remarks.

Move In-Camera
Resolution No. 2020-50

Moved by: Councillor Dan Roveda
Seconded by: Mayor Dan O'Mara

Resolved THAT the District of Nipissing Social Services Administration Board (DNSSAB) moves in camera at 2:04, under section 47.4(11) of the DNSSAB By Laws (direction for negotiation).

Carried.

*****In-camera minutes are filed separately*****

Adjourn In-Camera
Resolution No. 2020-26

Moved by: Representative Amanda Smith
Seconded by: Mayor Dan O'Mara

Resolved THAT t the District of Nipissing Social Services Administration Board (DNSSAB) adjourns in-camera at 3:03 PM.

Carried.

Approve In-Camera
Resolution No. 2020-52

Moved by: Councillor Mac Bain
Seconded by: Councillor Dave Mendicino

Resolved THAT the District of Nipissing Social Services Administration Board (DNSSAB) approves the action/direction resulting from the in-camera discussion.

Carried.

New Business

There was brief discussion of services that can be offered to alleviate the effects of the pandemic on the community.

Next Meeting Date

Wednesday, April 22 at 1:30 PM DNSSAB Boardroom (TBC – may meet electronically)

Resolution No. 2020-53 Adjournment

Moved by: Councillor Dan Roveda
Seconded by: Councillor Scott Robertson

RESOLVED that the Board meeting be adjourned at 3:08 PM.

Carried.

MARK KING
CHAIR OF THE BOARD

CATHERINE MATHESON
SECRETARY OF THE BOARD

Minutes of Proceedings Recorder: Marianne Zadra, Executive Coordinator

BRIEFING NOTE

For information For Decision For Approval

FA01-20

Date: April 22, 2020

Purpose: **COVID-19 Leadership Update**

Prepared by: Catherine Matheson, CAO

RECOMMENDATION:

This report describes the actions taken by the Emergency Operations Centre (EOC) leadership group, in response to the COVID-19 pandemic, and is brought to the Board for information purposes only.

BACKGROUND:

On December 31, 2019, cases of pneumonia of unknown cause were detected in China and reported to the local office of the World Health Organization (WHO). By the end of the following week the pneumonia was isolated and identified as a new type of coronavirus, 2019-nCoV (later named COVID-19). Within three weeks of the first reported cases there were 282 cases of 2019-nCoV in China, Thailand, Japan and Korea, with China having exported cases to the other countries through travel. By the end of January 2020, the WHO had declared the coronavirus outbreak 'a public health emergency of international concern'.

Since the coronavirus ground zero above, the virus has been spreading exponentially and is now present in over 200 countries. There are over 1.5 million COVID-19 cases worldwide including 25,000+ in Canada and about 7,500 in Ontario at the time of this writing. On March 11 the WHO declared COVID-19 a pandemic (the first pandemic caused by a coronavirus) and many countries around the world are experiencing a crisis. The Canadian government responded by imposing various emergency measures including travel restrictions, border-closings, and mandatory self-isolation for travelers returning to Canada. Meanwhile in Ontario, the provincial government declared a state of emergency (March 17) and has also implemented numerous emergency measures including the closure of schools, childcare centres (other than for emergency frontline workers), and non-essential businesses; stringent social distancing and self-isolation measures; and emergency funding to name just a few.

In response to the evolving COVID-19 pandemic above, the DNSSAB senior management team started developing a DNSSAB business continuity and pandemic plan on March 12, 2020 (while the organization had undertaken some emergency planning in the past, there was nothing in place to ensure that the organization could continue to operate during an emergency like COVID-19). The plan included developing protocols for employees reporting to work and working remotely during the pandemic, and workforce changes and scheduling. Business continuity was also established by identifying critical core business functions by department and putting the processes and activities in place to ensure these functions continue through all stages of the pandemic (i.e., containment, mitigation, and recovery). The technology required to execute the plan (for example, remote work access) was also identified and put in to place along with the necessary training for employees. The plan also included a communications strategy, health and safety considerations and labour relations.

On March 18 the DNSSAB pandemic plan was fully implemented and the senior management planning team transitioned to the EOC. As the DNSSAB programs are considered *essential services* under the provincial government's directive the plan has been effective in maintaining critical business activities to date. At the time of this writing approximately 90 of the staff are working remotely and all staff are continuing to provide core services and programs and client supports.

EOC CURRENT STATUS:

The EOC is comprised of all members of the senior leadership team, who participate in daily meetings which include discussion of: pandemic planning, execution and monitoring in response to the impacts of COVID-19 on operations across the organization. This also includes providing COVID-19 surveillance updates; undertaking on-demand activities, program updates, project updates, governance, risk management, provincial updates, NOSDA updates, health and safety matters, communications, and analysis related to COVID-19 impacts; and together with the other EOC members, troubleshooting and resolving problems and issues which present themselves daily. Realizing that the pandemic plan and execution is a fluid one in relation to COVID-19 impacts, the EOC continues to monitor the situation continuously on a daily basis.

PERFORMANCE/PRODUCTIVITY AND FINANCIAL METRICS:

The EOC is currently looking at various productivity measures across the departments to assess operating productivity and performance during the pandemic. Further information and data concerning COVID-19 productivity and financial analysis will follow in department specific reports.

These will be addressed in the departmental reports.

COMMUNICATION PLAN:

Media releases and communication via the DNSSAB's website and facebook page are released regularly to ensure transparency of actions and communication with the community. Staff are issued a daily communication, and further detail on communication will be shared in the departmental reports. A CAO all-staff Zoom call has occurred

weekly with all staff members. Board of Directors is updated regularly regarding all business activity impacting community, tenants, clients and staff.

NEXT STEPS:

The EOC will continue to meet daily, and is now beginning to consider the 'recovery' stage of the pandemic plan. The priority of the EOC has been problem solving, policy, program delivery, business continuity, communications and provincial/DSSAB relations. This effort continues to look for ways to support the community, and the vulnerable populations across the District of Nipissing during this unprecedented time.

BRIEFING NOTE

For information For Decision For Approval

FA02-20

Date: April 22, 2020

Purpose: **COVID-19 Corporate Services Update**

Prepared by: Melanie Shaye, Director of Corporate Services

Reviewed by: Catherine Matheson, CAO

FOR INFORMATION:

This report describes the actions taken by the Corporate Services department, in response to the COVID-19 pandemic, and is brought to the Board for information purposes only.

CURRENT STATUS/STEPS TAKEN TO DATE:

Finance

- Specifically account for COVID-19 expenses, such as the purchase of additional computer hardware and safety items
- Enable Yardi to process pre-authorized payments for Nipissing District Housing Corporation (NDHC), and created fields to record tenant banking information and assisted in a mass mail out to tenants
- Research and find methods to remotely issue client cheques in the event staff cannot access City Hall
- Continue to provide timely financial information to all departments
- Enable the ability to complete deposits of cheques from the office instead of in the bank

Project Management

- In conjunction with the City of North Bay Information Services, enabled remote work for majority of DNSSAB staff, via remote desk top or the deployment of hardware (tablets or laptops)
- Coordinate hardware, software and training for staff to work remotely
- Enable Zoom software and training to allow both audio and video conferencing

- Communicate COVID-19 cybercrime related precautions
- Creation of user-guides and other support tools, in areas such as 'hide your number' for staff using personal phones to call clients, electronic document signing software,
- Updated SharePoint landing page to allow for quick distribution of data and access to COVID-19 information
- Initiated the collection of staff personal contact information for new methods of communication

Human Resources

- Creation of an Employee Reporting Protocol, Remote Work Protocol and Safe Handling Protocol, and continue to update these as new information from the local Public Health Unit, Provincial and Federal government become available
- Communicate with staff, beginning on March 2, 2020, with daily communication to all staff beginning on March 13, 2020
- Provide health and safety and infection prevention training through webinars to staff, as well as ergonomic precautions and training
- Provide additional online department specific training through webinars
- Accounting of all hours worked remotely, for Ministry reporting purposes
- Regularly communicate information on mental health supports and resources, including Life Works Employee Assistance Program, Canadian Mental Health Association information, and support for parents working remotely
- Address COVID-19 related medical accommodation requests
- Ensure regular communication with both CUPE bargaining units through Labour Management meetings and Joint Health and Safety Committee representatives
- Initiated letters of understanding with CUPE in exceptional situations related to COVID-19
- Re-started the staff-led Wellness Committee

Miscellaneous

- Creation of centralized online folder through Sharepoint to allow staff to access all DNSSAB COVID-19 documentation
- Purchased supplies such as hand sanitizers, gloves, masks, and other personal protective equipment and ensured appropriate training
- Maintain log of the distribution of supplies, and ensure ongoing supply

As part of the Senior Leadership Team

- Creation of a Pandemic Business Continuity Plan and department specific Pandemic Plans
- Provide strategic input on all staff Protocols

PERFORMANCE/PRODUCTIVITY METRICS:

Three of the 12 Corporate Services staff have been completely re-deployed to support COVID-19 pandemic, meaning their everyday work has been mainly deferred or

delayed. One staff member's re-deployment has included providing support with the housing and homelessness projects that had time sensitivity.

The Corporate Services department is facilitating the tracking of remote work hours, hours spent on training webinars, and the tracking of new costs associated with COVID-19. The Corporate Services department is also tracking pre and post pandemic:

- Client-service provider payments
- Vendor and supply payments
- Accounts receivable/payable payments
- Payroll processing hours
- Maintenance and cleaning requests
- Accessing of sick time

FINANCIAL IMPLICATIONS:

As mentioned, all COVID-19 related expenses are being tracked. March financials will be available in late April/early May. Due to the resignation of a staff member and the audit process, staff in Finance are particularly constrained at this time.

Q1 financial reports (including January 1 - March 31, 2020) will be delivered at the May Board meeting, and impacts of COVID-19 will be identified in that report.

RISK IDENTIFICATION:

Concerns have been focused on:

- Appropriate technology support and security to ensure the delivery of remote work
- Ensure ongoing communication of staff
- Health and safety concerns for staff
- Absenteeism and the availability of healthy staff to support essential services
- Availability of supplies

The team has been attempting to find solutions to worst-case scenario solutions; for example, if no staff were permitted to be in one physical location.

Remote Work: in an effort to support the recommendation of the Federal and Provincial government, 10 Corporate Services staff are regularly working at home, with two in the office due to the nature of their work.

STAFF COMMUNICATION PLAN:

A 3:00pm email is sent daily to staff, which includes information such as:

- Updates to the Employee Reporting Protocol, Remote Work Protocol and the Pandemic Plan
- Health, safety and wellness related information and support

- Information related to managing remote work challenges and managing stress
- Technology-related user guides and tips
- Wellness information and challenges

The Corporate Services department holds internal team meetings and one-on-one phone or Zoom calls, to ensure the team stays connected and feels connected.

The Corporate Services team also issues communication on an as-needed basis, and has worked to support the direct delivery departments to ensure their staff have the supplies, protocols, support and technology to perform the work they need.

CORPORATE COMMUNICATIONS:

Several media releases a week have been issued since March 16th to ensure the community is made aware of any COVID-19 related developments as they pertain to DNSSAB. The DNSSAB website now has a page devoted to information that is useful to the community, such as Frequently Asked Questions, and an infographic with the latest information on community shelter and food options available in the District. This infographic has also been shared with member municipalities. The DNSSAB Facebook page also carries all announcements, and directs people to the website for more information. A survey was issued to community partners on April 6th to help determine local need. A summary of the day's pertinent news as reflected in the media and other sources has been emailed to board members daily.

NEXT STEPS:

The Corporate Services staff will continue to investigate technology-related solutions to best support staff working remotely, and will also continue to investigate options should either City Hall or Main Street be inaccessible. Staff will continue to monitor the local Health Unit, Provincial and Federal directives related to maintaining the health and safety of staff while in the workplace. The mental health of staff will continue to be a focus.

The Corporate Services staff will continue to monitor health and safety supply levels, to ensure staff have the personal protective equipment they need to perform their work.

BRIEFING NOTE

For information For Decision For Approval

SS02-20

Date: April 22, 2020

Purpose: **COVID-19 Social Services and Employment Update**

Prepared by: Michelle Glabb, Director of Social Services and Employment

Reviewed by: Catherine Matheson, CAO

FOR INFORMATION:

This report describes the actions taken by the Ontario Works department in response to the COVID-19 pandemic, and is brought to the Board for information purposes only.

CURRENT STATUS/STEPS TAKEN TO DATE:

Office Closures

To minimize the risk of the potential spread of COVID-19, DNSSAB's outlying offices in Sturgeon Falls, Mattawa and Whitney are now closed.

DNSSAB's main site in the City of North Bay remains open for emergencies only. All business is currently being conducted outdoors within a Plexiglas barrier which will be discussed in more detail later on in this report. Only individuals in emergency situations without access to a phone or computer and **without** symptoms of COVID-19 will be permitted entry to City Hall and DNSSAB workspace.

Staff Working Remotely

Organizing and mobilizing the Ontario Works team to work remotely was challenging due to both the software and hardware needs of staff. However, with the support of DNSSAB's Corporate Services team and the City of North Bay I.T. department, the Ontario Works team now has forty-eight (48) staff working remotely from their homes. DNSSAB was fortunate that most staff had their own laptops or tablets to utilize; while those without hardware were provided with DNSSAB hardware. Staff working remotely are using their personal phones to conduct Ontario Works business and were provided with instructions on how to block their phone numbers to ensure their privacy. In addition, a rotational schedule needed to be developed along with modified workflows and local processes to accommodate this change.

Figure 1 below illustrates the number of Staff working remotely District Wide:

Ontario Works Staff Working from Home vs In-Office (April 6th, 2020)		
	Working from Home	Working from NB Office
North Bay	41	7
Sturgeon Falls	4	0
Mattawa	2	0
Whitney	1	0
Total	48	7

Figure 1

Ontario Works Program Delivery Modifications

To protect the health and safety of frontline staff and clients and limit the spread of COVID-19, on March 17th the Ministry of Children, Community and Social Services (MCCSS) implemented and modified the following social assistance program requirements on a temporary basis¹:

- Reduced the need for in-person contact by authorizing risk-based approaches to eligibility determination and other verification requirements, including deferral of visual verification requirements of original documents and allowing for the use of email or alternative methods to submit reports or documents. This documentation may be requested from the client at a later date.
- Modifying certain program requirements – including no longer suspending clients who do not report income and suspending Eligibility Verification Process reviews – to enable deployment of resources to priority activities.
- Enabling program staff to approve extensions to Special Diet Allowance, Mandatory Special Necessities benefits, and medical transportation/supplies without endorsement from a health professional.
- Participation Agreement updates and participation in employment assistance activities are not required at this time. A 60-day review period should be set and the situation reassessed at a later date.²

Emergency Assistance Changes

On March 23, 2020, the government announced that it would be investing \$200 Million in social services relief funding “to help protect the health and safety of the province’s most vulnerable people, through assistance to individuals and to frontline agencies”.³ While most of this funding was not targeted for Ontario Works directly, some of it was allocated to support enhancements to emergency assistance and discretionary benefits.

The following highlights the changes made to the delivery of emergency assistance in anticipation of an influx in applications due to the number of people being laid off from employment⁴:

¹ Ministry of Children, Community and Social Services, Social Assistance COVID-19 Early Measures (ADM Memo), <https://www.sa.mcss.gov.on.ca/communications/social-assistance-covid-19-early-measures-adm-memo/>

² Ministry of Children, Community and Social Services, COVID-19 Q&A for Ontario Works Staff, <https://www.sa.mcss.gov.on.ca/qa/covid-19-qa-for-ontario-works-staff/>

³ Ministry of Children, Community and Social Services, Ministry of Municipal Affairs and Housing, Joint ADM Memo, SOCIAL SERVICES RELIEF FUNDING, March 23, 2020, <https://www.sa.mcss.gov.on.ca/communications/social-services-relief-funding-joint-adm-memo/>

⁴ Ministry of Children, Community and Social Services, Ministry of Municipal Affairs and Housing, Joint ADM Memo, SOCIAL SERVICES RELIEF FUNDING, March 23, 2020, <https://www.sa.mcss.gov.on.ca/communications/social-services-relief-funding-joint-adm-memo/>

- Expanded access to temporary emergency assistance under Ontario Works for those in financial crisis who have no access to other supports, including those who are waiting for support from the federal government to become available. This funding will help to cover needs such as food, rent, medicine, transportation and other services during this public health crisis. Individuals can apply for this assistance online.
- Suspended the rule that limits emergency assistance provision to only once in a six-month period for individuals and families affected by COVID-19.
- Allowing people to receive emergency assistance for longer (up to 48 days) without submitting a full Ontario Works application.
- To manage increased demand, the Ministry is working to develop a more streamlined and accessible application for emergency assistance that will be centralized to help support increased inquiries regarding assistance and to support people to complete their applications.

At the time of writing this report, for March 2020 Nipissing has seen an increase of approximately 54 applications from the month of February with even higher numbers projected for April. Figure 2 below illustrates the total number of applications completed by month for the period of Jan 2019 to year-to-date April 3rd, 2020. As you can see, applications in April under normal circumstances rise. This is due to post-secondary students whose OSAP has expired. This pressure, combined with the rise in applications due to the pandemic, will need to be closely monitored to ensure there is capacity to fulfill Ministry expectations.

Figure 2

Social Assistance Operations Performance Report	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar-20	April 2020 YTD
Intake - Service Standard Reporting																
All applications (cases) received	168	140	100	176	146	114	140	99	92	150	120	108	152	123	177	32
Number of online applications received	38	30	36	52	38	32	41	24	23	32	31	29	33	39	53	12
Number of Phone Applications received	130	110	64	124	108	82	99	75	69	118	89	79	119	84	124	20

Expanding Discretionary Benefits Changes

Changes were also made by MCCSS with respect to how discretionary benefits are managed across the province both to promote consistency and to contain expenditures. In order to ensure that Ontario Works Administrators were not as restricted to assist recipients over concerns related to the cap on discretionary benefits, MCCSS lifted the cap for March and April.

In addition, MCCSS also approved a one-time issuance upon request of one hundred dollars (\$100.00) for single recipients and two hundred dollars (\$200.00) for couples and families. This funding can be used to meet a broad range of emergency needs, including cleaning supplies, transportation, food or clothing.

Cheque Distribution

While the majority of Ontario Works recipients in the District of Nipissing receive their social assistance through direct bank deposit, approximately twenty percent (20%) continue to receive their payments by cheque. District wide, about one hundred and four (104) recipients declare no fixed address inclusive of those who are homeless. Of the one hundred and four (104), fifty nine (59) receive their assistance by cheque.

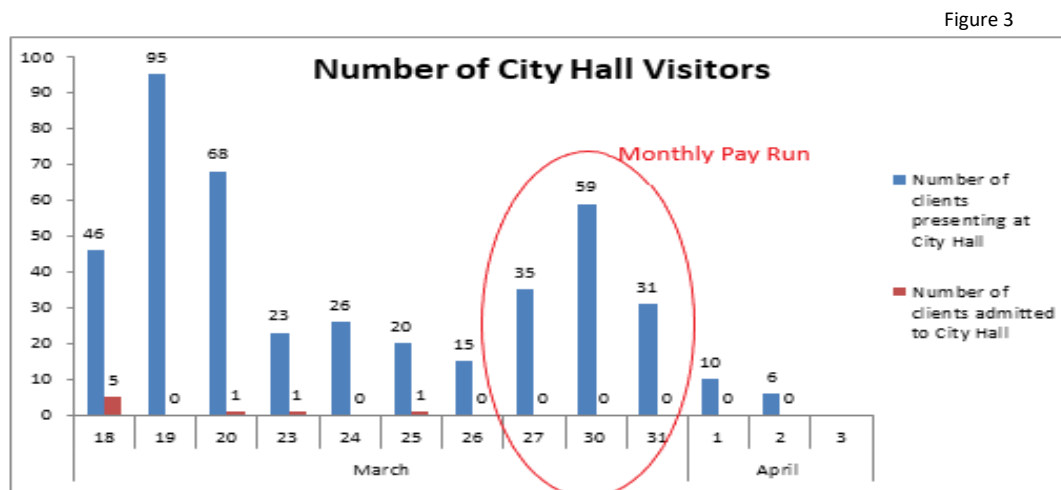
These are the recipients that will require on-site service until alternate payment arrangements can be made.

Due to the temporary service disruption with Canada Post in North Bay on March 27th, Social Services, on very short notice, made arrangements with Purolator to deliver all April Ontario Works monthly cheques. On a go-forward basis, cheque delivery with Canada Post will resume. Efforts are underway to further decrease the number of clients receiving their social assistance by cheque.

Safety Protocols

In order to ensure the safety of OW staff and clients, in person visits are limited to emergencies only. All interactions with clients at City Hall are conducted outside within a Plexiglas barrier. An audio/visual intercom system is also being used to further decrease the need for staff to be in close proximity to clients and/or members of the public. Safety protocols related to COVID-19, along with personal protective equipment such as gloves and masks, have also been provided.

Figure 3 below illustrates the overall decrease in visitors to the office in blue with the exception of the dates associated with the monthly pay run. As you can see in red, the number of clients admitted to City Hall since the onset of the pandemic has been minimal with a total of only eight (8) clients being granted access during the period of March 18 to April 3rd.



FINANCIAL IMPLICATIONS:

All COVID-19 related expenses are being tracked through the DNSSAB financial system. To date, the Ontario Works program has not incurred significant costs associated with the pandemic. In fact, due to lower than expected year to date expenditures for 2020 in both the Ontario Works program and program delivery budgets, it is not anticipated that that the pandemic will result in increased pressure on the municipal levy. However, this could change in the coming months depending on future developments associated with the pandemic and general economic recovery.

RISK IDENTIFICATION AND MITIGATION:

As mentioned earlier in this Report, MCCSS lifted the cap on discretionary benefits for March and April mitigating any risk on the municipal levy. It is unclear whether or not the cap will be lifted beyond April 30th. For this reason discretionary benefit expenditures will need to be monitored closely in the coming months.

There is also some concern that during the pandemic increased financial pressure will be placed on people living in poverty resulting in rent and utility arrears. This could place pressure on the Ontario Works discretionary budget if these situations are not identified quickly. In order to mitigate this risk, as a proactive measure, a process is being developed to encourage third parties who have not received payment to contact the office immediately. This will allow staff to follow up with the recipient to offer support with managing their finances through pay direct arrangements.

PERFORMANCE/PRODUCTIVITY METRICS:

Staff who are working remotely from home that are able to carry out their regular duties continue to perform Ontario Works related work. All staff have signed DNSSAB's Remote Working from Home Agreement detailing the expectations placed upon them during this unprecedented period. Staff who are unable to carry out their regular duties remotely due to the nature of their roles are assigned special projects. Staff productivity is being monitored to ensure that there is continued accountability with respect to staffing expenditures.

COMMUNICATION PLAN:

Effective communication with clients, staff, community partners and other stakeholders will be essential throughout this crisis. Various mechanisms are being utilized at the program level to deliver key messaging. Examples are as follows:

- Client cheque inserts
- Key messages along with frequently asked questions and answers on the DNSSAB website and DNSSAB Facebook page
- Email Blasts to clients through the Get Trained Workers Database
- Staff Voicemails
- Daily Zoom meetings with the entire Ontario Works Team

NEXT STEPS:

It is well documented that people living in poverty who are homeless or unemployed will face even more significant impacts as the COVID-19 public health crisis evolves globally and locally.⁵ During this difficult time, Social Services will be exploring opportunities to utilize technology to engage social assistance participants in meaningful activities that will help prepare them for the demands of the labour market. Planning is also underway to determine what will be required to address the workload being left

⁵ Ministry of Children, Community and Social Services Joint ADM Memo, *SOCIAL SERVICES RELIEF FUNDING*, March 23, 2020, <https://www.sa.mcss.gov.on.ca/communications/social-services-relief-funding-joint-adm-memo/>

behind by the work reduction strategies and risk-based model implemented by the Province.

A contingency plan for a full office closure in North Bay is also being developed to ensure that the Ontario Works program is prepared if circumstances worsen. Cheque production and distribution along with intake processes were the two main areas of concern due to the software and hardware solutions needed to carry out these functions. In consultation with DNSSAB's corporate services and the City of North Bay's I.T. department, Social Services is now confident that all operations could be performed from an alternate DNSSAB location. Arrangements have also been made with the Ontario Disability Support Program office to use their space for cheque distribution if required.

BRIEFING NOTE

For information For Decision For Approval

CS01-20

Date: April 22, 2020

Purpose: COVID-19 Children's Services Update

Prepared by: Lynn Démoré-Pitre, Director Children's Services

Reviewed by: Catherine Matheson, CAO

FOR INFORMATION:

This report describes the actions taken by the Children's Services Department in response to the COVID-19 pandemic and is brought to the Board for information purposes only.

CURRENT STATUS/STEPS TAKEN TO DATE:

Children's Services Team - Working Remotely

With the assistance of DNSSAB's Corporate Services and the City of North Bay I.T. department, organizing the Children's Services Department to work remotely didn't pose a significant challenge, as several team members had access to laptops or computers that could be utilized during this period. All ten (10) members of the Children's Services team are working remotely and continue with the delivery of services provided by the Children's Services Department.

Early Years and Child Care Sector

On March 17, 2020, the Premier of Ontario declared a state of emergency, and ordered the closure of all licensed childcare centres and all facilities providing indoor recreational programs (including EarlyON Child and Family Centres) until March 31, 2020.

On March 30, 2020, the Premier extended the Order until April 13, 2020, according to the Declaration of Emergency, which only allows closures to be extended for one 14-day period at a time.

On April 11, 2020, the Premier further extended the declaration of emergency therefore the order will remain in place until April 23, 2020, at which point it will again be reassessed and considered for extension.

The order to close does not apply to the licensed childcare centres approved to provide emergency childcare services for health care and other eligible frontline workers. It also does not apply to home-based childcare (licensed and unlicensed) however several individual home childcare providers in our district have opted to temporarily close their operations.

FINANCIAL IMPLICATIONS:

On March 21, 2020, the Ministry of Education confirmed that it will continue to fund CMSMs and DSSABs at the pre-pandemic funding levels and has directed CMSM/DSSABs to continue to flow funding to Early Years and Childcare Centres.

In this same memorandum, the Ministry indicated that it does not intend to recover funding as a result of measures implemented as part of COVID-19 preparedness, including compliance with closure orders. The Ministry has committed to working with services system managers to determine how this funding will be considered in the Ministry's childcare recovery plan.

With support from DNSSAB's Corporate Services, expenditures related to COVID-19 are being tracked and monitored closely. Children's Services is also working with service providers to ensure that there is a good understanding of the expenditures which in turn will support the rationale that will be provided to the Ministry in future reports.

Early Years and Child Care Sector

The childcare sector, like many others, is facing considerable financial pressures. Several service providers have expressed concerns regarding the sustainability and viability of their services during these critical times and in the future, as many are already operating on very small margins. They have also voiced concerns regarding the impact this situation will have towards the retention of professionals working in this sector.

Recognizing that financial support for the early years and childcare sector is essential during this crisis, DNSSAB continues to financially support early years and licensed childcare service providers based on the current funding levels. This financial support is subject to the service provider not issuing layoff notices to staff members during the duration of the closure, proportional to the funding provided by DNSSAB. If layoff notices occur, the funding levels are adjusted accordingly.

A reconciliation of all funds will be completed when regular operations resume as these measures are intended to support agencies during this difficult time. Any funding surpluses beyond regular operations may be recovered.

RISK IDENTIFICATION AND MITIGATION:

Early Years and Child Care Sector

The decision to close all licensed childcare centres also affected many families; however, these measures were necessary to slow the spread of COVID-19. DNSSAB's Children's Services team has heard from many employers, health care and other essential front-line workers that many must continue to work during this time however as childcare options are so limited, essential workers are struggling to meet their employment obligations.

The Ministry recognized that the decisions made by the province affected several health care and other essential front-line workers that must continue to work during this time. CMSM/DSSABs were asked to complete and submit an emergency childcare plan that would meet local needs which in turn would need to be reviewed and approved by the Ministry. Please refer to Briefing Notes CS02-20 and CS03-20 for additional information related to emergency childcare services in our district.

PERFORMANCE/PRODUCTIVITY METRICS:

DNSSAB's Children's Services team members who are working remotely are carrying out their regular duties, supporting with special projects

For example, the team members responsible for the delivery of fee subsidy services continue to complete applications, annual reviews, monthly provider billing, file reviews, etc. They have also been supporting with the development and implementation of processes related to the delivery of emergency childcare services. The quality assurance team has been supporting the Early Years and Childcare sector by developing, delivering and sharing professional learning opportunities and resources to encourage continuous professional learning. Team members will also be available to support programs delivering emergency childcare services by providing necessary resources and ongoing virtual check-ins. Team members responsible for tasks related to data and marketing continue to provide ongoing supports with special projects (i.e. emergency childcare, website updates, info graphs, etc.).

The team's productivity is being monitored on an ongoing basis to ensure that there is continued accountability with respect to staffing expenditures.

COMMUNICATION PLAN:

DNSSAB's Children's Services Department will ensure that ongoing communication and messaging is handled in a proficient manner through various methods (i.e. website, Facebook, press releases, zoom conferences, etc.) which in turn will ensure that the necessary information reaches service providers, community partners and stakeholders.

NEXT STEPS:

As the COVID-19 outbreak continues, DNSSAB Children's Services Department will continue to work and plan in collaboration with the Ministry of Education and the Early Years and Childcare sector on a plan to ensure sustainability for the sector during this outbreak.

BRIEFING NOTE

For information For Decision For Approval

HS07-20

Date: April 22, 2020

Purpose: COVID-19 Housing Programs Update

Prepared by: Stacey Cyopeck, Manager, Housing Programs

Reviewed by: Catherine Matheson, CAO

FOR INFORMATION

This report describes the actions taken by Housing Programs in response to the COVID-19 pandemic and is brought to the Board for information purposes only.

CURRENT STATUS/STEPS TAKEN TO DATE:

Current Status:

- 1 Housing Programs Staff (unionized) & 1 Housing non-unionized staff are on-site daily at the 133 Main Street West location.
- Minimal staff required to be able to ensure efficient operations during this time. On-site staff member acts as support to all Housing Programs staff regarding mail retrieval/delivery, and re-direction to appropriate staff, providing file information to off-site staff as necessary.
- All other Housing Programs staff members are working remotely; the on-site staff rotates on a weekly basis.
- Clients can access any member of the Housing Programs team via email or a central telephone line. All staff's email signatures have been updated advising of the changes, and signs have been posted as well. The central phone line is being managed by one contact person.
- All housing related payments are still being processed on schedule.
- All housing applications are being processed status quo.

Steps Taken To Date:

- Notices regarding office limitations including lunchroom, visitor notice were posted at the office at 133 Main Street West.

- Staffing was immediately reduced to 50% and within a few days was reduced to its current status of 1 union and 1 non-union staff onsite. The non-union staff member participates in the rotation schedule with the non-union staff from Housing Operations.
- Participated on numerous webinars and teleconferences to better assist our clients and partners and staff remotely.

PERFORMANCE/PRODUCTIVITY METRICS:

- Number of applications processed (Centralized Waiting List, CHPI).
- Call and email volume by program.
- Number of discharges and postponements processed (Ontario Renovates & Homeownership).
- Number of file updates (Centralized Waiting List, Rent Supplements, Housing Allowances, Ontario Renovates, Portable Housing Benefit).
- Number of social housing reconciliations, budget approvals, and quarterly reports processed.
- Number of payments processed (CHPI, Reaching Home, Ontario Renovates, Rental Component).

FINANCIAL IMPLICATIONS:

- At this time Housing Programs work is business as usual. Select staff members have been reassigned tasks to assist with urgent homelessness planning efforts and other priority items.

RISK IDENTIFICATION AND MITIGATION

- High priority tasks were identified and the majority of these tasks can be performed remotely.
- Open discussion with staff on technological limitations, which has led to innovative solutions.
- All Housing Programs work can be conducted remotely with minor limitations. The only barrier is that we are not entirely electronic based and do have paper files that are occasionally needed. The one staff in office serves as a liaison in case a file is needed by someone working remotely.

COMMUNICATION PLAN:

- Voicemail and email messaging from staff were changed to direct clients on how to contact the office and individual staff.
- Housing Providers were contacted in order to better understand their pandemic planning efforts and how the DNSSAB can assist. Resources such as webinars and process maps have been provided to Housing Providers.
- Collected information on all social services agencies on their operational status and shared with the Community Advisory Board.

NEXT STEPS:

- Management will assess the business continuity
- Continue to collect information on Housing Provider and social services agencies operations during the pandemic.

- Explore the further use of technology for key partner meetings such as the CAB and sub-committees of the CAB.
- Continue to work with community partners to identify community needs and make funding decisions on the additional COVID-19 related funding that has been provided by the Provincial and Federal governments.

BRIEFING NOTE

For information For Decision For Approval

HS11-20

Date: April 22, 2020

Purpose: **COVID-19 Housing Operations Update**

Prepared by: Pierre Guenette, Housing Operations Manager

Reviewed by: Catherine Matheson, CAO

FOR INFORMATION:

This report describes the actions taken by Housing Operations in response to the COVID-19 pandemic and is brought to the Board for information purposes only.

CURRENT STATUS/STEPS TAKEN TO DATE:

- Remote work arrangements have been implemented where appropriate and technologically possible. Three Housing Operations Staff (unionized) remain on-site (Main Street) dealing with essential core services for our tenants. All non-unionized staff are part of the on-site rotation with the Housing Programs non-unionized staff.
- COVID-19 related communication distributed to all 834 households advising of office and service limitations. Office visits by appointment only, minimal contact behind plexiglass barrier and pre-screening tool before all interactions.
- Staff remain accessible by phone or email communication.
- Promoting pre-authorized withdrawals and on-line banking for rent payments.
- COVID-19 information signs promoting good hand hygiene and social/physical distancing posted in all apartment buildings.
- All common rooms closed to encourage social/physical distancing.
- Disinfection of common area surfaces completed on a daily basis.
- Only essential, emergency and health and safety repairs completed at this time.
- Hand sanitizer available in our senior designated buildings as well as our largest complex, Edgewater Apartments.
- Staff completing wellness checks on all tenants residing in apartment buildings beginning with senior-designated buildings.
- Limited access to office lunch room as well as suspension of all in person meetings.

- Proper use of PPE along with sanitization measures before and after any appointments.
- Maintain adequate supply of available PPE (gloves, face masks, sanitizer) as well as cleaning agents/disinfectants and maintaining a tracking sheet of material distribution.
- Tracking of all non-emergency related maintenance calls for future assignments/follow-up.
- Suspend all future tenant placements until unit turn-over process is complete.

PERFORMANCE/PRODUCTIVITY METRICS:

- Number of calls and emails related to service requests.
- Rent Collections (\$) as well as number of repayment agreements
- Number of rent adjustments - file updates
- Number of after-hours emergency calls
- Number of move-outs
- Building safety checks completed

FINANCIAL IMPLICATIONS:

- With the suspension of Rental Housing Tribunal activities, staff will continue efforts to minimize rental arrears, ensuring follow-up communications with affected households and make appropriate referrals to various Federal and Provincial financial assistance programs.
- With increased precautionary measures in place, additional staffing hours and COVID-19 related costs will be tracked.

RISK IDENTIFICATION AND MITIGATION:

- All available resources have been initiated to safeguard the health and safety of the residents and staff as well as the communities being served.
- Processes will continue to evolve as the situation progresses.

COMMUNICATION PLAN:

- Tenant, staff, contractors and community partner communications are on-going ensuring all are up to date.

NEXT STEPS:

- Staff will continue to examine the operations and explore ways to minimize public interactions while at the same time deliver essential services to the tenant population.

BRIEFING NOTE

For information For Decision For Approval

EMS01-20

Date: April 22, 2020

Purpose: **COVID-19 EMS Update**

Prepared by: David Plumstead, Manager of Planning, Outcomes and Analytics; EMS Liaison, with input from Nipissing Paramedic Services operations.

Reviewed by: Catherine Matheson, CAO

FOR INFORMATION:

This report describes the actions taken by EMS in response to the COVID-19 pandemic, and is brought to the Board for information purposes only.

CURRENT STATUS/STEPS TAKEN TO DATE:

- On January 25, 2020, screening for COVID-19 began at all provincial Central Ambulance Communications Centres (CACCs) including North Bay. The paramedic crew is notified of all patients who screen positive and perform additional screening on the scene using the COVID-19 Screening Tool provided by the Ministry of Health (MOH).
- On March 13, 2020 local paramedics were approved by the Medical Officer of Health, COVID-19 Medical Director and Chief of Staff at NBRHC to conduct testing for COVID-19 on patients that have been screened by the North Bay Parry Sound Health Unit. This would help to take the pressure off primary health staff.
- North Bay Paramedics were also granted the authority to transport patients to local screening/ assessment centres (alternate destinations) to relieve pressure on hospital emergency rooms.
- A COVID-19 screening and assessment centre has been opened at the NBRHC. To accommodate the centre and pandemic pressures (the emergency department waiting room has also been restructured) the intake process for EMS ambulance has changed. While assessment centres have also been opened up in West

Nipissing and Mattawa, there has been no change in the EMS process with regards to these centres up to this point.

- Closely related to the above, the Community Paramedicine (CP) program has been put on hold during the pandemic and the CP lead has been reassigned to work at the COVID-19 assessment and treatment centre (above).
- The future plan is for paramedic COVID-19 screening and testing to take place in people's homes and various spots throughout the community including the 24 hour emergency homelessness shelter. Where possible, this testing would utilize 'virtual care' and the Ontario Telemedicine Network and is still in development.
- The Nipissing EMS has drafted a MOU COVID-19 Bypass Protocol between the three local hospitals that would permit paramedics to bring patients who meet the COVID-19 case definition and MOU directive, directly to the NBRHC (and bypass the West Nipissing or Mattawa hospitals if they are the closest facility). The MOU is currently awaiting MOH review and sign-off.
- The Ministry of Health has issued an emergency order that enables emergency first responders (paramedics, police, and fire) to request and receive information about positive COVID-19 test results from public health units and laboratories. This will provide the first responders with more information about COVID-19 patients to help keep themselves and the community safe and reduce further spread.
- Due to the world shortage of PPE (personal protective equipment) EMS could no longer provide equipment to the First Response Teams. This also lead to a process change whereby the decision to respond to a medical 911 call would now be up to the First Response Teams based on the information they have about the patient from the CACC. This would be in the best interest of preventing COVID-19 exposure to response team members.
- Closely related to the above, the Nipissing EMS PPE stock is generally ok for now but the supply of N95 masks will be getting low within the next few weeks. Various manufacturers are re-tooling to help increase the supply which hopefully will help to alleviate the shortage. More recently, masks were donated to local EMS by the North Bay Fire Department and Hillcrest Cabinets. As a precaution, and in order to ensure continuous protection of paramedics with the shortage of N95 masks, respirators have been purchased to replace the N95's with reusable cartridges. Based on the projection and length of the pandemic, this will ensure that paramedics continue to be protected in the event N95 supplies reach critically low levels or are no longer available.
- The EMS laundry service has closed down as a result of the pandemic. With limited options available at the time, a washing machine and dryer were purchased and installed at the Seymour base station and laundry is now being done in-house (see also, Financial Implications below).
- The MOH has postponed the three-year EMS Service Reviews until further notice.

EMS Administration

Core DNSSAB administrative tasks that continue during the pandemic include the following:

- Continuing to process EMS transactions and payments through the financial portal.
- Monitoring COVID-19-related directives, orders, protocols, and updates from the Ministry of Health and the Ontario Association of Paramedic Chiefs (OAPC).
- Completing Ministry of Health reports (Note: two annual reports due at the end of March have been granted extensions in view of the COVID-19 situation).
- Participating in weekly COVID-19 meeting updates with the EMS Deputy Chief and DNSSAB CAO.
- Corresponding with operations staff over various issues that arise in the field.

PERFORMANCE/PRODUCTIVITY METRICS:

The DNSSAB senior team and EOC are currently looking at various productivity measures across the departments to assess operating productivity and performance during the pandemic. The measures for EMS are still in development pending consultation with EMS operations staff and the availability of data. Call volume during the COVID-19 period is one of the measures and an update on calls is provided in the EMS Status Update report. Further information and data concerning COVID-19 productivity will follow in future reports.

FINANCIAL IMPLICATIONS:

EMS costs incurred as a result of COVID-19 are being tracked for accounting and future planning purposes. It is expected that these costs will be in the areas of equipment and supplies, staffing (overtime/call-out in the event of staffing shortages due to illness), and the COVID-19 screening/ assessment centre. Most of these costs have not yet been parsed out or fully accounted for and will be reported when the information becomes available. The purchase and installation of the new washing machine and dryer at the base station (mentioned earlier) was about \$4,000.

RISK IDENTIFICATION AND MITIGATION:

From an EMS perspective, the primary risks related to the COVID-19 epidemic are as follows:

- A relatively large decrease in paramedic staff resulting from COVID-19 (sickness, quarantine, or lack of PPE) could leave the operations vulnerable during a time of potentially high call volume and demand. To mitigate this risk the Nipissing and Parry Sound EMS operators have put a job-sharing agreement in place to maintain staffing levels should this scenario occur.

- A relatively large increase in the number of local COVID-19 cases would invariably stress the entire local health care system including EMS. So far, the local COVID-19 trend is not following the provincial, national, or global growth trends - in the event of a local surge, the protocols mentioned earlier offer contingencies and will help to mitigate some of this risk.

COMMUNICATION PLAN:

Internal and/or external communications relating to COVID-19 and EMS are delivered as per the communications protocol in the DNSSAB pandemic plan and the NBRHC's communications policy.

NEXT STEPS:

In many respects the 'next steps' for EMS hinge on the anticipated intensity and duration of the pandemic. While there are various COVID-19 prediction models now in play, these models have a very wide margin of error in terms of predicting the number of future cases. EMS will continue to follow provincial and local health directives and monitor and adjust operations accordingly, as this has been effective so far.

BRIEFING NOTE

For information For Decision For Approval

HS08-20

Date: April 22, 2020

Purpose: Procurement in Emergencies- Emergency Shelter Support

Prepared by: Stacey Cyopeck, Housing Programs Manager
Melanie Shaye, Director of Corporate Services

Reviewed by: Catherine Matheson, CAO

RECOMMENDATION:

THAT the District of Nipissing Social Services Administration Board accepts this report in accordance with the Board's Purchasing Policy #CORP-01, under the authority of the DNSSAB Procedural Bylaw 2020-01 and formally authorizes the purchase of services with NMHHSS for the provision of a COVID Responsive Emergency Shelter in the City of North Bay.

BACKGROUND:

Due to the unprecedented impact of COVID-19, the North Bay shelter system has experienced reductions in capacity and temporary shelter closures. These reductions and closures have a real and immediate impact on the life, health and safety of the homeless population in our community. The DNSSAB acknowledged this emergency situation and quickly acted to secure services to support the homeless population.

Although the DNSSAB has a clear process for procurement, if an emergency exists requiring the immediate procurement of goods, services or construction, the CAO/CEO or a Director has the authority to requisition the required goods, services or construction by the most expedient and economical means available, notwithstanding any other provision of the Purchasing Policy.

CURRENT STATUS:

- DNSSAB, working with key community partners examined two distinct options for providing an emergency shelter given the COVID-19 pandemic, one provided by the Crisis Centre North Bay, and one provided by Nipissing Mental Health Housing and Support Services (NMHHSS)

- Although the costs were roughly the same, upon review of the two options, the option selected, included a 24 hour staffing model while the other option did not. At the time, the selected location was at the YMCA.
- Given the uncertainty surrounding COVID-19 and its impact on the homeless community, it was felt having 24 hour supports was necessary to ensure the health and safety of those using the shelter and the staff involved.
- Staff identified \$37,000 in surplus CHPI funding, which will be made available to support the program in the short term.
- The Province of Ontario has provided the DNSSAB with a funding allocation under the Social Services Relief Fund of \$589,200, to be provided under the Community Homelessness Prevention Initiative program.
- The Federal Government has provided the DNSSAB with a funding allocation of \$292,252 as top-up funding under the Reaching Home initiative.
- Cost to run the shelter will be no more than \$170,000 per month inclusive of space, staffing, security, cleaning, utilities, and supplies. The shelter will remain open until there is no longer a need or the funding is exhausted, as determined by the DNSSAB.
- The shelter officially opened on Wednesday, April 1st. The shelter very quickly reached capacity, and effective Thursday, April 16th, it was moved to the Pete Palangio Arena. The twin pads offer two distinct and larger spaces. One ice pad will provide shelter for over 50 individual, while the other will allow for isolation as required.

NEXT STEPS:

- Ongoing and continuing communication with Nipissing Mental Health Housing Support Services, and monitoring of the shelter operations;
- Continually monitor the community need, and adapt the model as required;
- Work collaboratively with Shelter Providers, Community Partners and Health Care Services to plan for those homeless individuals who are symptomatic and/or have confirmed cases of COVID-19.

BRIEFING NOTE

For information For Decision For Approval For Recommendation

FA03-20

Date: April 22, 2020

Purpose: Social Services Relief Fund Update

Prepared by: David Plumstead, Manager of Planning, Outcomes and Analytics; EMS Liaison.

Reviewed by: Catherine Matheson, CAO

FOR RECOMMENDATION:

It is recommended that the Board receives this update on the provincial Social Services Relief Fund (SSRF), and approves the identified process and areas of need for disbursing the funds in the community.

BACKGROUND

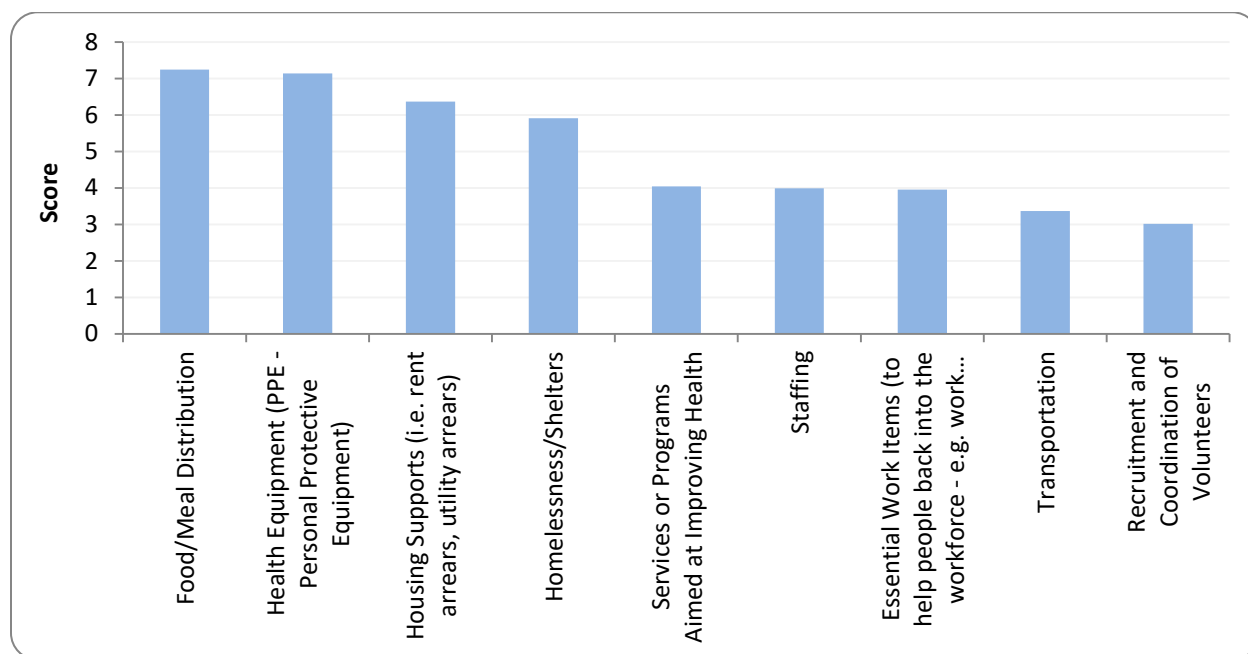
All three levels of government are implementing numerous measures in response to the COVID-19 pandemic. At the federal and provincial levels, part of this response includes providing emergency funding assistance to various businesses, organizations, and citizens who are experiencing economic and/or social hardship as a result of the pandemic.

As communicated in a past DNSSAB media release (April 2, 2020) the emergency funding above includes two funding programs to be administered by the DNSSAB for providing community services and supports to those in need during the pandemic crisis. One of these programs provides additional funding for the Board's current Reaching Home initiative and has an allocation of \$292,252. As communicated to Board members through previous CAO updates (and more recently, the report: Procurement in Emergencies- Emergency Support; HS08-20), this funding has been earmarked for the local emergency shelter which has recently been created to house the homeless during the pandemic. The other program is the provincial Social Services Relief Fund (SSRF) which is being delivered through the present Community Homelessness Prevention Initiative (CHPI). This fund has an allocation of \$589,200 and is intended to help vulnerable people during the pandemic crisis. The SSRF is the subject of this report update.

CURRENT STATUS/ STEPS TAKEN TO DATE:

The following are the chronological steps and actions taken to date on administering and disbursing the SSRF funds:

- The DNSSAB receives a letter (April 1, 2020) from the Minister of Municipal Affairs and Housing and the Nipissing MPP confirming the SSRF allocation of \$589,200.
- The Board issues a media release the following day announcing the funding to the community and indicating that the Board will be consulting with community partners to identify the greatest community need.
- April 6 – 8: A survey is sent out to community partners and service providers to establish the priority areas for emergency COVID-19 funding. The survey also asks about the COVID-19 challenges being faced in the community and in what ways the emergency funds can make a meaningful change.
- April 8-9: The above survey results are analyzed and a report completed. Based on the community response, nine areas of need for the emergency funding are identified and prioritized as shown in the chart below:



- The survey results are shared with the Nipissing District Housing and Homelessness Partnership's Co Chairs for discussion and input and the next steps in the process are confirmed.
- April 14 – 16: An electronic SSRF funding application /request form is sent out to the community partners and service providers. In an effort to keep things moving

along quickly the application is relatively straight forward and quick to fill out. The application will however, provide the necessary information for reporting on the distribution of the funds to the Board and ministries.

- At the time of this writing the application process is still open and will be closing within the next day. The applications will then be assessed and the funds dispersed accordingly (see, Next Steps).

FINANCIAL IMPLICATIONS:

The SSRF is a joint funding initiative between two provincial ministries: the Ministry of Municipal Affairs and Housing (MMAH) and the Ministry of Children, Community and Social Services (MCCSS) – there is no municipal contribution or requirement other than fund administration, reporting, and oversight.

However, there may be cash-flow considerations: the Board has received the first half of the SSRF and will receive the next payment (25%) during the second quarter or into July. The final payment (25%) is scheduled to be received sometime later on in the third quarter. Depending on the difference in timing between receiving the SSRF funds and disbursing them in the community, the Board may want to consider flowing the funds out to the community in advance of receiving the next SSRF payment if need be.

While staff is in the process of clarifying some of the administrative details with the ministries it should be noted that sometime in Q2 the Board will be required to report on the fund expenditures to date, including any projections going forward. If at the time of the report the Board has not spent the first half of the SSRF, or cannot show that the funds are committed or there is a projected need, then the ministries may consider 'reallocating' the final 25% payment (staff is presently seeking clarification around this point).

RISK IDENTIFICATION AND MITIGATION:

In addition to the benefits the emergency funds bring to the community during the COVID-19 crisis, there are also risks in the form of financial control and accountability. Sending over half a million dollars out the door in a relatively short period of time in response to a nationwide pandemic is without precedent at the DNSSAB and poses certain risks and concerns.

In view of the above, the DNSSAB EOC and staff are trying to balance getting the funds out the door quickly with minimizing the associated risks. The following are the main risks and their mitigating factors:

- *Risk:* the process staff is following for SSRF administration and disbursement is not adequate for this situation. *Mitigation:* the SSRF process and plan has been communicated to ministry staff who indicate it looks ok. While this is not an endorsement by the ministry on the use of these funds it provides an indication that the process we are following is adequate.
- *Risk:* the emergency (SSRF) funds are not used for their intended purpose as stated in the applicant's funding request. *Mitigation:* Although not as extensive as the typical DNSSAB contract, there will be a SSRF funding agreement in place for

each applicant and a requirement to produce a final report and budget/accounting for the funds.

- *Risk*: the emergency (SSRF) funds are not used in conjunction with Board procurement policy. *Mitigation*: as Noted in the report, *Procurement in Emergencies- Emergency Support; HS08-20*, the immediate procurement of services during an emergency is guided by the DNSSAB purchasing policy which gives the CAO or Director the authority to purchase the services by the most expedient and economical means available, notwithstanding any other provision of the Purchasing Policy.

NEXT STEPS

As mentioned earlier, at the time of this writing the application process is still open and will be closing within the next day. The applications will then be assessed and measured based on the above survey results and areas of need; the eligible use of the funds as outlined in the ministry funding letter; and geographical considerations (for example, rural needs).

In an effort to start moving the emergency funds into the community quickly, some of the funds will be disbursed over the next few days (prior to the upcoming committee and Board meetings) particularly in areas of emergency such as food and PPE (personal protective equipment). Staff will disburse the remaining funds upon approval of the Board in a tabled report at the Board meeting of April 22, 2020.

BRIEFING NOTE

For information For Decision For Approval For Recommendation

FA04-20

Date: April 22, 2020

Purpose: **Social Services Relief Fund Disbursement**

Prepared by: Stacey Cyopeck, Housing Programs Manager

Reviewed by: Catherine Matheson, CAO

RECOMMENDATION:

THAT the District of Nipissing Social Services Administration Board (DNSSAB) approves report FA04-20 outlining the recommended disbursement of \$456,050 in funds from the provincial Social Services Relief Fund; and

That the District of Nipissing Social Services Administration Board (DNSSAB) advise the provincial and federal government of the demonstrated additional need for COVID-19 emergency funding valued at \$318,256 to support the emergency services requirements in the Nipissing community social services sector for the period ending April 30th, 2020.

BACKGROUND

As communicated in the DNSSAB media release (April 2, 2020), and outlined in report FA03-20, all levels of government are implementing measures in response to the COVID-19 pandemic. As referenced in report FA03-20, the DNSSAB has received an emergency funding allocation under the provincial Social Services Relief Fund (SSRF) which is being delivered through the present Community Homelessness Prevention Initiative (CHPI). This fund has an allocation of \$589,200 and is intended to help vulnerable people during the pandemic crisis. This report outlines the recommended disbursement of the SSRF. The federal funding through Reaching Home of \$292,252 was previously allocated to the new 24 hour COVID responsive emergency shelter. This report speaks to the recommended allocation of the Social Services Relief Fund in the amount of \$456,050.

CURRENT STATUS/ STEPS TAKEN TO DATE:

The electronic SSRF funding application deadline was April 16th, with 25 agencies submitting funding requests. Five of the applications did not meet the funding criteria

and were removed from the evaluation process. The total funding requested by the remaining 20 agencies totaled approximately \$688,000. A list of the agencies and their funding request is included in Appendix 1. All the agencies identified food and/or PPE in their applications and fall into one of the top four priority areas of need as identified in the SSRF community partner survey (see also, Appendix 2).

First Round of Funding:

In an effort to provide some much needed relief to agencies in a timely fashion it was determined immediate emergency funds would be provided to those agencies supporting the top two areas of need identified in the community survey: Food /Meal Distribution and Health Equipment (PPE). As it turns out, all 20 applications included a food and/or PPE component and were eligible for funding in this first (expedited) round of emergency funding. A funding threshold of \$5,000 was set and agencies requesting under \$5,000 received their full requested amount, while those requesting over \$5,000 received the maximum of \$5,000.

The following are key summary points from Appendix 2:

- All agencies were funded in the first round, either to a maximum of \$5,000 or to their total funding request if lower.
- The first round of funding for \$456,050 includes \$85,400 committed to community agencies for food and/or PPE identified in their funding applications. It also includes \$340,000 for the COVID emergency shelter as reported to the Board in emails dated March 30th, and April 2nd. The shelter opened April 1 and is funded through Reaching Home (\$292,252) with the remainder funded through the SSRF (\$47,748). This covers two months of shelter operations based on current estimates.

Although the DNSSAB has a clear process for procurement, if an emergency exists requiring the immediate procurement of goods, services or construction, the CAO/CEO or a Director has the authority to requisition the required goods, services or construction by the most expedient and economical means available, notwithstanding any other provision of the Purchasing Policy. Given the extreme pressures in the community since the pandemic began, particularly impacting the most vulnerable in our community, the above funds were issued in accordance with the Board's Purchasing Policy #CORP-01, under the authority of the DNSSAB Procedural Bylaw 202-01.

Second Round of Funding:

Following the first round of fund distribution, a further review of the remaining requests was completed. The funding received was not enough to provide all 20 agencies with the full amount of their requests.

The following are key summary points for round 2 funding:

- For funding in round two the applications were assessed based on the relative distribution of the funding request and the funds available, and the weighted areas of need as identified in the SSRF survey (April 6-8).

- The funding in round two includes \$170,000 for an additional, third month (to the end of June) of operations for the COVID emergency shelter if needed. If the funds are not needed they will be reallocated to core services in the community
- As noted, in many cases the funding request for many of the agencies has been fully met. However, there are still shortfalls for some of the core agencies and services.

As mentioned before, it is important to note that some submissions were eliminated from receiving funding. Two of those applications were from individuals in the community, both students that had been receiving OSAP. Staff in Ontario Works has reached out to those individuals to try and provide support in securing financial assistance. The other three applications that were denied did not meet the mandate of the funding either through eligibility criteria or not meeting one of the priority areas of need at this time. .

The DNSSB received funding for the Board's current Reaching Home initiative, an allocation of \$292,252. As referenced in report HS08-20: Procurement in Emergencies-Emergency Support; HS08-20 this funding has been earmarked for the local emergency shelter which has recently been created to house the homeless during the pandemic. The total cost to operate this shelter is \$170,000 monthly. In an effort to quickly get the shelter operational effective April 1st, \$37,000 of year-end CHPI surplus funding was provided to the shelter, which will be reconciled following the first month of operations. As outlined in the attached Appendix 2, some of the SSRF will be need to offset a portion of the operating costs for the first two months in excess of the \$292,252 Reaching Home funding. While the Nipissing District Housing and Homelessness Partnership (NDHHP) typically provides recommendations to the DNSSAB on how Reaching Home funding is utilized, for the purposes of the emergency Reaching Home funding the following motion has been passed by the NDHHP and is consistent with the motions passed by other communities partnership tables.:

WHEREAS the District of Nipissing Social Services Administration Board (DNSSAB) as the Community Entity for North Bay – Nipissing received additional Reaching Home Funding for COVID-19 response in the amount of \$292,252 on behalf of the Community Advisory Board (CAB),

BE IT RESOLVED that the CAB authorizes the DNSSAB to make decisions regarding how the additional Reaching Home Funding will be allocated to meet community identified needs during the CoVid19 Pandemic,

AND BE IT FURTHER RESOLVED that the DNSSAB shall communicate said decisions to the CAB in a comprehensive and timely manner that details community expenditures, including:

- 1) the purpose of the approved community requests,*
- 2) the organizations and the funding amounts that are allocated to each,*
- 3) the number of unique clients/citizens that are anticipated to be served, and*
- 4) the accountability/reporting process, and that said reports be shared with the CAB upon receipt.*

FINANCIAL IMPLICATIONS:

Further to the financial implications referenced in report EX01-20, it is also noted that the need in the District of Nipissing exceeds the funding allocation received by the DNSSAB. While the federal and provincial funding is greatly appreciated and will provide some much needed relief to those serving the most vulnerable individuals in the district, more is still needed. Of note, there is a shortfall in the district of \$318,256 minimum as of April 30, 2020. As the pandemic continues, it is anticipated that there will be both new and ongoing support needed in the community.

RISK IDENTIFICATION AND MITIGATION:

In addition to the risks provided in report EX01-20, and as noted above, the current SSRF allocation will not cover the full need already identified in the community. As the pandemic wears on, additional and ongoing support will be needed in the community, leaving significant gaps in being able to suitably support vulnerable individuals in the district.

Furthermore, since the summer of 2017, there has been a noticeable increase in homelessness, as well as the prevalence of mental health and addictions challenges. This has led to significant pressures on the current Emergency Shelter System, and there has been a 67% increase in the number of households that stayed in the Emergency Shelter since 2017. In the same period, average occupancy increased from 64% to nearly 94%. As such, the Mayor's Roundtable began meeting in late 2019, and a low-barrier shelter was identified as a gap in the district. While planning for this has begun, the COVID-19 pandemic has certainly brought to light the significant pressures in the community that exists in the absence of a low-barrier shelter. Due to this gap in services, much of the emergency funding allocations received by the DNSSAB will be utilized to ensure these needs are met in the community. Continued effort is required to seek funding for a permanent low-barrier shelter solution, however, local, federal and/or provincial funding would be required to achieve that outcome.

NEXT STEPS

- Following Board approval, the funding under Round 2 will be issued to the agencies listed within this report. Where needed, contract amendments will be drafted and issued.
- Staff will continue to monitor the need in the community and the ongoing pressures during the pandemic.
- With Board endorsement, advocacy will begin in the hopes of securing additional funding that may be available to ensure that vulnerable populations in the district are suitably supported during and following the pandemic.

Appendix 1. Applications for SSRF

Successful Funding Applicants (SSRF)	Funding Request, \$	%
AIDS Committee of North Bay & Area	15,000.00	2.2%
Big Brothers Big Sisters of North Bay and District	10,000.00	1.5%
Community Living Mattawa	6,650.00	1.0%
Community Living West Nipissing	3,500.00	0.5%
Community Resource Centre (Killaloe) Inc - CRC	8,750.00	1.3%
Crisis Centre North Bay	100,914.99	14.7%
LIPI - Low Income People Involvement of Nipissing	184,991.19	26.9%
Mattawa and Area Food Bank	2,000.00	0.3%
Mattawa Women's Resource Centre	3,400.00	0.5%
Nipissing First Nation	15,000.00	2.2%
Nipissing First Nation-True Self Debwewendizwin Program	6,000.00	0.9%
North Bay Food Bank	15,000.00	2.2%
North Bay Friendship Centre	130,000.00	18.9%
PHARA	102,000.00	14.8%
St Andrews United Church	1,000.00	0.1%
Temagami Food Bank	/	/
The Gathering Place, North Bay's Community Soup Kitchen	60,000.00	8.7%
The Salvation Army Community And Family Services North Bay	10,000.00	1.5%
West Nipissing Community Health Centre	10,000.00	1.5%
West Nipissing Foodbank	3,000.00	0.4%
Total	687,206.18	100.0%

Appendix 2. SSRF Funding Applications and Distribution

Successful Funding Applicants	Funding Request, \$	Municipality	1st Round Funding (committed)		2nd Round Funding			
			Amount, \$	SSRF Category	Amount, \$	Total Funding	Shortfall, \$	SSRF Primary Category
North Bay Food Bank	15,000.00	North Bay	5,000	Food and/or PPE	10,000	15,000	0	Food
West Nipissing Community Health Centre	10,000.00	West Nipissing	5,000	Food and/or PPE	5,000	10,000	0	Food
Big Brothers Big Sisters of North Bay and District	10,000.00	North Bay/District	5,000	Food and/or PPE	1,630	6,630	-3,370	Housing Supports
The Salvation Army Community And Family Services North Bay	10,000.00	North Bay	5,000	Food and/or PPE	5,000	10,000	0	Food
Community Resource Centre (Killaloe) Inc - CRC	8,750.00	South Algonquin	5,000	Food and/or PPE	3,750	8,750	0	Food
Community Living Mattawa	6,650.00	Mattawa	5,000	Food and/or PPE	1,650	6,650	0	PPE
Nipissing First Nation-True Self Debwewendizwin Program	6,000.00	Nipissing First Nation	5,000	Food and/or PPE	1,000	6,000	0	PPE
Community Living West Nipissing	3,500.00	West Nipissing	3,500	Food and/or PPE	0	3,500	0	/
Mattawa Women's Resource Centre	3,400.00	Mattawa	3,400	Food and/or PPE	0	3,400	0	/
West Nipissing Foodbank	3,000.00	West Nipissing	3,000	Food and/or PPE	0	3,000	0	/
Temagami Food Bank	/	Temagami	2,500	Food and/or PPE	0	2,500	0	/
Mattawa and Area Food Bank	2,000.00	Mattawa	2,000	Food and/or PPE	0	2,000	0	/
St Andrews United Church	1,000.00	North Bay	1,000	Food and/or PPE	0	1,000	0	/
Crisis Centre North Bay	100,914.99	North Bay	5,000	Food and/or PPE	56,825	61,825	-39,090	Homelessness/ Shelters
Nipissing First Nation	15,000.00	Nipissing First Nation	5,000	Food and/or PPE	10,000	15,000	0	Food
AIDS Committee of North Bay & Area	15,000.00	North Bay	5,000	Food and/or PPE	10,000	15,000	0	Food; PPE
North Bay Friendship Centre	130,000.00	North Bay	5,000	Food and/or PPE	46,610	51,610	-78,390	Housing Supports; Food
LIPI - Low Income People Involvement of Nipissing	184,991.19	North Bay & District	5,000	Food and/or PPE	67,115	72,115	-112,876	Housing Supports; PPE
PHARA	102,000.00	North Bay	5,000	Food and/or PPE	31,640	36,640	-65,360	Housing Supports
The Gathering Place, North Bay's Community Soup Kitchen	60,000.00	North Bay	5,000	Food and/or PPE	35,830	40,830	-19,170	Food
Covid Emergency Homelessness Shelter	/	North Bay	340,000	Homelessness/ Shelters	170,000	510,000	0	Homelessness/ Shelters
SSRF holdback	/	/	/	/	/	/	/	
Total	687,206.18		425,400		456,050	681,450	-318,256	
Emergency Funding (Provincial & Federal)								
Social Services Relief Fund (SSRF)	589,200.00							
Reaching Home	292,252.00							
Funding Available	881,452.00		456,052		2	2		

Notes:

1. The \$170,000 for the COVID emergency shelter (2nd round funding) is for a third month of shelter operation if it is needed. If not needed, this funding will be reallocated to core programs and services in the community.
2. The funding for the Crisis Centre North Bay includes shelter overflow funding.
3. The Temagami Food Bank application did not specify a funding amount.