



REGULAR BOARD MEETING AGENDA

Healthy Communities without Poverty

Date: Wednesday, September 23, 2020

Time: 1:30 PM

Location: By video conference while pandemic protocols are in place

Join Zoom Meeting

<https://zoom.us/j/92660019819?pwd=UHFQb1pYdkpHUnVJd2tMQXNzL3Vodz09>

Meeting ID: 926 6001 9819

Passcode: 361720

One tap mobile

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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
1.0	1.1 Call to Order MOTION: #2020-90 <i>Resolved</i> THAT the Board of Directors accepts the Roll Call as read by the Recording Secretary for the Regular Board meeting of September 23, 2020 at ____ PM.

Item	Topic
	1.2 Declaration of Conflict of Interest
2.0	Opening remarks by the Chair
3.0	Approval of Agenda for September 23, 2020 MOTION: #2020-91 <i>Resolved THAT Board members accept the Agenda as presented.</i>
4.0	Approval of Minutes 4.1 MOTION: #2020-92-A <i>Resolved THAT the Board adopt the minutes of the proceedings of the Regular Board meeting of June 24, 2020.</i> MOTION: #2020-92-B <i>Resolved THAT the Board adopt the minutes of the proceedings of the Community Services Committee meeting of June 24, 2020.</i>
5.0	5.1 Delegation – none at this time
6.0	CAO VERBAL UPDATE: 6.1 MOTION: #2020-93 That the District of Nipissing Social Services Administration Board (DNSSAB) receives the CAO Verbal Report for September 23, 2020.
7.0	CONSENT AGENDA -Reports for Information Only - All items in the consent agenda are voted on collectively. The Chair will call out each item for consideration of discussion on the Consent Agenda. Any item can be singled out for debate or a separate vote; then, only the remaining items will be voted on collectively. MOTION: #2020-94 That the Board (DNSSAB) receives Consent Agenda Items 7.1 to 7.4 for information purposes only.
	7.1 HS27-20 Low Barrier Shelter – Status Report Briefing note HS27-20 provides an update on the emergency low-barrier shelter located at 590 Chippewa Street West.
	7.3 B11-20 Community Safety and Well-Being Plan – City of North Bay Briefing note B11-20 provides information on the contracting of DNSSAB services to the City of North Bay to complete the city’s Community Safety and Well-Being Plan.

Item	Topic
	<p>7.4 B10-20 Covid-19 = k ' =k " 'h</p> <p>Briefing Note B10-20 describes, from an HR best practice perspective, the impact of COVID-19 on workplace business practices, with a particular focus on mental health. This report is brought to the Board for information.</p>
	<p>7.5 B09-20 AMO Conference</p> <p>Briefing note B09-20 provides information purposes with regards to the Board delegations at the August 2020 AMO conference.</p>
8.0	MANAGERS REPORTS
	<p>8.1 HS25-20 Sale of 478 Second Avenue West, North Bay – Canada-Ontario Affordable Housing Program Extension (2003) Northern Component Project</p> <p>MOTION: #2020-95 That the Board (DNSSAB) receives, for approval, report HS25-20 regarding the sale of the Affordable Housing Program (AHP) project at 478 Second Avenue West, North Bay.</p>
	<p>8.2 HS26-20 Portable Housing Benefit Pilot Program</p> <p>MOTION: #2020-96 That the Board (DNSSAB) approves ending the Portable Housing Benefit Pilot Program and transitioning the program into a permanent program in the District of Nipissing as set out in report HS26-20.</p>
	<p>8.3 B12-20 COVID-19 Workplace Pandemic Plan</p> <p>MOTION: #2020-97 THAT the District of Nipissing Social Services Administration Board accepts Briefing Note B12-20 COVID-19 Workplace Pandemic Plan, dated September 23, 2020.</p>
	<p>8.4 B08-20 Updated Travel, Meal and Hospitality Policy</p> <p>MOTION: #2020-98 THAT the draft revisions to the 2020 Travel, Meal and Hospitality policy, previously approved under resolution 2020-16, be approved by the District of Nipissing Social Services Administration Board as presented in report B08-20.</p>
	<p>8.5 Move In Camera</p>

Item	Topic
	<p>MOTION: #2020-99 That the District of Nipissing Social Services Administrative Board (DNSSAB) moves in-camera at _____ to discuss a position or plan used in negotiation.</p>
	<p>8.6 Adjourn In Camera</p> <p>MOTION: #2020-100 That the District of Nipissing Social Services Administrative Board (DNSSAB) adjourns in-camera at _____ .</p>
	<p>8.7 Accept In Camera</p> <p>MOTION: #2020-101 That the District of Nipissing Social Services Administrative Board (DNSSAB) approves the action/direction agreed to in-camera.</p>
9.0	OTHER BUSINESS/CORRESPONDENCE
10.0	<p>NEXT MEETING DATE Wednesday, September 23, 2020</p>
11.0	<p>ADJOURNMENT</p> <p>MOTION: #2020-102 <i>Resolved</i> THAT the Board meeting be adjourned at _____ p.m.</p>



MINUTES OF PROCEEDINGS

**REGULAR BOARD MEETING – WEDNESDAY JUNE 24, 2020
1:30 PM VIA TELECONFERENCE**

MEMBERS PRESENT:

Mayor Dean Backer (East Nipissing)
Councillor Mac Bain – (North Bay)
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)
Representative Amanda Smith (Unincorporated)
Councillor Bill Vrebosch (North Bay)

REGRETS:

STAFF ATTENDANCE:

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

Dawn Carlyle, Project Manager

Guest: Jennifer Hamilton McCharles – North Bay Nugget
Steve Merkley, Nipissing EMS Deputy Chief

CALL TO ORDER

The regular Board Meeting was called to order at 1:35 PM by Chair Mark King.

DECLARATION OF CONFLICTS OF INTEREST

Representative Amanda Smith declared a conflict with item 8.3 as the organization she works for receives funding through this HCF.

ADOPTION OF THE ROLL CALL

Resolution No. 2020-75

Moved by: Bill Vrebosch
Seconded by: Chris Mayne

That the Board of Directors accepts the Roll Call as read for the Regular Board meeting of June 24, 2020.

Carried.

CHAIR'S REMARKS

The Chair welcomed everyone to the last scheduled board meeting before the summer break. He spoke to members about the challenges and changes resulting from COVID-19. He mentioned the closure of the COVID responsive shelter at the Pete Palangio Arena, and how there is no further funding coming from the federal and provincial governments at this time to support the shelter. He also spoke about the idea of using policing dollars for social programs. He cited an article stating there were 2700 mental health calls in North Bay alone, to which police responded. He referred to the busy agenda and indicated that AMO is coming up in August and briefly talked about the areas to be presented at the delegations. He thanked staff for hard work and wished everyone a restful summer.

ADOPTION OF THE AGENDA

Resolution No. 2020-76

Moved by: Dan O'Mara
Seconded by: Dave Mendicino

That the Board accepts the agenda for the Regular Board meeting of June 24, 2020.

Carried.

APPROVAL OF MINUTES
Resolution No. 2020-77-A

Moved by: Terry Kelly
Seconded by: Chris Mayne

THAT the Board adopts the minutes of the proceedings of the Regular Board meeting of May 27, 2020.

Carried.

Resolution No. 2020-77-B

Moved by: Jane Dumas
Seconded by: Dan Roveda

Resolved THAT the Board adopt the minutes of the proceedings of the Community Services Committee meeting of May 27, 2020.

Carried.

DELEGATIONS

There were no delegations.

CAO VERBAL UPDATE
Resolution No. 2020-78

Moved by: Mac Bain
Seconded by: Scott Robertson

That the District of Nipissing Social Services Administration Board (DNSSAB) receives the CAO Report for June 24, 2020.

CAO Catherine Matheson indicated that due to the full agenda she won't be speaking about the reports already contained in the Board package.

She notified the Board that DNSSAB has agreed to provide the City of North Bay with its Community Safety and Well-being Plan as a fee for service. The fee will allow DNSSAB to recover the cost of resources required to complete the plan. She explained the contract began as an RFP but that was taken down and the DNSSAB was sole sourced due to its community

services with the city.

There was discussion about how this is handled in other districts. In response to a question about whether DNSSAB would be doing this for other municipalities, she responded affirmatively if cost recovery is viable.

Carried.

6.2 B07-20 COVID-19 - Organizational Risk Management Activities and Alternative Business Operating Models - Post Pandemic

Moved by: Jane Dumas

Seconded by: Dan O'Mara

The CAO talked about the unusual circumstances locally and across the province due to the pandemic. This report identifies the risk based model we've been using, and what the DNSSAB plans to do moving into the future. An OMSSA survey indicated 83% are looking at ways to work differently post pandemic. Reasons include footprints/space, client outcomes, and financial savings. We are proposing looking at alternative use for Main Street location, and that would be brought back before the end of the year.

There was discussion about how the Main Street site could be leveraged to get some additional social housing projects and that the building's tenants and nearby property/business owners may have input before a decision is made about the Main Street site.

MOTION: #2020-79

That the District of Nipissing Social Services Administrative Board (DNSSAB) accepts Briefing Note B07-20; COVID-19 Organizational Risk Management Activities and Alternative Business Operating Models Post Pandemic; and

THAT alternative business operating models post pandemic be developed based upon lessons learned from risk management activities and in line with the principles of innovation, service excellence, efficiency, and cost containment; and

THAT the alternative business operating models be presented to the Board for consideration prior to year-end.

Carried

**CONSENT AGENDA - Reports for Information Only
Resolution No. 2020-80**

Moved by: Scott Robertson

Seconded by: Chris Mayne

That the District of Nipissing Social Services Administration Board (DNSSAB) receives Consent Agenda Items 7.4 and 7.5 for information purposes only. [Items 7.1, 7.2 and 7.3 were pulled for further discussion.]

7.4 B02-20 Mental Health Supports for DNSSAB Employees

7.5 CS06-20 Child Care Sector Funding – Impact on Nipissing’s EarlyON and Child Care Sector

Carried.

7.1 HS23-20 Low Barrier Shelter – Status Report - Dan Roveda asked that it be pulled.

Housing Programs Manager Stacey Cyopeck reviewed the history of the COVID response shelter and how it has been supported. The current operator is NMHHSS. The residents also receive auxiliary services and meals and Nurse Health Practitioners have been providing health related information for residents and staff. On average 27 residents per night (22 male and 5 female) have been using the shelter. This number dropped in June to 24. The current operator is continuing until closing the morning of July 7th. DNSSAB has been advocating to provincial and federal governments for funding but DNSSAB has yet to receive any assurances that funding is forthcoming. There was further discussion about the recognized need in the community, the number of people using the shelter not from the area, the challenges with repatriation during a pandemic and the precarious housing of those who prefer to live without formal shelter in the summer. Anecdotally, 5-10 residents have moved onto permanent housing. The Chair indicated high ODSP numbers in the District are impacting the number of homelessness.

The CAO indicated there has been regular contact with the Ministry of Municipal Affairs and Housing as well as a sub-committee of the Ministry and that those discussions have been going well. She added that a comprehensive report on shelter system with respect to the gaps that have been identified will be brought back to the Board, and these thoughts will be included.

7.2 B01-20 Items for AMO Delegation - Dan Roveda asked that it be pulled.

The CAO indicated the team is getting ready for the virtual conference and asked for feedback. Some potential areas for advocacy have been identified and referred to Dave Plumstead, who highlighted the key point of advocacy for each topic as outlined in the report.

The delegations will be submitted upon any further direction from Board. There was some discussion about the lack of municipally elected officials with NOSDA and concerns the property tax payer doesn’t have a voice at NOSDA. The CAO indicated the NOSDA bylaws will be reviewed at the AGM.

7.3 EMS02-20 EMS New Structure - Dan Roveda asked to have it pulled.

Dave Plumstead Manager Planning, Outcomes & Analytics and EMS Liaison introduced the briefing paper and detailed report. This is the first update on the new structure. A reduction in overtime is being noticed and the additional presence in satellite communities is proving beneficial. Steve Merkley from EMS says this is part of the plan and improvements in oversight have been noticed.

There was discussion about the consolidation of Temagami. Dave indicated work on the structure is being done over the summer for discussions in September about the best options and delivery of EMS in the future. Steve adds they've taken over all operations in Temagami under this new structure.

Moved by: Dan O'Mara

Seconded by: Terry Kelly to accept the removed items for information.

Carried.

MANAGERS REPORTS**HS09-20 RFP for Transitional Housing Operator****RESOLUTION: #2020-81**

Moved by: Scott Robertson

Seconded by: Dan Roveda

That the Board (DNSSAB) authorizes staff to enter into an agreement with the successful proponent to operate the Gateway House – 16 unit transitional housing project, as outlined in report HS09-20.

The CAO indicated that NMHHSS the successful proponent who will be operating the project and thanked the province for 1.2M in capital funding.

There was a question about where the \$2.2M in funding annually to run the low barrier shelter will be coming from since the Ministry of Health does not traditionally fund the DNSSAB. Finance Manager Justin Avery explained about \$650K has been found within the budget and that more funding will be sourced. The CAO added that DNSSAB continues to advocate strongly for funding for the entire portfolio. The Healthy Communities Fund and reserve contributions are the only areas funded by municipalities.

Carried

HS22-29 EOI for Increasing Affordable Housing**RESOLUTION: #2020-82**

Moved by: Scott Robertson

Seconded by: Terry Kelly

That the Board (DNSSAB) approves the release of an Expression of Interest to solicit conceptual affordable housing development plans in the District of Nipissing as outlined in report HS22-20.

It was suggested that any property DNSSAB or municipalities may have available could to be added to the EOI to entice developers. CAO says this will be better articulated in the EOI and can be included in discussions with developers. It was clarified that the document can be shared and made public after the Board meeting. Several members indicated this is would be welcome in their municipalities.

Carried

**8.3 B06-20 Policy Report on Healthy Community Fund
RESOLUTION: #2020-83**

Moved by: Chris Mayne
Seconded by: Mac Bain

[Amanda Smith was moved to the meeting room at 2:59 PM due to a declared conflict of interest.]

That the District of Nipissing Social Services Administration Board reviews the options for distributing this year's Healthy Communities Fund (HCF) as outlined in B06-20 and approves option #1 which is recommended by staff.

Carried

[Amanda Smith returned at 3:01 PM]

**DNSSAB By Laws (PRESENTATION)
RESOLUTION: #2020-84**

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

That the Board (DNSSAB) accepts the presentation on the Revised DNSSAB By Laws for information.

Corporate Services Director Melanie Shaye reviewed the changes to the by law through a slide presentation – and a review of the key points already existing in the by laws.

Carried

**Policy New Committee Structure Terms of Reference
RESOLUTION: #2020-85**

Moved by: Mac Bain

Seconded by: Dave Mendicino

That the Board (DNSSAB) accepts the Committee of the Whole - Terms of Reference as outlined in report B05-20.

Carried.

Move in Camera

RESOLUTION: #2020-86

Moved by: Terry Kelly

Seconded by: Bill Vrebosch

That the District of Nipissing Social Services Administrative Board (DNSSAB) moves in-camera at 3:14 PM to discuss a position or plan used in negotiation and a personnel matter.

Carried.

IN CAMERA MINUTES ARE FILED SEPARATELY

Adjourn In Camera

RESOLUTION: #2020-87

Moved by: Dan O'Mara

Seconded by: Chris Mayne

That the District of Nipissing Social Services Administrative Board (DNSSAB) adjourns in-camera at 4:52PM.

Approve in Camera

RESOLUTION: #2020-87

Moved by: Amanda Smith

Seconded by: Bill Vrebosch

That the District of Nipissing Social Services Administrative Board (DNSSAB) approves the action/direction agreed to in-camera.

NEW BUSINESS

There was no new business raised.

NEXT MEETING DATE

Special Meeting Monday, July 29 starting at 3:00 PM via videoconference.

ADJOURNMENT

Resolution No. 2020-88

Moved by: Jane Dumas

Seconded by: Bill Vrebosch

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

COMMUNITY SERVICES COMMITTEE MEETING WEDNESDAY JUNE 24, 2020 12:00 PM VIA TELECONFERENCE

MEMBERS PRESENT:

Mayor Dean Backer (East Nipissing)
Councillor Mark King - Chair (North Bay)
Councillor Chris Mayne (North Bay)
Councillor Dave Mendicino (North Bay)
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
Michelle Glabb, Director of Social Services and Employment
Stacey Cyopeck, Manager, Housing Programs
Pierre Guenette, Manager, Housing Operations
Dawn Carlyle, Project Manager

CALL TO ORDER

The Community Services Committee was called to order at 12:00 PM by Chair Dan Roveda. The Chair commended all staff for the thorough agenda and well written information.

DECLARATION OF CONFLICTS OF INTEREST

No conflicts were declared.

ADOPTION OF THE AGENDA**MOTION #CSC01-2020**

That the Committee of the Whole accepts the agenda for the Community Services Committee of June 24, 2020.

Moved by Dave Mendicino and Dan O'Mara. **Carried.**

DELEGATIONS – There were no delegations

CONSENT AGENDA**Reports for Information Only****MOTION #CSC02-2020**

That the Committee receives for information purposes Consent Agenda items 5.1, 5.2 and 5.5.

Scott Robertson asked for 5.3 to be pulled and Mark King asked if there is any new information on 5.4 and asked for it to be pulled.

Carried.

5.1 SSE03-20 Emergency Response Benefits to COVID-19**5.2 B03-20 Not For Profit COVID Funding****5.3 SSE04-20 Basic Income Report**

Social Services and Employment Director Michelle Glabb commented that this report was brought to the board upon a member's request now that this is a topic of conversation among policy people. The previous pilot was cancelled after a limited time although many showed some success. Those in life stabilization still need face to face contact with a case manager. A thorough review based on provincial guidelines would have to be done. CAO indicated that taking on a review would take resources DNSSAB doesn't have right now but we could put out a position paper. Scott asked that this be brought back once things settle down. CAO says we will monitor this closely and if this resurfaces we can bring this back to the Board at that time. Further discussion indicated there is an interest. CAO was asked to share with NOSDA and that any analysis would be through one voice in Northern Ontario. There was further discussion to the merits of

a Basic Income program.

5.4 CS05-20 Reopening of Child Care Spaces

The Chair asked Children's Services Director Lynn Démoré-Pitre for any updates. She indicated child care can reopen as of June 12, which is very short notice. Children's Services has been working with providers to create guidelines and should receive health unit approval tomorrow or the next day. She discussed some of the funding issues. She announced that the Indigenous Hub is now open, emergency child care centres can open at the end of this week and will be able to reopen as regular centres. We know some centres won't reopen due to construction in schools or they are too small to make it viable to reopen. Lynn will send the Board an update through the CAO. Approximately 38% of current spaces will be able to open, based on discussions to date. There remain some unanswered questions at this time.

When asked if spaces not being used are lost, Lynn replied the spaces will be held until the space is cancelled. Children's Services is still waiting for more direction from Province.

Lynn confirmed for the Chair that all municipalities in district will open.

5.5 HS19-20 Service Manager Annual Information Return

MANAGERS REPORTS

6.1 SSE06-20 Landlord Pay Direct Policy - OW

MOTION #CSC03-2020

That the District of Nipissing Social Services Administration Board approve the Ontario Works Pay Direct local policy, attached as Appendix A, and as set out in report SSE06-20.

Director Michelle Glabb walked members through the revised policy and the process that applies to it. The main changes included are a notice period for landlords prior to the pay direct being removed. Ontario Works (OW) can't force a pay direct on a file. Shelter costs can be held if client refuses to pay rent or, in a case where the client is waiting for repairs to pay rent, it will be held until the repairs are made. Landlords are being encouraged to contact OW immediately to help resolve the situation quicker. Landlords have been very receptive to the changes. Mark King added the landlords are very happy with the process and policy and suggested this be shared with other regions or the province.

Scott Robertson indicated he had concerns about landlord tenant disputes, and that it's now up to Case Managers to determine. This was clarified. Chris Mayne asked if we have measured how many people are in the private sector. Answer – 17% of clients live in subsidized housing leaving the remainder to private housing. Scott asked if CAB raised any concerns – no.

Moved by Bill Vrebosch and Mark King.

Carried.

OTHER BUSINESS

There was none.

Next Meeting Date

Wednesday, October 28, 2020 at 1:30 PM - to meet electronically.

ADJOURNMENT

MOTION #CSC04-2020

Resolved THAT the Community Services Committee meeting be adjourned at 1:00 p.m.

Moved by Dean Backer and Jane Dumas. ***Carried.***

MARK KING
CHAIR OF THE BOARD

CATHERINE MATHESON
SECRETARY OF THE BOARD

Minutes of Proceedings Recorder: Marianne Zadra, Executive Coordinator

BRIEFING NOTE HS27-20

For information or For Approval

Date: September 23, 2020

Purpose: Emergency Low-Barrier Shelter Update

Prepared by: Stacey Cyopeck, Manager, Housing Programs

Reviewed by: Catherine Matheson, CAO

Information:

Briefing Note HS27-20 provides an update on the emergency low-barrier shelter located at 590 Chippewa Street West.

Background:

- On March 17th, a State of Emergency was declared in Ontario in response to the emergence of COVID-19.
- In response to the State of Emergency, a temporary low-barrier shelter was established at the YMCA in North Bay. Nipissing Mental Health Housing and Support Services (NMHHSS) served as the shelter operator, given their responsiveness and ability to open and operate immediately.
- April 16th, the emergency low-barrier shelter moved from the YMCA to the Pete Palangio Arena in order to increase capacity and have dedicated isolation space.
- On August 10, 2020, the shelter moved to 590 Chippewa Street West, the site of the Transitional Housing Project as the Pete Palangio arena was no longer available.
- DNSSAB has been able to support the emergency low-barrier shelter through emergency COVID-19 funding provided through the Social Services Relief Fund (Provincial) and Reaching Home (Federal). To date, \$589,200 has been received from the provincial government and \$292,252 from the federal government.

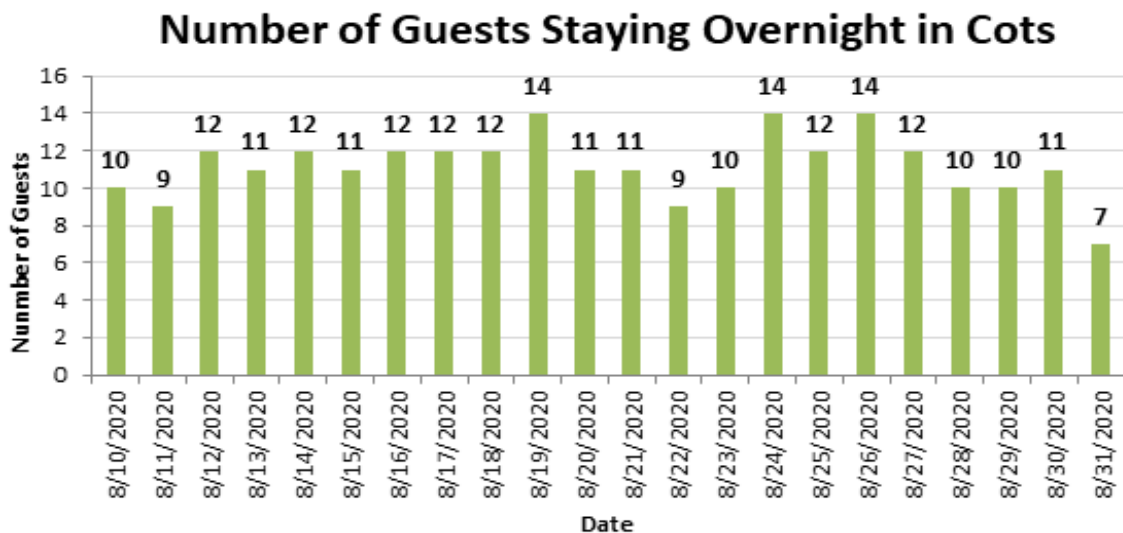
Report:

- NMHHSS, in addition to overseeing the operations of the shelter, provides mental health support services as well as rapid re-housing supports to shelter guests.
- Shelter guests have also benefited from ancillary services such as medical oversight from the Nurse Practitioner Led Clinic, AIDS Committee and psychosocial support from the North Bay Community Counselling Centre. St. Johns Anglican Church, the North Bay

Gathering Place and the North Bay Recovery Home have been instrumental in providing meals to the Centre.

- Nurse Practitioner-Led Clinic (NPLC) has provided recommendations on screening and isolation processes and appropriate usage of Personal Protective Equipment (PPE) for staff. Moreover, NPLC staff have provided physical assessments, consultations, and minor wound care to shelter users.
- North Bay Police Services have been instrumental in assisting to keep the shelter safe and welcoming.
- The City of North Bay authorized the continued use of the Pete Palangio Arena until August 10, 2020.
- On July 13, 2020, two portables were delivered to the new site, at 590 Chippewa Street West, and placed on pads on July 17, 2020
- An Occupancy Permit was received on August 10, 2020 and the shelter opened to guests operating for 12 hours per day, offering 12 beds.
- The shelter is currently being funded through cost-saving measures implemented by the DNSSAB. As of July 7th and up until December 31, 2020, running at half capacity and for half the hours of service.
- On Friday, August 14th, 2020, the DNSSAB was advised that it was eligible to receive an initial planning allocation of \$4.2M under the Social Services Relief Funding (SSRF) Phase 2.
- Contingent on the Ministry’s acceptance of a successful business case, some of the funding will be used towards the operation of the emergency shelter to March 31st, 2021.

Below is a chart identifying the number of guests staying overnight at the Chippewa site from August 10 to 31, 2020. You will note that occupancy at this shelter was at or over capacity for 10 of 22 days. Guests who are turned away due to capacity issues are referred to other agencies including safe beds, the Crisis Centre and Ojibway Women’s Lodge.



* Max capacity is 12. An overnight stay above 12 people indicates that a guest left or gave up their cot and another guest was able to fill that spot.

Risk Identified and Mitigation:

As noted above, the DNSSAB is eligible to receive funding through the SSRF Phase 2, contingent on the submitted Business Plan, which will provide much needed financial assistance for the emergency shelter and assist with individuals who are homeless or at risk for homelessness. However, the DNSSAB will continue to advocate to the provincial and federal governments for additional annualized funding.

Conclusion:

The low-barrier shelter has been truly impactful in mitigating the risk of the most marginalized and vulnerable citizens. It is clear that there is an on-going need for a low-barrier shelter for North Bay and the surrounding area to support this population. DNSSAB will continue to advocate to all levels of government for the continued operation of a low-barrier shelter.



BRIEFING NOTE B11-20

For Information For Approval

Date: September 23, 2020

Purpose: Community Safety and Well-Being Plan – City of North Bay

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

Reviewed by: Catherine Matheson, CAO

INFORMATION:

Briefing note B11-20 provides information on the contracting of DNSSAB services to the City of North Bay to complete the city's Community Safety and Well-Being Plan.

BACKGROUND:

Effective January 1, 2019, as part of legislation under the *Police Services Act*, municipalities in Ontario are required to develop and adopt Community Safety and Well-Being (CSWB) plans which are due by January 1, 2021. This legislative requirement applies to all single and lower-tier municipalities and regional governments, and is being directed by the Ministry of Community Safety and Correctional Services.

The City of North Bay tendered a request for services to develop the City's CSWB plan and the DNSSAB responded and was awarded the contract to complete the plan. Working on the development of the plan with City staff, council, and the community provides an opportunity for multi-sector collaboration and integration and is a good fit with the Board's mandate and mission.

REPORT:

Developing and implementing the CSWB plan requires the City of North Bay to work in partnership with a multi-sectoral advisory committee comprised of representation from the police service board and other local service providers in health/mental health, education, community/social services and children/youth services. The plan allows the City to take a leadership role in defining and addressing priority risks in the community through proactive, integrated strategies that ensure vulnerable populations receive the help they need from the providers best suited to support them.

The province has published a *Community Safety and Well-Being Planning Framework* which provides guidance on the development of local plans. The framework outlines the following four areas to ensure local plans are as efficient and effective as possible in making communities safer and healthier:

- *Social Development* (promoting and maintaining safety and wellbeing)
- *Prevention* (proactively reducing identified risks)
- *Risk Intervention* (mitigating situations of elevated risk)
- *Incident Response* (critical and non-critical incident response)

These areas of focus are also relevant to the Board on a number of fronts. To begin, *social development* through the CSWB plan will promote long-term investment in the social determinants of health which complements the Board's investment and delivery of programs and services in some of these areas (i.e., early learning and childcare, employment, and housing). Social development is also where a wide range of sectors, agencies and organizations bring different perspectives and expertise to the table to address complex social issues such as poverty, from every angle. Knowing who to contact (community agency versus first-responder) and when to contact them (emerging risk versus crisis incident) will allow communities to operate in an environment where the response matches the need.

In terms of *prevention*, the North Bay CSWB plan will help to identify and address local risk factors before they escalate and reach critical levels, thus leading to reduced costs in crises management and improved community outcomes. Additionally, through prevention and proactively implementing evidence-based situational measures, policies or programs/ services, the identified risks to community safety and well-being will be reduced before they result in crime, victimization and/or harm.

The CSWB plan's focus on *risk intervention* is intended to reduce harm before situations or incidents of elevated risk can occur that require an elevated - or incident - response (see below also). This is an immediate intervention that will require a multi-sector response and collaboration between various community and acute care agencies. The DNSSAB is well positioned to facilitate this community dialogue in developing the plan.

Lastly, *incident response* includes immediate and reactionary responses that may involve a sense of urgency from first responders such as the police, fire, and emergency medical services. Planning will be done in this area to better collaborate and share relevant information and data, such as the types of occurrences and victimization, to ensure the best use of resources and the most appropriate service provider is responding.

PROJECT TEAM AND RESOURCES REQUIRED:

The project team that will be involved in various aspects of the planning process are:

- Catherine Matheson, CAO

- David Plumstead, Manager of Planning, Outcomes and Analytics; EMS Liaison
- Tyler Venable, Supervisor, Housing Programs

Other staff will also be involved in the project as required.

DNSSAB will officially commence the CSWB planning process in mid-September 2020. The project team will work closely with City of North Bay staff including City Council and other stakeholders to ensure that the plan is thorough, realistic, and meets provincial requirements and deadlines. It is anticipated that the project will be completed in late fall/early winter.

The City of North Bay has allocated \$50,000.00 towards the development of the Community Safety and Well-Being Plan. This funding will be transferred to the DNSSAB and will allow for appropriate staffing to complete the plan.

CONCLUSION:

The Community Safety and Well-Being Plan is an excellent opportunity for further system integration and aligns with a multitude of DNSSAB priorities and the overall vision for healthy communities without poverty. As the Service System Manager for the District of Nipissing, the Community Safety and Well-Being Plan represents an opportunity for the DNSSAB to further work towards community development and service system integration in its largest urban centre.

BRIEFING NOTE B10-20

X For information For Approval

Date: September 23, 2020

Purpose: **COVID-19 Human Resources (HR) Best Practice**

Prepared by: Melanie Shaye, Director of Corporate Services

Reviewed by: Catherine Matheson, CAO

RECOMMENDATION:

Briefing Note B10-20 describes, from an HR best practice perspective, the impact of COVID-19 on workplace business practices, with a particular focus on mental health. This report is brought to the Board for information.

BACKGROUND:

On May 1, 2020 and July 13, 2020 the DNSSAB employees participated in voluntary employee surveys, to gather their input on the pandemic, reviewing and gathering feedback on:

- Communication and engagement
- Productivity and distractions
- Health, safety and ergonomics
- Technology and training
- Mental health

The employee response to the above listed items was overwhelmingly positive. From the most recent survey it was noted:

- 81% of responding employees would like to see remote work as a permanent part of the workplace
- 67% of responding employees feel their productivity has increased since working remotely
- 60% of respondents are equally as engaged in the workplace as they were previously, with 28% feeling more engaged and 12% feeling less engaged

- 37% of respondents in the May 2020 survey, and 34% of respondents in the July 2020 survey identified having distractions at home. However, it is anticipated once children return to school, the level of distraction will reduce significantly, as close to half (47%) of the DNSSAB workplace who responded to the May 2020 survey identified as the primary caregiver for school age children in the home.

As the pandemic continues, the DNSSAB is considering alternate business practices, and will bring a report to the Board before year end.

COVID-19 HR Best Practices

The COVID-19 pandemic has caused many employers, in both the public and private sector to re-think business practices, as alternative modes of operating have, almost overnight, become the new normal. In a July 2020 Ontario Municipal Social Services Association (OMSSA)¹ Leadership survey, 68% of respondents indicated they are considering or planning for permanent HR-related changes post pandemic, based on what they've learned from COVID-19. Of those respondents, 93% are considering a combination of remote work and in-office work in the future.

According to Fillion, Wakely, Thorup, Angeletti Management Labour and Employment Law², key areas to consider when incorporating new business practices include:

1. **Having clear workplace policies:** establishing expectations, reminding of responsibilities to workplace employment policies, establishing conditions when the program can be revoked, establishing expectations around scheduling, and addressing workspace and technology requirements.
2. **Maintaining confidentiality, privacy and data security:** understanding the risk associated with new technology, such as loss, theft or scams, and the use or access of the device by non-DNSSAB employees, and mitigating the risks through policy and training.
3. **Addressing employee health and safety in the home office:** the Occupational Health and Safety Act does not articulate clear responsibilities for alternate business models; however, it is clear the employer has a duty to protect the safety of employees. The employer must provide information on a best practice environment, ergonomics, and confirm the workplace is free of hazards.
4. **Managing employee performance and productivity:** establishing scheduling requirements, accountability measures and frequent check ins. Employees may adopt monitoring software, but it must be reasonable to the situation.

¹ Ontario Municipal Social Services Association, Survey Results Summary. (2020). *Service Manager Post-Pandemic Human Resources Planning* (July 2020)

² Fillion, Wakely, Thorup Angeletti Management Labour and Employment Law, Powerpoint Presentation. (2020). *Working from Home: Hard at Work or Hardly Working?* (June 2020)

5. **Accommodation:** the duty to accommodate to the point of undue hardship is present whether operating in the office or in an alternate workplace. An accommodation must be reasonable, and the employee has an obligation to participate in the process. Alternate business practices may actually offer an opportunity for accommodation without losing productivity time from an employee. However, alternative business practices are not an alternative to finding appropriate child care.

In summary, clear workplaces policies, consideration for confidentiality, data and privacy, as well as health and safety, performance and productivity, and accommodations have been part of our pandemic plan to date. So from an HR perspective is reasonable to believe these considerations could be managed in the long term if the DNSSAB adopted a new business model.

Mental Health

It has been recognized broadly, through the different levels of government and the media, that the pandemic is seriously impacting the mental health and well-being of Canadians. An April 27, 2020 Angus Reid Institute survey revealed half of Canadians (50%) reported a worsening of their mental health with one-in-ten (10% overall) saying it has worsened “a lot” in relation to the COVID-19 pandemic.³

The legal best practice noted by Filion previously also describes the mental health impacts alternative work practices may have, including:

- Feelings of isolation and loneliness
- Feelings of burnout
- Exacerbation of existing mental health issues

The Treasury Board of Canada Secretariat has published a set of guidelines⁴ to encourage good mental health when working under alternative business practices such as remote work, which includes promoting:

- Maintaining a consistent schedule and routine
- Having a dedicated workspace
- Setting appropriate boundaries
- Staying in contact with coworkers, family and friends
- Taking breaks
- Eating well and exercising

In a previous report to the Board B02-20 COVID-19 Employee Mental Health Supports, it was noted that the DNSSAB provides a variety of supports including Life Works Employee Assistance Program counselling, mental health, fitness and self-care resources through regular employee email communication, resources for those providing caregiving during the pandemic, and the DNSSAB looks for opportunities to celebrate amongst its employees.

³ <http://angusreid.org/covid19-mental-health/>

⁴ <https://www.canada.ca/en/government/publicservice/covid-19/mental-health-tips.html>

Acknowledging there is more that can be done; the DNSSAB is considering if alternative business practices become a more permanent fixture in the workplace, how can employees be best equipped to thrive in it?

Referencing the July 2020 OMSSA survey, responding OMSSA employers stated a number of health and wellness related supports are being considered to support employees under an alternative workplace model, including:

- Surveying employees to better understand their experience and leverage their insight
- Developing off-site protocols
- Increasing access to employee supports
- Regular check-ins with the supervisor and virtual team meetings
- Developing a health and wellness strategy, including fitness, mental health and ergonomic advice

Interestingly, the DNSSAB has already taken into considerations the above listed areas, but would look at adding more depth to the plans already in place to further support employees if a new business model becomes a more permanent part of our workplace.

Productivity

The DNSSAB has historically managed employee performance through a probationary and annual review process. This process used a standardized tool across the organization, which measured performance in key areas as they related to the strategic plan, and also outlined training requirements and employee's career goals in the organization. The tool allows the employee to provide input, and the supervisor to comment on the employee's performance. The value is the constructive feedback and face-to-face interaction.

Due to the pandemic, the DNSSAB has adopted new methods to ensure an employee's engagement in workplace activities, including:

- Electronic confirmation of attendance at work at the beginning and end of each work day
- Mandatory participation in regular CAO-led all-staff meetings and team meetings
- Regular one-on-one and team meetings between supervisors and employees
- Clear conduct expectations, which must be signed by all staff
- Continuing to conduct performance reviews

Within each department, operational performance measures are in place. For example, in Ontario Work, there is a set number of applications a Case Manager should complete in a day, and in Housing Operations, there are a set number of units it is expected a Custodian can clean upon move out in a month.

If a new business model is adopted, the DNSSAB will continue to monitor productivity and performance to ensure staff are completing the work they need to do in a timely and efficient manner.

FINANCIAL IMPLICATIONS:

Staff are currently investigating costs associated with adjustments to hardware set up, phone options (including internet based phone lines) and software options related to teleconferencing. Specific costs are not yet determined, but any new costs would be adopted using a phased in plan.

NEXT STEPS:

The DNSSAB intends to continue to monitor the HR legal best practice areas, as it relates to workplace policies, maintaining confidentiality, privacy and data security, health and safety and accommodation. The DNSSAB is well-positioned to adopt a new business model, and has methods in place to monitor employee engagement and productivity, as well as supports in place for those experiencing mental health challenges.

BRIEFING NOTE B09-20

For information For Approval

Date: September 23, 2020

Purpose: **Association of Municipalities Ontario (AMO) Conference 2020**

Prepared by: Melanie Shaye, Director of Corporate Services

Reviewed by: Catherine Matheson, CAO

FOR RECOMMENDATION

Briefing note B09-20 provides information with regards to the Board delegations at the August 2020 AMO conference.

BACKGROUND

The Association of Municipalities Ontario (AMO) hosts a combined policy conference and AGM every year to engage political and municipal leadership and other stakeholders. The 2020 conference was held virtually, August 17-19, in recognition of the unprecedented pandemic the Province is currently working within.

The DNSSAB Board used the AMO conference as an opportunity to advocate for DNSSAB programs and public policy. The Board chair Mark King, Board member Mac Bain and the CAO participated in the DNSSAB's delegations.

BOARD PROGRAMS FOR AMO DELEGATION

The DNSSAB requested delegations with the Ministry of Education, Ministry of Municipal Affairs and Housing, Ministry of Children, Community and Social Services, and the Ministry of Health. Delegations were received as follows:

Children's Services

The DNSSAB met with the Ministry of Education Parliamentary Assistant Oosterhoff, and discussed planned changes to funding for 2021 and 2022.

Starting January 1, 2020, service managers were required to cost-share the operating component of childcare expansion plans at a provincial / municipal split of 80/20. In 2021, in addition to the current municipal contribution for childcare expansion, municipalities will also be required to fund half of the cost for administering the childcare and early years program. In 2022, the maximum amount that service managers can spend on administering the childcare and early years program is being reduced to 5.0% (from 10.0%). It was stated that these changes will significantly increase the municipal share of childcare costs, and it was asked that these planned changes be reversed.

Ontario Works

The DNSSAB met with the Minister of Children, Community and Social Services Todd Smith, and the conversation was focused on advocacy for Nipissing being considered as a pilot site for the Province's modernization strategies, including electronic signatures.

The advocacy comes as the OW program continues to be administered through a myriad of complex rules and regulations, including the requirement for wet signatures on many forms. This has presented a barrier during COVID-19, when it has been recognized the work could be performed differently and ultimately more efficiently

NEXT STEPS

The DNSSAB has followed up on each delegation meeting in writing, and will continue to advocate for the program needs of the DNSSAB.

Further, although the DNSSAB did not meet with the Ministry of Municipal Affairs and Housing (MMAH) at AMO, they instead hosted the MMAH Minister Steve Clark in September 2020 for an in-person tour of the Chippewa low barrier shelter site in North Bay.

The DNSSAB highlighted the District's experience with increasing homelessness, which has become more visible during the COVID-19 pandemic. The DNSSAB asked for \$2.4 million/year to operate a low-barrier shelter, in recognition of the fact that the District has no low barrier shelter to house those who do not meet the entrance criteria at women and family shelters.

The CAO and Housing Programs staff are providing a verbal update of the Minister's visit at the September Board meeting.



BRIEFING NOTE HS25-20

For Information or For Approval

Date: September 23, 2020

Purpose: Sale of 478 Second Avenue West, North Bay – Canada-Ontario Affordable Housing Program Extension (2003) Northern Component Project

Prepared by: Stacey Cyopeck, Manager, Housing Programs

Reviewed by: Catherine Matheson, Chief Administrative Officer

Recommendation:

That the District of Nipissing Social Services Administration Board receive, for approval, report HS25-20 regarding the sale of the Affordable Housing Program (AHP) project at 478 Second Avenue West, North Bay.

Background:

- On June 2, 2008, the DNSSAB and 1732946 Ontario Inc. (Ron Girard) entered into a Contribution Agreement for an affordable housing project located at 478 Second Avenue West, North Bay.
- The parties also entered into an Operating Agreement on January 10, 2011.
- The project offers 18 affordable apartment units including nine one-bedroom and nine two-bedroom units.
- On January 20, 2020, Mr. Girard (seller) advised the DNSSAB that he entered into a conditional sale agreement with Mr. Sylvain Rivet (purchaser). Mr. Rivet then set up a numbered company (2745727 Ontario Inc.) to acquire the property.

Report:

- Since January 2020, the DNSSAB has endeavored to facilitate the transfer of this housing project and has asked both parties to provide the necessary documentation to expedite the transfer.
- On August 7th, all required documents were submitted to the DNSSAB by the seller and purchaser.
- The DNSSAB has assisted with the transfer of the existing Municipal Housing Facilities agreement for this project between the City of North Bay, 1732496 Ontario Inc. (Ron Girard) and the DNSSAB. The transfer was approved by City Council on July 21, 2020. The new Municipal Housing Facilities agreement is now between the City of North Bay, 2745727 Ontario Inc and the DNSSAB.
- Following Housing Program's review of the submitted documents, the following items were noted with respect to the purchaser:

- Experienced landlord in the City of North Bay and a respected small-business owner.
- Finances meet the equity requirements.
- Proper insurance coverage and financing documentation.

Resources Required:

This sale could have minor effects on the program's budget. While the capital funds associated with this project have already been fully disbursed, the project receives a small monthly Affordability Payment (currently \$1,528.97) based on the principle and interest on the project's mortgage. Should the purchaser's mortgage rate increase, there would be a small increase to the monthly Affordability Payment.

Risk Identification and Mitigation:

The most noteworthy risk facing the DNSSAB will be that the Ministry chooses to deny the transfer of the project. At that point, the Ministry may decide to withdraw the AHP funding provided by calling in the mortgage on title for the remainder of the AHP funding. This would be highly unlikely given that Mr. Rivet is a well-regarded landlord in the community, and the DNSSAB has exercised due diligence in completing a thorough review and submitting all the required documentation to the Ministry.

Conclusion:

After a full review of the information provided by the purchaser, Housing Programs staff are confident that Mr. Rivet will continue to provide high-quality, affordable housing to the citizens of North Bay at the property located at 478 Second Avenue West, North Bay. As such, we are seeking the Board's endorsement of Mr. Rivet as an AHP proponent. This endorsement will be provided to the Ministry of Municipal Affairs and Housing who will also be required to approve the sale and transfer of the property.

BRIEFING NOTE HS26-20

For Information or For Approval

Date: September 23, 2020

Purpose: Portable Housing Benefit Pilot Program

Prepared by: Stacey Cyopeck, Manager, Housing Programs

Reviewed by: Catherine Matheson, Chief Administrative Officer

Recommendation:

That the District of Nipissing Social Services Administration Board (DNSSAB) approves ending the Portable Housing Benefit Pilot Program and transitioning the program into a permanent program in the District of Nipissing as set out in report HS26-20.

Background:

- The Portable Housing Benefit (PHB) framework is a new approach to financial assistance, in addition to Rent-Geared-To-Income (RGI) housing, that will assist with modernizing the social housing system and increase flexibility for households in need.
- The PHB uses Average Market Rent (AMR) and Adjusted Family Net Income (AFNI) in its subsidy calculation. Actual rent is only considered in the calculation for social assistance recipients.
- With the amendments to O. Reg. 367/11 of the *Housing Services Act, 2011*, Service Managers are able to fund and deliver a PHB program, in accordance with the Framework, to meet their Service Level Standards. The PHB framework allows Service Managers the opportunity to improve efficiencies in the management of their housing portfolios and/or continue assisting households following the end of a social housing provider's operating agreement obligations.
- In March 2019, the Board approved the administration plan of a PHB Pilot Program.

Report:

- DNSSAB staff have administered the PHB Pilot Program since May 2019. A total of eight recipients have participated in the pilot program. During the pilot, participants were not removed from the Centralized Waiting List for RGI housing and could opt out of the pilot while maintaining their position on the RGI waitlist.
- A permanent PHB program requires households be removed from the Centralized Waiting List for RGI housing and will then contribute towards Service Level Standards for our district.
- A survey was conducted over the phone with participating households to determine the merits of the PHB framework.
 - The participants stated that they were very satisfied with the customer service, processes, and overall PHB framework.
 - All recipients also confirmed that they would remove their names from the Centralized Waiting List for RGI housing if the program became a permanent program.

Resources Required:

The PHB Pilot Program is entirely funded through the Commercial Rent Supplement program funding. \$30,000 has been budgeted in the 2020 DNSSAB Budget, therefore additional resources are not currently required. Beyond 2020, continued investment will be necessary to maintain or increase the number of program recipients.

Risk Identified and Mitigation:

Under the *Housing Services Act, 2011* the DNSSAB is required to meet the prescribed Service Level Standards for the District. As mentioned, a permanent PHB will contribute to the District's Service Level Standards, therefore, it's important to capitalize on this available tool. As a precaution, participants who participated in the pilot were not removed from the Centralized Waiting List, however, should the program continue they will be removed allowing us to count them towards our Service Level Standards.

Conclusion:

The PHB Pilot Program has proven to be a successful endeavor and has highlighted the benefits of the PHB Framework. The approval of a permanent PHB program presents a significant opportunity to reduce the number of individuals waiting for housing on the RGI waitlist while allowing them to access sustainable, long-term housing suitable to their unique needs.

BRIEFING NOTE B12-20

For information For Approval

Date: September 23, 2020

Purpose: **COVID-19 Workplace Pandemic Plan**

Prepared by: Melanie Shaye, Director of Corporate Services

Reviewed by: Catherine Matheson, CAO

RECOMMENDATION:

THAT the District of Nipissing Social Services Administration Board accepts Briefing Note B12-20; COVID-19 Workplace Pandemic Plan, dated September 23, 2020.

BACKGROUND:

Since March 2, 2020, when the DNSSAB's planning and response began, the DNSSAB has placed a great deal of effort towards effectively reacting to the pandemic as it has unfolded, and has made efforts to be proactive in the way the organization has responded to the crisis.

In briefing note FA09-20 COVID-19 Workplace Pandemic Plan Update, provided May 27, 2020 it was identified that the DNSSAB's pandemic plan follows the phases identified by the Province, including:

1. **Containment** (pre-pandemic)
Includes steps to prevent the spread of the virus, including direction on infection prevention.
2. **Mitigation** (pandemic)
 - a) **Protect and Support**
Enacted when the World Health Organization, Federal or Provincial governments declared a full emergency, or the local health unit confirms COVID-19 cases in the District.

b) Re-Start

Enacted under the direction of the Provincial government or the local health unit when these authorities deem workplaces are in a position to begin a slow and staged return to operations heading to recovery stage. Visual A below shows a snapshot of the Province's vision.

3. Recovery (post-pandemic)

When COVID-19 cases are resolved in Nipissing District and operationally the Canadian government or Province declares there is no longer a risk.

Guided by the Provincial and Federal government and the North Bay and Parry Sound District Health Unit, as well as COVID-19 surveillance data, the DNSSAB has updated its plan to keep it current with the best practice seen across the Province. The two Joint Health and Safety Committees and the two unions are engaged in the process of providing input into the plan, so it is meaningful to all staff.

REPORT:

Five protocols have been created for staff to guide them in their safe work during the pandemic. Reference to each of the following has been added to the pandemic plan (attachment A).

- **Employee COVID-19 Reporting Protocol-** directs employees on what to do if experiencing COVID-19 symptoms
- **COVID-19 Workplace Cleaning Protocol-** explains cleaning expectations and 'how to' direction
- **COVID-19 Workplace Infection Prevention Protocol-** provides detailed instruction on health and safety as it relates to infection transmission, hand hygiene, physical distancing, personal protective equipment, communication and signage
- **COVID-19 Employee Safety Handling Protocol-** explains glove safety and safety handling procedures
- **Mandatory Use of Face Coverings in the DNSSAB Office Public Protocol-** issued in response to the local Health Unit's mandatory face covering policy

FINANCIAL IMPLICATIONS:

The additional costs associated with COVID-19 are being closely tracked by Finance staff, and cost savings are also being noted. For example, remote work has forced a more electronic system thereby saving on printing and paper costs.

NEXT STEPS:

The DNSSAB EOC will continue to meet frequently to discuss the pandemic plan to ensure it continues to meet the needs of the DNSSAB staff, clients and tenants. With

now two COVID-19 employee surveys completed, the feedback from the DNSSAB staff has been overwhelmingly positive- the plan the DNSSAB has created is working, with a focus on delivering services with health and safety as a high priority.

ATTACHMENT:

Attachment A: DNSSAB Pandemic Plan

COVID-19 Pandemic Business Continuity Plan

Issued: September 15, 2020, 3:00 pm effective this date and time

Purpose

This document serves as a guide to facilitate the continuation of services and/or functions during the various phases of the pandemic emergency as listed below.

- 1. Containment (pre-pandemic)-** steps introduced to prevent COVID-19 from spreading for as long as possible, including introducing infection control protocols.
- 2. Mitigation Response (pandemic)**
 - a. Protect and Support-** enacted when the World Health Organization, or the Provincial or Federal government declare a full emergency, or the Local Public Health Unit announces confirmed cases of COVID-19 in Nipissing District, or when Provincial direction creates limits on service delivery.
 - b. Re-Start (phased approach as pandemic severity lessens)-** enacted under the direction of the Provincial or Federal government, or the Local Public Health Unit, when these authorities deem workplaces are in a position to begin a slow return to operations heading to recovery phase.
- 3. Recovery (post-pandemic)-** when COVID-19 cases are resolved in Nipissing District and operationally the Provincial or Federal government, or the Local Public Health Unit declares there is no longer a risk.

Decisions and plans will be based upon the health and safety of staff, clients and the community. In accordance with the Ontario Occupational Health and Safety Act, the DNSSAB will take every reasonable precaution to ensure the health and safety of staff is maintained.

There are many functions of the DNSSAB that are critical to vulnerable people in the community. The Province will guide many decisions of the DNSSAB given our service management role.

Background

According to the World Health Organization, a pandemic is the worldwide spread of a new disease. A pandemic may affect a significant number of employees at any given time, removing them from the workforce for a variety of reasons.

Pandemic Emergency Operations Centre (EOC) Team

The DNSSAB's goal is to maintain operations and continuity of service to the extent possible during a pandemic.

The DNSSAB has designated the Senior Team as the Pandemic EOC Team, comprised of: Chief Administrative Officer, Communications & Executive Coordinator, Director of Corporate Services, Director of Employment and Social Services, Director Children's Services, Manager Planning, Outcomes & Analytics, Housing Operations Manager, Housing Programs Manager. Each member of the Pandemic Response Team has also designated a back-up in the event that a member becomes ill or is otherwise unable to perform their duties.

The role of the Pandemic EOC Team is to:

- monitor information related to the pandemic;
- establish when the various steps of the Plan must be implemented, and whether any steps of the Plan need to be amended to address the unique nature of the pandemic threat;
- determine how long the Plan will be kept in effect;
- communicate with public health agencies, emergency responders and others as required in the event that an employee, client, customer or visitor is confirmed as having the virus, or is displaying symptoms;
- confirm or define "high risk areas" on an ongoing basis for the purposes of notification under this Plan;
- coordinate the central distribution of information and materials to employees, Board and Community;
- enact strategies at each of the containment, mitigation and recovery phases;
- identify the essential functions or services of DNSSAB which will be continued and how they will be carried out during the pandemic outbreak.

The Pandemic EOC team will meet as a team at a minimum weekly via teleconference or videoconference to discuss current needs as well as plan for next steps surrounding pandemic planning.

The Pandemic EOC team will consider the following during each of the pandemic phases:

- a) Core Services by Department and Pandemic Phases
- b) Health and Safety
- c) Human Resources and Labour Relations
- d) Communications
- e) Privacy and Confidentiality
- f) Contracted Agencies
- g) Physical and Social Distancing

Pandemic EOC Team Considerations

a) Core Services by Department and Pandemic Phases

Decisions regarding business continuity activities are based on the well-being of clients, tenants, staff, communities and the organization as a whole.

The DNSSAB core services are shown in the appendices attached to this document. The tables show critical core business functions that will be carried out, suspended or modified during the various phases of a pandemic. Core business activities are those which must continue during all phases of a pandemic.

b) Health and Safety

All employees will be expected to take precautions, as per the following five protocols:

- Employee COVID-19 Reporting Protocol
- COVID-19 Workplace Cleaning Protocol
- COVID-19 Workplace Infection Prevention Protocol
- COVID-19 Employee Safety Handling Protocol
- Mandatory Use of Face Coverings in the DNSSAB Office Public Protocol

Pursuant to the *Occupational Health and Safety Act* (OHSA), the DNSSAB and all employees have duties and responsibilities to control hazards in the workplace and ensure a safe working environment. The DNSSAB will continue to comply with and

satisfy its obligations pursuant to the OHSA in the event of a potential pandemic, including its obligations with respect to:

- (a) the provision of information, instruction and supervision;
- (b) taking reasonable precautions for the protection of workers;
- (c) providing required equipment, material and protective devices;
- (d) reporting occupational illnesses; and
- (e) considering work refusals in accordance with the OHSA.

The DNSSAB will continue to comply with its obligations under the *Human Rights Code*, including its duty to accommodate.

Role of the DNSSAB's Joint Health and Safety Committees (JHSC)

JHSC members are mutually committed to improving health and safety conditions in the workplace. The JHSC's identifies potential health and safety issues and brings them to the organization's attention and must be kept informed of health and safety developments in the workplace by the DNSSAB.

The JHSC's are an advisory body that helps to stimulate or raise awareness of health and safety issues in the workplace, recognizes and identifies workplace risks and develops recommendations for the employer to address these risks.

It is the expectation that in the event of a pandemic, the JHSC's will employ the applicable recommendations of the governing public health authority (i.e. North Bay Parry Sound District Health Unit).

For additional information regarding Health and Safety

Principles: http://dnssabintranet/Corporate/HumanResources/Poli/Health_and_Safety_Principles_Policy_2018.pdf

c) Human Resources and Labour Relations

This is an exceptional situation. During the pandemic, and where possible, staff will be cross-trained and redeployed as required and where needed throughout the pandemic to ensure the maintenance of core services, staff safety, client and community well-being.

The DNSSAB will engage and consult on policy and protocols impacting staffing and service delivery with the Joint Health and Safety Committees and the executive of CUPE locals 4720-1 and 4720-2.

d) Communications

Staff, clients, Board and community will be kept up to date as the situation changes. Consistent messaging will be communicated through the DNSSAB CAO e-mails, website, video and teleconference meetings and EOC emails.

A fan out process of communication will be used to reach staff after hours, in addition to the DNSSAB website. Department leads are responsible for fanning out information to their staff and departments regarding critical information and during non-business hours. The CAO will advise on all communication strategies, including the use of appropriate channels for dissemination, and coordinate the production of materials for internal and external communications, including those for social media, media relations and mass communications, by the DNSSAB. The CAO or Board Chair can also act as spokesperson. All staff, board and community communications will be approved by the CAO. In the event emergency communications with all staff are necessary, they will be communicated by the CAO or designate via email to employees' company email addresses. Personal email, text or a phone call may be necessary in some circumstances. The Project Manager will help to coordinate such communication.

Signage promoting hand hygiene, cough and sneeze etiquette, proper use of Personal Protective Equipment (PPE) and social/physical distancing will be posted throughout the workplace as applicable.

The EOC Team will ensure that the DNSSAB's Pandemic Response Plan is communicated and implemented in the workplace. Messaging and risk communications during an emerging infectious disease or pandemic will be conducted by EOC Team.

The CAO or designate will determine strategies for internal and external communication and for media. Other individuals shall refrain from *ad hoc* or spontaneous comments or communications, as contradictory or unclear information can create confusion and detract from the Response Plan. Communication will be as warranted and will be carried out in a controlled fashion, only by designated spokespersons and using official channels.

e) Privacy and Confidentiality

When addressing requests for information in the event of a pandemic response, it is important to consider issues of privacy and confidentiality. Depending on the situation, confidentiality may be required by statutes, regulations, policies or contracts.

Before responding to any requests for disclosure of information or providing such information to anyone, consult with a member of management staff. This includes requests for information from police, government officials or media. If disclosure is made, CAO should be informed immediately.

Nothing in this section prohibits the release of personal information of any person to police or CAS if the purpose is to mitigate an imminent risk of harm to any person or significant damage to DNSSAB resources. All other matters regarding personal information will be processed through the FOI Coordinators.

For additional information regarding Confidentiality of Information Policy: <http://dnssabintranet/Corporate/HumanResources/Poli/Confidentiality of Information Policy Mar 2020.pdf>

f) Contracted Agencies

Some of the DNSSAB services are performed by contracted agencies. Continuity of service may depend on their business continuity plans. These agencies are responsible for communicating with individuals and families that they service.

g) Social and Physical Distancing

Social and physical distancing involves taking steps to limit the number of people you come into close contact with. This will help to limit the spread of COVID-19 in the community.

Some strategies for social and physical distancing include:

- Avoid “close contact” with individuals (i.e. within 2 metres/6 feet);
- Minimize visitors;
- Cancel meetings, events, gatherings;
- Avoid shaking hands, hugging, as greetings;
- Work remotely, where applicable and approved;
- Maximize teleconferencing;
- Utilize means other than public transit;
- Avoid unnecessary trips in the community.

Pandemic Response Phases

1. Containment Phase

1. Infection Prevention Protocol issued
2. Infection Prevention Strategies enacted
 - Include communication on handwashing
 - Prevention posters
 - Hand sanitizers and wipes
 - Increased cleaning of all offices, including high touch areas
3. Technology review
 - Inventory of hardware and software
4. Communication plan
 - Staff
 - Board
 - Clients/Tenants
5. Preparedness
 - Re-deploy staff towards updating procedures related to critical functions
6. Monitor Public Health Canada and local Public Health notices

2. Mitigation Phase

The following plan would be fully executed through the Mitigation Response process, if/when a community outbreak occurs, or if the situation meets the definition listed above.

During this phase staff may be directed to work at alternate sites or remotely, or on a rotating basis, and the focus may be from day-to-day work to critical services only, as identified in the department specific Pandemic Plans (listed in the attached Appendices).

The DNSSAB would be guided by the local Public Health Unit and the Provincial government as to when the organization moves from the Protect and Support phase to the Re-Start phase of the plan. Because the Re-Start phase of the plan requires a gradual and phased approach, some measures within the Mitigation Response may be adjusted over time. More information is detailed in the Re-Start portion of this document.

Visitors, Clients and Tenants

During mitigation, all visitors, clients and tenants will be asked to refrain attending the workplace if they develop any pandemic symptoms, or if they have been in a “high risk area” in the 14 day period that precedes their visit.

All visitors, clients and tenants are encouraged to contact employees of the DNSSAB by e-mail or telephone, instead of through an in-person visit.

Visitors, clients and tenants can be offered participation through telephone or teleconference for those who cannot attend in person.

If the “High Risk Jurisdiction” list changes after the initial invitation, employees must update previously sent invitations. The Government of Canada travel advisories would guide these decisions.

Restricted Access to DNSSAB Offices

During mitigation, all DNSSAB doors will be locked and all clients, tenants and visitors will be asked to contact staff via telephone or email. All in-person interviews are to be rescheduled and completed through telephone interviews, when required.

- There will be an active screening script for any in-office appointment that can't be conducted via telephone or other means.
- Unless a client or tenant presents a true emergency visit, all clients and tenants will be asked to call the office to receive services over the phone or where staff deem necessary book an appointment to visit the office. (There may be exceptions for people with no phones or homeless). All office visits will be by appointment only.
- Individuals arriving at the office presenting with pandemic symptoms will not be permitted into DNSSAB workspaces. Those with access to a phone will be asked to leave the workplace and contact the DNSSAB. At the time of contact a DNSSAB staff member will assist them with their application/requests and/or questions in relation to their individual needs. It will also be recommended that they contact their healthcare provider or Telehealth Ontario immediately to be assessed.

Individuals in receipt of DNSSAB assistance or those needing to apply, without access to a phone will be screened in order to gather basic information to assess eligibility for emergency/ongoing assistance using the safest means possible. Social distancing will be utilized at all times in all in-person interactions.

- Individuals applying for DNSSAB assistance or those in receipt of benefits will not be denied due their inability to provide necessary documentation and/or signatures on applicable forms.

Designated Locations for Business when City Hall or Main Street are closed

- Designate alternate sites, such as satellite office or community partner office (e.g. ODSP) for continuing operations,

- Ensure adequate testing has been performed to ensure functionality of critical functions (such as cheque printing),

Business Continuity

The Pandemic EOC Team is responsible for developing contingencies for dealing with the impact a health emergency may have on the continued operation of the DNSSAB's services. This may involve the following considerations:

- determining the core aspects of the service which must be carried out in order to sustain operations;
- identifying the personnel, systems, sites, supply methods, transportation requirements, utilities etc. that are required to maintain core functions;
- identifying whether aspects of the operation would have to be closed temporarily;
- developing, in conjunction with the Communications designate, plans for communicating to vendors, suppliers and customers;
- identifying internal and external dependencies;
- identifying essential positions and considering cross-training employees or training and drawing upon an ancillary workforce (for example, contractors or retirees);
- identifying and planning for employees who may be at higher risk, for example pregnant women and employees with certain chronic conditions, and considering accommodations as necessary in accordance with human rights obligations;
- maintaining a list of duties that employees can perform remotely, as well as any equipment that may be necessary to perform those duties. Supervisors can then draw on this list to have those duties performed by employees remotely should it become necessary;
- considering how business activities can be modified to reduce face to face contact, for example by setting up meetings through teleconferencing rather than in person; and
- employees may be required to perform duties in all programs as needed.

Travel

All unnecessary travel will be cancelled during the mitigation phase.

Critical business, outlined by department, are attached:

- Appendix- Ontario Works Pandemic Plan
- Appendix- Housing Programs Pandemic Plan
- Appendix- Housing Operations Pandemic Plan
- Appendix- Corporate Services Pandemic Plan
- Appendix- Children's Services Pandemic Plan

2B. Re-Start

The DNSSAB would move to the Re-Start section of the plan under the clear direction of the local Health Unit and/or the Provincial government. This section of the plan has an emphasis on monitoring and evidence-informed decision making.

During Re-Start, the DNSSAB will echo the Provincial 'Framework for Re-Opening the Province', by enacting a carefully framed plan, with three stages. Each stage will last between two and four weeks. It is important to note:

- At each stage, the DNSSAB may need to re-apply or tighten protocols or measures, based on the Provincial or Federal government or Local Public Health Unit direction.
- At each stage, the DNSSAB may need to take a 'status quo' approach, and closely monitor for a period of time.
- At each stage, a strong emphasis on physical distancing, handwashing, and hygiene/cleaning practices would be required.

During Re-Start, the DNSSAB will operationally consider returning some staff to the workplace, where operationally necessary, with a clear focus on the health and safety of both staff and clients.

The local Public Health Unit will be engaged to ensure the highest level of health, safety and infection prevention possible are maintained.

3. Recovery Phase

The DNSSAB would move to this phase when there was no longer a risk in the District as directed by the Provincial or Federal government or the local Public Health Unit, and the pandemic was no longer in place.

During the recovery phase, the DNSSAB will:

- Compile measurable pandemic-related data to allow for fulsome assessment of successes and opportunities for learning;
- Determine if any of the changes made during the mitigation phase need to be maintained;

- Determine if some practices, e.g. remote work and/or heightened hygiene practices, should be continued in some way;
- Establish a process to move back to business as normal;
- Activate process to communicate with staff, clients, tenants and community partners;
- Create opportunity for de-briefing amongst staff and EOC;
- Gather input from the union, JHSC's, community partners, clients, tenants and staff;
- Reconcile financial costs associated with the pandemic;
- Ensure adequate supports continue to be available for staff to support their health, safety and mental health and physical well-being;
- Evaluate internal ability to improve emergency response knowledge and capacity;
- Continue to monitor the pandemic related news, to ensure vigilance in the case of a re-occurrence;
- Update pandemic plan to be used for future emergency situations, which could include, but are not limited to pandemic situations.

For information For Approval

REPORT B08-20

DATE: September 23, 2020

PURPOSE: Draft Revisions to the Travel, Meal and Hospitality Policy

PREPARED BY: Melanie Shaye, Director of Corporate Services

REVIEWED BY: Catherine Matheson, CAO

RECOMMENDATION

THAT the draft revisions to the 2020 Travel, Meal and Hospitality policy, previously approved under resolution 2020-16, be approved by the District of Nipissing Social Services Administration Board as presented in report B08-20.

PURPOSE

This policy has been amended to contain travel, meal and hospitality expenses.

PROPOSED CHANGE

The Conference section of this policy has been amended, to limit overnight conference travel to the DNSSAB and NDHC Chairs and Vice Chairs.

ATTACHMENT

Draft 2020 Travel, Meal and Hospitality Policy

TITLE: Travel, Meal and Hospitality Policy	SECTION: CORPORATE SERVICES
DATE: February 1, 2010	POLICY NO.: FIN/ADM 03
APPROVED BY: Resolution No. 2020-16	REVISED: September <u>January</u> 2020

1.01 GENERAL STATEMENT OF POLICY AND PROCEDURE

The purpose this policy is provide clarification to the manner and extent the District of Nipissing Social Services Administration Board (DNSSAB) will reimburse board members, employees, and guests for travel, meal, and hospitality expenses.

This policy is guided by the best practices of the Travel, Meal and Hospitality Expenses Directive of the Management Board of Cabinet as modified for distribution to the Ministry of Community and Social Services Transfer Payment Agencies, January 2017 and the DNSSAB Collective Agreements with CUPE Local 4720-01 and CUPE Local 4720-02.

1.02 SCOPE

This policy is to apply to all employees and board members of DNSSAB, except where otherwise specified in the DNSSAB Collective Agreements with CUPE Local 4720-01 and Local 4720-02.

1.03 OBJECTIVE

Travel, meal and hospitality expenses as set out in this policy will be reimbursed. Expenses must:

- Be work related,
- Be modest and appropriate, and
- Strike a balance among economy, health and safety, and efficiency of operations.

DNSSAB assumes no obligation to reimburse expenses not in compliance with this policy.

1.04 RESPONSIBILITY

Employees have an obligation to be aware of the requirements of this policy, to comply with them, and seek clarification from their supervisor as needed. Supervisors are responsible for ensuring compliance to this policy and taking appropriate corrective action as needed.

1.05 DEFINITIONS

Home Office –

An employee's regular place of business, permanent location associated with their position, or other place as designated by the employer.

District of Nipissing –

The District of Nipissing as defined under Ontario Regulations 278/98 Schedule 3

Spending Authority -

Managers with authority and responsibility to approve the expenses subject to this policy. Spending authority must comply with the Purchasing Policy approval authority.

Travel –

Business travel authorized by the appropriate spending authority, and does not include commuting between residence and headquarters.

Traveller –

Employees of DNSSAB, guests and consultants.

1.06 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

Travelling and overtime.

When the employee is travelling outside of regular working hours, overtime shall be incurred as described in the Human Resources Policy- Overtime. Travel that will incur overtime must receive prior approval their supervisor.

Persons Travelling Together

In determining the number of employees traveling together in the same vehicle (plane, train or automobile), consideration should be given to business continuity needs in order to reduce the risk of a major disruption in DNSSAB's ongoing operations.

Approval to Travel

Prior approval by the appropriate authority is required for all business travel by travelers according to destination (see table below):

Level of approval required for infrequent travel:

	Staff	Manager
Within district	Immediate supervisor	None
Outside district (within Ontario)	Supervisor and Manager	Supervisor and Manager
Out of Province	Manager and CAO	Manager and CAO

Insurance:

Travel Accident Insurance

DNSSAB employees have basic insurance for accidental injury or accidental death including reimbursement of emergency medical expenses. Extra insurance may be purchased at the traveler's own expense.

Vehicle Insurance

Employees renting a vehicle for work travel purposes must make the booking under DNSSAB's account, not the individual employee. This ensures that the appropriate insurance coverage is in place for the employee. The rental company insurance can be waived as long as the booking has been made under DNSSAB's account. Personal vehicles used on DNSSAB business must be insured at the vehicle owner's expense for personal motor vehicle liability. Coverage should be equal to or greater than the minimum liability specified in the Insurance Act. Drivers must satisfy themselves whether their motor vehicle insurance coverage should include business use of their vehicles. The DNSSAB will not reimburse costs of business use coverage or collision and liability coverage and DNSSAB assumes no financial responsibility for privately owned vehicles other than paying the kilometeric rate when used for DNSSAB business. The DNSSAB is not responsible for reimbursing deductible amounts related to insurance coverage. Those driving a personal vehicle on DNSSAB business cannot make claims to the DNSSAB for damages as a result of a collision.

Transportation:

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Road Transportation

When road transportation is the most practical and economical way to travel, the order of preference shall be:

1. Personal vehicle only when it is more economical than use of a rental vehicle. Travelers are strongly encouraged to rent cars for business travel instead of using their own vehicle when the total distance to be driven per day will exceed 300 kilometers.
2. Bridge, ferry and highway tolls and necessary parking fees paid while driving on DNSSAB business will be reimbursed. Receipts must be obtained and submitted.

Accidents must be reported immediately to local law enforcement authorities, the rental car agency (if applicable), the automobile insurance company (if using a personal vehicle), and the person's immediate supervisor (and the corporate charge card company if applicable).

Car Rental

The size of the rental car must be the most economical and practical required for the business task and number of occupants. Exceptions must be documented and approved by the appropriate spending authority. Luxury and sports car rentals are prohibited. The rental car must be refueled in accordance with the rental contract.

Where a traveler accumulates more than 1600 km/month on a regular basis, the manager should investigate lower cost options. Where a traveler continues to use a personal vehicle, the rationale for this practice should be documented.

Other Road Transportation

Whenever practical, local public transportation/hotel shuttles must be used. Receipts for reimbursement are not required.

Taxi expenses are also justified where group travel by taxi is more economical than the total cost of travelling separately.

Air and Rail Travel

Travel by air or rail is permitted when this is the most practical and economical way to travel. Travel must be arranged in advance and be booked by fixed dates; open-ended tickets are prohibited. Only economy class seating is permitted.

Accommodations:

Reimbursement for overnight accommodation within an employee's home office area will not normally be authorized. Exceptional or emergency situations that require employees to remain close to their home office for periods long in excess of normal working hours.

Reimbursement will be made for single accommodation in a standard room, and no reimbursement will be made for suites, executive floors, or concierge levels.

Private stays with family or friends are encouraged. A maximum of \$30.00 per night for gratuitous lodging expenses is allowed. No receipt is required.

For extended stays at one location, long-term accommodation must be arranged on the approval of an immediate supervisor, to take advantage of lower weekly or monthly rates. This may include the rental of a housekeeping facility.

Gratuities:

Reasonable gratuities for meals and taxis will be reimbursed. Receipts are necessary to support reimbursement of these expenses.

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Dependent Care:

Actual dependent care expenses that are incurred as a result of travelling and are additional to expenses the person would incur when not travelling, will be reimbursed up to a daily maximum as set out in Schedule 1.

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A written explanation of the circumstances must be provided with prior verbal/written approval from the appropriate spending authority. Reimbursement will not be made where business travel is regular and a requirement of the job.

Meals:

Reasonable and appropriate actual meal expenses will be reimbursed, subject to approval by the employee's supervisor's, if the expenditure is incurred when the employee is required to work during or through normal meal periods or when, during a normal meal period, the employee is away on DNSSAB business from his or her home office base for a distance exceeding twenty-five (25) kilometers and such travel is infrequent and occasional in nature and does not fall within his/her regular duties.

Reimbursement of actual meal expenses incurred is subject to the rates set out in Schedule 1.

Itemized receipts must be provided for reimbursement. Reimbursement must not exceed the amount actually spent (including taxes and gratuities) as validated by a receipt accompanying the claim, and in accordance with the meal reimbursement limits in Schedule 1.

Gratuities are restricted to a maximum of 15% for reimbursement. Any gratuities beyond this limit will not be reimbursed.

The limits set out in Schedule 1 are before taxes and gratuities. For example, if you were to purchase a lunch outside of the district and the meal cost \$25 before taxes and gratuities, the total cost for the meal would be \$32.49 (\$25 + 13% HST + 15% gratuity). The full \$32.49 would be reimbursed in accordance with this policy because the pre-tax and gratuity amount was within the stated limits. Any costs above the stated limits must be paid for personally and not with a corporate credit card.

Receipts must be submitted through the Portal.

Reimbursement of meal costs must not include the reimbursement for any alcoholic beverages. No reimbursement shall be made for meals consumed at home prior to departure or on return, or for meals included in the cost of transportation, accommodation, seminars and/or conferences.

Conferences:

Employee attendance at conferences and seminars that involves overnight travel must be approved in advance by their supervisor.

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Board member attendance at conferences and seminars that involves overnight travel is limited to the DNSSAB and NDHC Chairs and Vice-Chairs. The exception to this rule is when either a NOSDA or OMSSAB conference is occurring in the Nipissing District, in which case all Board members ~~would~~ may be invited to attend.

Hospitality:

The DNSSAB CAO and senior management may provide hospitality to board members, employees, working group members, guests, visitors, volunteers, and other individuals as part of the business meeting.

Meals or light refreshments provided in the course of a business meeting must be a **necessary and integral part of the business meeting, not a matter of personal convenience**, whether the meeting is for internal purposes or includes external organizations. When a meeting takes place over an extended period of time and the agenda includes a working meal, there may be justification that the meal is integral to the business function. Examples of such events:

- A meeting where there is a scheduled luncheon speaker.
- A meeting where participants work through a lunch period.
- Circumstances where it would be too time-consuming or disruptive to event continuity for participants to take a meal break away from the meeting location.

DNSSAB does not permit reimbursement when two or more employees choose to go to lunch (or dinner) together to continue their *regular* business. In such cases the meal would be considered *incidental* to the meeting.

DNSSAB does not permit reimbursement when the catered meeting is used as an enticement for meeting attendance.

It is preferred that meetings involving employees are not to be scheduled during lunch break as employees should be given an opportunity to receive a break from work during the day.

Frequency of meals and light refreshments

Meals and light refreshments should be provided to employees on an infrequent basis.

Hospitality costs

Functions should minimize costs but be consistent with:

- The status of the guest(s);
- The number of persons attending; and,
- The business purpose to be achieved.

Hospitality internal control

Hosts must ensure that hospitality expenses are recorded, and records contain information for each function:

- The circumstances, including any requiring special authority;
- The form of hospitality (meal, reception, etc.);
- The cost supported by receipts;
- Name and location of the establishment;
- The number of attendees listed by category (i.e. guests, employees);
- Names of individuals entertained, their titles and company name; and,
- Approvals by appropriate individuals.

Gifts of Appreciation:

Token gifts of appreciation, valued at up to \$30, may be extended to persons who are not attached to DNSSAB in exchange for pro bono services. Gifts valued above \$30 must be justified and approved by an immediate supervisor.

1.07 PROCEDURE/ADMINISTRATION

Non-Reimbursable Expenses

Expenses of a personal nature will not be reimbursed. Such expenses include, but are not limited to;

- recreational purposes (movie rentals, mini-bar, etc...);
- personal items;
- traffic and parking violations;
- social events that do not constitute hospitality as described above;
- alcoholic drinks
- friends or family members.

Receipts

Receipts must be submitted with claims. Credit card slips by themselves are insufficient to support claim for reimbursement.

Time Limit for Claims

All claims must be submitted on a timely basis, and no later than 4 weeks after the date which the expense was incurred. Managers may extend this time limit using the principles to guide exceptions set out in this Policy.

Guidance on Exceptions to Rules

Requests for reimbursement should not be rejected solely because they arose from mistakes or misinterpretations of the requirements of this Policy. Decisions whether to approve reimbursement or to require repayment must be reviewed on a case-by-case basis.

Principle to guide exceptions to the rules:

Where a manager decides to exercise discretion in making an exception, and in order to ensure a proper record for audit purposes, the rationale for the exception must be documented and accompany the claim.

Responsibilities of Employees

Employees must:

- consider alternatives to travel such as teleconferencing; and, obtain approval from appropriate authority levels for travel;
- request and accept the lowest fare practicable;
- use the corporate charge card for payment of expenses under this policy;
- supply an itinerary to and notify their supervisors in the event of any changes, so that travelers may be contacted in an emergency;
- in the event of changes, cancel hotel bookings within the allowable cancellation period set by the hotel to avoid “no-show” charges. Penalties incurred for non-cancellation of guaranteed hotel reservations will be the employee’s responsibility and will be reimbursed only in exceptional circumstances;
- become familiar with, and adhere to, the provisions of this policy; and
- follow applicable conflict of interest rules and/or regulations

Responsibility of Approval Authority

Those authorized to approve expense claims must:

- ensure that expenses are consistent with the principles of this Policy and comply with other relevant DNSSAB policies;
- determine and authorize when business travel is necessary;
- ensure that all travel arrangements are consistent with the provisions of this Policy;
- ensure that appropriate receipts are provided to support expense claims
- ensure that any unusual items are explained appropriately or proof is given of prior approval; and,
- ensure that employees and appointees are aware of all conflict of interest rules and/or regulations.

SCHEDULE 1

Kilometre rates, meal reimbursement, reimbursable dependent care rates

(Updated April 24, 2019)

Kilometre rate: \$0.58 per km
Kilometre rate in excess of 5,000: \$0.52 per km

The above kilometre rates apply to DNSSAB Board members and non-union employees only.

Meal reimbursement (before taxes and gratuities)
(Within District): Breakfast \$10.00
Lunch \$20.00
Dinner \$25.00

(Outside District): Breakfast \$15.00
Lunch \$25.00
Dinner \$45.00

Dependent Care Allowance:
Daily maximum with written declaration \$35.00
Daily Maximum with receipt of caregiver \$75.00