



## SOCIAL SERVICES COMMITTEE

Thursday, October 13, 2011

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A meeting of the Social Services Committee was held on Thursday, October 13, 2011 at 10:20 a.m. at the County of Renfrew Administration Building, 9 International Drive, Pembroke, Ontario.

Present were: Peter Emon, Chair  
Warden Bob Sweet

Committee Members: Audrey Green, Richard Rabishaw, David Thompson, Harold Weckworth, Jack Wilson  
Ed Jacyno, City of Pembroke Representative

Staff Present: W. James Hutton, Chief Administrative Officer/Clerk  
James D. Kutschke, Treasurer/Deputy Clerk  
David Anderson, Director of Social Services  
Bruce Beakley, Director of Human Resources  
Chery Leigh, Ontario Works Manager  
Carol Neill, General Manager, Renfrew County Housing Corp.  
Judy Mulvihill, Manager of Child Care Services  
Karen McManus, Administrative Assistant

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Chair Emon called the meeting to order at 10:20 a.m. The roll was called and no pecuniary interests were disclosed.

### **RESOLUTION NO. SS-C-11-10-52**

Moved by: Mayor Weckworth  
Seconded by: Mayor Wilson

THAT the minutes of the Social Services Committee meeting held on September 8, 2011 be adopted as printed and circulated.

CARRIED.

Mr. David Anderson, Director of Social Services, reviewed the Department Report, which is attached as Appendix A.

Mr. Anderson advised that on February 28, 2008, By-Law No. 32-08 was adopted to enter into an agreement with the Canadian Red Cross, Ontario Zone, Renfrew County and District Branch for the provision of emergency social services in the event of a declared disaster. The County of Renfrew Ontario Works Division worked with the Canadian Red Cross, Ontario Zone, Renfrew County and District Branch to develop an agreement for the provision of emergency social services (registration and inquiry services, emergency feeding, emergency clothing, personal services, emergency lodging) in situations where a declared state of emergency exists within any lower tier municipality and/or the County of Renfrew and on September 30, 2010 By-law No. 99-10 was adopted to enter into this agreement. The effective date was retroactive to January 1, 2010, with the agreement to be reviewed and renewed every two years upon the mutual agreement of the parties. Funds were built into the Ontario Works budget for the annual fee of \$18,000.00 payable to the Red Cross to support the provision of "Emergency Social Services." The annual fee is used in support of volunteer recruitment and training.

Mr. Anderson indicated that it is now time to review the agreement for renewal effective January 1, 2012. He advised that Mr. Alistair Hensler, Manager, Disaster Management, Ontario East, Canadian Red Cross has advised that Red Cross agrees to renew the agreement at the current annual fee.

#### **RESOLUTION NO. SS-C-11-10-53**

Moved by: Mayor Rabishaw

Seconded by: Mayor Wilson

THAT the Social Services Committee recommends to County Council that a by-law be adopted authorizing the County of Renfrew to renew the agreement with the Canadian Red Cross, Ontario Zone, Renfrew County and District Branch, for the provision of emergency social services, effective January 1, 2012.

CARRIED.

Mr. Anderson provided an update to the Investment in Affordable Housing (IAH) for Ontario Program and advised that one of the components of the program is the Ontario Renovates Program, which is a program that the provincial government is taking over from the federal government. The federal government previously administered this program called the Residential Rehabilitation Assistance Program (RRAP). RRAP was a program administered by the Canada Mortgage and Housing Corporation (CMHC), which offered financial assistance to low-income homeownership for mandatory home repairs for such items as repairs related to heating, structural, electrical, plumbing and fire safety updates in the form of a forgivable loan available to home owners. He indicated that the County of Renfrew and other service managers across Eastern Ontario want to determine the financial contribution to this program made by the federal government for the calendar years 2008, 2009, 2010 and up to and including the third quarter of 2011 by service area. Information was requested from Vivian Chih of CMHC, and Mr. Anderson presented the information he received.

Mr. Anderson noted that should the Committee choose to support this component of the Investment in Affordable Housing Program the total notional allocation to the County of

Renfrew in the amount of \$2,832,070 would be impacted as the total dollar amount would be allocated over all components of the IAH program that Committee/County Council chooses to support.

Mr. Anderson advised that he will be going to Toronto on November 3 and 4 to attend a meeting where the programs will be discussed and he hoped to get more details on what the expectations of the Province will be for this program.

Mr. Anderson advised that the department has received from ARS Investments, Town of Arnprior, an indication that they will be making a submission to the Rental Housing component, which would be a resubmission of an application previously submitted under the old Affordable Housing Program (2009) and that this should be coming by the end of October. He indicated that Reeve Walter Stack had spoke about this at the September 28, 2011 session of County Council.

Mr. Anderson advised that he will be bringing the new Investment in Affordable Housing program back to Committee for their consideration as more information is obtained.

Mr. Anderson advised that he will be attending the 2011 OMSSA Policy Research Conference on November 16 – 18 in Toronto. He explained that the Ontario Municipal Social Services Association will bring together municipal, national and international leaders in the field to showcase success, discuss strategies and challenges and pose questions to help guide the next phase in integrating municipal human services planning and delivery.

### Child Care

Ms. Judy Mulvihill, Manager of Child Care Services, overviewed the Child Care Division Report, which is attached to the Social Services Department Report.

Ms. Mulvihill reviewed the Eligibility Coordinators monthly statistics. She then provided a review of a document entitled County of Renfrew Child Care 2010 Statistical Reports. The statistical report provides data on services provided to families for 2009 – 2010.

Ms. Mulvihill advised the Committee that she did not have any new information to report on the agreements with the Renfrew County Catholic District School Board and the Renfrew County District School Board for the transfer of Best Start Capital Reserve Grant funding in the amounts of \$600,000 and \$245,145 for projects in Petawawa and Deep River. She indicated that she is still waiting to hear from the school boards that funding conditions have been met, before transfer of the funds will take place.

Ms. Mulvihill advised that the contract with Dr. Sherman, Consulting Psychologist, will expire on December 31, 2011 and it is necessary to renew the contract to ensure seamless system support for families and children presently involved in case work with Dr. Sherman and County of Renfrew Integration Services. Dr. Sherman has agreed to provide services at the same rate for 2012 and these services would be paid for using 100% provincial monies from the Best Start funds contained within the Special Needs Resourcing Program.

**RESOLUTION NO. SS-C-11-10-54**

Moved by: Mayor Rabishaw

Seconded by: Reeve Green

THAT the Social Services Committee recommends to County Council that a by-law be adopted approving a contract with Dr. Jeff Sherman, Consulting Psychologist, for the year 2012 to oversee and approve clinical recommendations made in Integration Services to the licensed child care agencies.

CARRIED.

**Ontario Works Division**

Ms. Chery Leigh, Ontario Works Manager, overviewed the Ontario Works Division Report, which is attached to the Department Report, and provided an update on caseload statistics, program funds, staff training.

Ms. Leigh advised the Committee that Enbridge, the Fire Marshal's Public Fire Safety Council and the Pembroke Fire Department have partnered with the Phoenix Centre to provide residents of Pembroke who have a hardship in purchasing and installing a Fire Detector in their house with a free smoke/carbon monoxide detector. This offer is not available to residents who live outside of the City of Pembroke or to those living in apartments (as landlord is responsible to ensure all apartments have appropriate smoke detectors).

The criteria for the Program are as follows:

- ✓ Residence heated by wood, natural gas, or oil
- ✓ Seniors reside in the home
- ✓ Children reside in the home
- ✓ Handicapped person resides in the home
- ✓ Inability to purchase alarm

All applications must be forwarded to the Phoenix Centre, who will then pass on the information to the Pembroke Fire Department, who will install the detector or arrange for a pick up depending on what information the client selects on the form. Pembroke City residents can call the Phoenix Centre at 613-735-2374.

Ms. Leigh advised that under the Ministry of Community and Social Services, municipalities receive 100% provincial funds to assist people who are homeless or at risk of becoming homeless. County of Renfrew utilizes this fund as a preventive measure by supporting the retention of permanent accommodation. The Ontario Works Division has implemented and developed two projects with these funds – Staying Put Utility Project and Emergency Transient Assistant Project.

The Staying Put Program was implemented in 2004. Staying Put supports the prevention of homelessness by assisting with financial support to low-income households (includes Ontario

Works and Ontario Disability Support Program) that are at imminent risk of eviction or utility disconnection, reconnection fees and security deposits. In addition, this fund can assist with last month's rent.

Since the inception of the program, the threshold has been set at \$1,000. In 2011, the life-time ban to receiving assistance once every two years was removed. With the rising costs of hydro, heating, Harmonized Sales Tax (HST) and the number of "repeat applications", staff are recommending that the threshold be increased from \$1,000 to \$1,500. In some cases, the Staying Put program is not able to cover the entire costs at \$1,000. The new amount would assist more people in paying their true costs and helping to reduce the stigma of poverty.

Ms. Leigh indicated that staff ensure that a thorough review is conducted as applications for relief are submitted to the program.

It was noted that the threshold has not been increased since the inception of the program in 2004.

**RESOLUTION NO. SS-C-11-10-55**

Moved by: Mayor Rabishaw  
Seconded by: Mayor Weckworth

THAT the Social Services Committee approves that the threshold for the Staying Put Program be increased to \$1,500 from \$1,000 effective November 1, 2011.

CARRIED.

**RESOLUTION NO. SS-C-11-10-56**

Moved by: Mayor Weckworth  
Seconded by: Reeve Green

THAT the Social Services Department Report, attached as Appendix A, be adopted as presented.

CARRIED.

The Treasurer's report for Social Services as at August 31, 2011 was reviewed. Mr. Anderson reported that the budget is on target to date.

**RESOLUTION NO. SS-C-11-10-57**

Moved by: Reeve Green  
Seconded by: Mayor Wilson

THAT this meeting become a closed meeting for the following purpose(s) – Time 10:50 a.m.

(a) the security of the property of the municipality or local board;

(b) personal matters about an identifiable individual, including municipal or

local board employees;

- (c) a proposed or pending acquisition or disposition of land by the municipality or local board;
- (d) labour relations or employee negotiations;
- (e) litigation or potential litigation, including matters before administrative tribunals, affecting the municipality or local board;
- (f) advice that is subject to solicitor-client privilege, including communications necessary for that purpose;
- (g) a matter in respect of which a council, board, committee or other body may hold a closed meeting under another act;
- (h) a meeting of a council or local board or of a committee of either of them may be closed to the public if the following conditions are both satisfied:
- i. The meeting is held for the purpose of educating or training the members AND
  - ii. At the meeting, no member discusses or otherwise deals with any matter in a way that materially advances the business or decision-making of the council, local board or committee.

CARRIED.

**RESOLUTION NO. SS-C-11-10-59**

Moved by: Mayor Wilson

Seconded by: Mayor Rabishaw

THAT this meeting resume as an open meeting. Time 11:12 a.m.

CARRIED.

**RESOLUTION NO. SS-C-11-10-60**

Moved by: Mayor Wilson

Seconded by: Reeve Green

THAT the next meeting of this Committee be held on Thursday, November 17, 2011 and this meeting adjourn. Time 11:15 a.m.

CARRIED.

## **COUNTY OF RENFREW SOCIAL SERVICES REPORT**

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TO: Social Services Committee

FROM: David Anderson, Director of Social Services

DATE: October 13, 2011

SUBJECT: Department Report

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### **CORRESPONDENCE**

1. There are no items of correspondence to report at time of mailing.

### **INFORMATION**

2. Investment in Affordable Housing (IAH) for Ontario Program - Update

An update will be provided at the meeting.

### **RESOLUTIONS**

3. Agreement with Red Cross for the Provision of Emergency Social Services

On February 28, 2008, By-Law No. 32-08 was adopted to enter an agreement with the Canadian Red Cross, Ontario Zone, Renfrew County and District Branch for the provision of emergency social services in the event of a declared disaster. The County of Renfrew Ontario Works Division worked with the Canadian Red Cross, Ontario Zone, Renfrew County and District Branch to develop an agreement for the provision of emergency social services (registration and inquiry services, emergency feeding, emergency clothing, personal services, emergency lodging) in situations where a declared state of emergency exists within any lower tier municipality and/or the County of Renfrew and on September 30, 2010 By-law No. 99-10 was adopted to enter into this agreement. The effective date was retroactive to January 1, 2010, with the agreement to be reviewed and renewed every two years upon the mutual agreement of the parties.

Funds were built into the Ontario Works budget for the annual fee of \$18,000.00 payable to the Red Cross to support the provision of "Emergency Social Services." The annual fee is used in support of volunteer recruitment and training.

It is now time to review the agreement for renewal effective January 1, 2012. Mr. Alistair Hensler, Manager, Disaster Management, Ontario East, Canadian Red Cross has advised that Red Cross agrees to renew the agreement at the current annual fee. The agreement is attached as Appendix I.

**Recommendation:** THAT the Social Services Committee recommends to County Council that a by-law be adopted authorizing the County of Renfrew to renew the agreement with the Canadian Red Cross, Ontario Zone, Renfrew County and District Branch, for the provision of emergency social services, effective January 1, 2012.

4. Child Care Division Report

Attached as Appendix II to this report is the Child Care Division Report prepared by Ms. Judy Mulvihill, Manager of Child Care Services.

5. Ontario Works Division Report

Attached as Appendix III to this report is the Ontario Works Division Report prepared by Ms. Chery Leigh, Ontario Works Manager.

Report respectfully submitted.

**COUNTY OF RENFREW**

**BY-LAW NUMBER -11**

**A BY-LAW TO ENTER INTO AN AGREEMENT WITH THE CANADIAN RED CROSS, ONTARIO ZONE, RENFREW COUNTY AND DISTRICT BRANCH FOR THE PROVISION OF EMERGENCY SOCIAL SERVICES IN THE EVENT OF A DECLARED DISASTER**

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WHEREAS the Province of Ontario has passed *The Emergency Management and Civil Protection Act, R.S.O. 1990, c.E.9*, which requires the development and implementation of an Emergency Management Program by the Council of a municipality;

AND WHEREAS on August 26, 2009 the County of Renfrew adopted By-Law No. 91-09, a by-law requiring an emergency management program for the protection of public safety, health, the environment, the critical infrastructure and property, and to promote economic stability and a disaster-resilient community;

AND WHEREAS the County of Renfrew deems it desirable to enter into an agreement with the Canadian Red Cross, Ontario Zone, Renfrew County and District Branch for the provision of emergency social services;

NOW THEREFORE the Council of the Corporation of the County of Renfrew hereby enacts as follows:

1. That By-Law No. 99-10 is hereby repealed.
2. That the Service Agreement attached to and made part of this by-law shall constitute an agreement between the Corporation of the County of Renfrew and the Canadian Red Cross, Ontario Zone, Renfrew County and District Branch.
3. That the Warden and Clerk are hereby empowered to do and execute all things, papers and documents necessary to the execution of this by-law.
4. That this by-law shall come into force and take effect on January 1, 2012.

READ a first time this 26th day of October, 2011.

READ a second time this 26th day of October, 2011.

READ a third time and finally passed this 26th day of October, 2011.

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ROBERT SWEET, WARDEN

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W. JAMES HUTTON, CLERK



## AGREEMENT

This Agreement made in triplicate this 1st day of January, 2012.

### BETWEEN:

**The Corporation of the County of Renfrew, Ontario**

**Represented by the Social Services Department**

hereinafter referred to as the "Municipality"

OF THE FIRST PART

-and-

**The Canadian Red Cross, Ontario Zone**

**Renfrew County and District Branch**

hereinafter referred to as the "Society"

OF THE SECOND PART

**WITNESSETH** that the parties agree as follows:

### 1. TERM

- (a) This Agreement comes into force and takes effect the 1st day of January 2012 or during the term of this Council and to be reviewed every two years and signed within 30 days of the contract date.
- (b) Notwithstanding paragraph 1(a), when an emergency as defined in *The Emergency Management and Civil Protection Act* arises prior to and continues beyond the term hereof, the parties shall continue to be bound by this Agreement until the state of emergency is terminated under the Act.

### 2. INDEPENDENT CONTRACTOR

- (a) The Society will be an independent contractor and not the servant or agent of the Municipality (as outlined in Schedule C -- The Fundamental Principles of the Red Cross: in particular Impartiality: endeavors to relieve the suffering of individuals, being guided solely by their needs, and to give priority to the most urgent cases of distress; and, Neutrality: in order to continue to enjoy confidence of all, the Movement may not take sides or engage at any time in controversies of a political, or ideological nature, etc).
- (b) Subject to the expenses which have been preauthorized wherever possible, given the conditions of the emergency, in writing by the Municipality, neither Party will, in any manner, whatsoever, neither commit nor purport to commit the other party to the payment of money to any person, firm or corporation.

- (c) The Municipality through its County Control Group may, from time to time, give instruction to the Society as necessary in connection with the provision of the Services, but the Society will not be subject to the control of the Municipality in respect in which such instructions are carried out.

### **3. SERVICES TO BE PROVIDED**

- (a) The Society agrees to provide the Emergency Social Services outlined in attached Schedule A hereto and hereinafter referred to as the "Services" subject to the terms and conditions set forth in this Agreement.
- (b) Schedule A shall form part of this Agreement.

### **4. ACTIVATION**

- (a) This agreement may only be initiated upon documented approval of the Director of Social Services (or designated alternate). In situations where the society is responding to the needs of an emergency, declared or otherwise, of a lower tier municipality within the County of Renfrew the terms and conditions of the services provided are at the discretion of that lower tier municipality and are not subject to this agreement. Transfer of responsibility to the County of Renfrew for the contracted services may only happen upon the formal request for assistance to the County of Renfrew by the lower tier municipality under the following circumstances:
  - 1. Following 72 hours after Red Cross has been involved in providing Personal Disaster Assistance to individuals involved in an emergency situation for up to 72 hrs for 50 or less individuals; or
  - 2. The request for Emergency Social Services assistance is made after 72 hrs into an emergency, and the needs are greater than the Municipality resources; or
  - 3. The magnitude of persons in need exceeds the municipality's ability to respond and a request is made for assistance to the Director of Social Services (or designated alternate.)

### **5. PERFORMANCE OF SERVICES**

- (a) The Society agrees to perform the Services in a competent and professional manner and comply with all reasonable directions and requests of the Municipality. The Society will act in accordance with the Fundamental Principles of the Society as set forth in Schedule C hereto.
- (b) The Municipality and the Society agree that any Services performed by the Society outside the scope of Schedule A without prior written approval of the Municipality shall be deemed to be gratuitous on the part of the Society, and the Municipality has no liability with respect to such Services.
- (c) Schedule C shall form part of this Agreement.

### **6. RECORDS**

- (a) In connection with the provision of the Services, the Society will:
  - i. establish and maintain time records,
  - ii. establish and maintain books of accounts of all expenses and revenues incurred; and
  - iii. maintain invoices, receipts and vouchers, for the expenses referred to in subparagraph 6(a)(ii).

The Municipality will have unfettered access rights to all records produced and maintained by Red Cross during emergency and full copies will be provided to the County of Renfrew, at all reasonable times and upon giving reasonable notice in writing to the Society and at the Municipality's own expense, to such records, books of accounts, invoices, receipts and vouchers for the purposes of auditing or copying same.

- (b) Notwithstanding paragraph 6(a), the Society's obligations hereunder will be satisfied by a level of compliance set by the County of Renfrew Social Services Department, which is reasonable given the conditions of the emergency.

## **7. REPORTS**

- (a) The Society will maintain a reporting of all actions through, the County Control Group and the County of Renfrew Social Services Department Director, and upon request, from time to time.
  - i. fully inform the Municipality of the work done and to be done by the Society in connection with the provision of the Services; and
  - ii. permit, at all reasonable times and upon reasonable notice in writing to the Society, to inspect, examine, review, and copy any and all financial records, findings, data, specifications, drawings, working papers, reports, including Registration and Inquiry Records and any documents that have been produced in the course of providing the Services, as outlined in Schedule A, subject to any privilege or confidence imposed by law.

## **8. OWNERSHIP**

- (a) The Municipality shall have unfettered access to all records, maintained or produced in the delivery of services contracted under this agreement including completed Registration and Inquiry Cards, employed by the Society in performing the Services. At the closure of the disaster, all completed cards, records, activity logs will be available to the Municipality.
- (b) The Municipality shall own all products and services for which it provided funding under this Agreement.
- (c) When this is not possible in the opinion of the Municipality, these items will be reduced to zero (0) value and written off by the Municipality.

## **9. PAYMENT**

- (a) The Municipality will pay the Society, in full payment and reimbursement upon receipt of all requested documentation, for providing the Services and also for Administration expenses authorized by Social Services Department Director in connection therewith and outlined in attached Schedule D hereto and also for any additional expenses in connection therewith, a grant and expenses in the amounts, in the manner and at the times set out in Schedule B hereto, and the Society will accept grant and expenses as full payment and reimbursement.
- (b) Schedule B and Schedule D shall form part of this Agreement.

## **10. CONFIDENTIALITY**

- (a) The Society will treat as confidential and will not, without the prior permission of the Municipality, publish, release or disclose or permit to be published, released or disclosed, either before or after the expiration supplied to, obtained by, or which comes to the knowledge of the Society as a result of the Agreement except insofar as such publication, release or disclosure is necessary to enable the Society to fulfill its obligation under the Agreement.
- (b) Notwithstanding paragraph 8(a), the Municipality acknowledges that the information which is entered on the Registration and Inquiry Cards is given to the Society in confidence, and shall be available or shared with the Municipality for the purposes of disaster relief only. The Municipality further acknowledges that certain registrants may request that the information they provide the Society be restricted in its distribution for personal reasons. Upon being advised by the Society, this higher level of confidentiality must also be respected, by the Municipality. These cases are to be highlighted by the society and the information given to the County of Renfrew Social Services Director under strict confidence that distribution is restricted.

## **11. CONFLICT**

- (a) The Society will not, during the term, perform a service or provide advice to any person, firm, or corporation where the provision of the service would conflict with the Society's obligation under this Agreement. In the interpretation of the provision, the parties shall be governed by the Fundamental Principles incorporated in this Agreement as Schedule C.

## **12. INDEMNITY**

- (a) Both Parties to this Agreement will indemnify and save harmless each other party from and against any and all losses, claims, damages, actions, causes of actions, costs and expenses, that the other party may sustain, incur, suffer or to be put to by reason of any act or omission of either party or of any servant, employee, officer, director, shareholder or permitted sub-contractor of the other party.
- (b) With respect to protection from personal liability, Section 11(1) Emergency Management and Civil Protection Act states: "No action or other proceeding lies or shall be instituted against a member of council, an employee of a municipality, a minister of the crown or a crown employee for doing any act or neglecting to do any act in good faith in the implementation or intended implementation of an emergency program or an emergency plan or in connection with an emergency."
- (c) However in accordance with Section 11(3) of the Emergency Management and Civil Protection Act, a municipality is not relieved of liability; (3) Subsection (1) does not relieve a municipality of liability for the acts or omissions of a member of council or an employee of the municipality referred to in subsection (1) and the municipality is liable as if subsection (1) had not been enacted, and in the case of a member of council, as if the member were an employee of the municipality."
- (d) Section 11(5) of the Emergency Management and Civil Protection Act states that Counties and local boards are included; (4) for the purposes of this section, "Municipality" includes a local board of a municipality and "Member of Council" includes a Member of a local Board".

(e) The following authorities relate to protection from Personal Liability:

- Section 11 of the Provincial Emergency Management and Civil Protection Act; and
- By-Law #85-06 - " A By -Law to provide for the indemnity and defense of Councilors and Employees of the County of Renfrew against liability incurred while acting on behalf of the County of Renfrew".

Under By-Law #85-06 (Part 2), The County of Renfrew will indemnify an employee under the following conditions:

- The employees acted honestly and in good faith in the best interest of the region; and
- In criminal or administrative actions/proceedings enforceable by a monetary penalty, the employee had reasonable grounds to believe that his/her conduct was lawful.

### 13. TERMINATION

- (a) Either party may, for any reason, terminate this Agreement by giving 30 days prior written notice of termination to the other party and if this Agreement is so terminated the Corporation of the County of Renfrew will be under no further obligation to the Society except to pay to the Society such fees and expenses as the Society may be entitled to receive pursuant to Schedule B for services provided and expenses to date of said termination.

### 14. NOTICES

- (a) Any written notice or any payment by either party that is to be given or delivered to the other will be conclusively deemed validly given or delivered to and received by the addressee, if delivered personally on the date of such personal delivery or, if mailed, on the third business day after mailing of same in Ontario by prepaid post addressed, if to the Municipality:

County of Renfrew Social Services Department  
9 International Drive  
Pembroke, ON K8A 6W5  
Attention: Director

and copied to:

Corporation of the County of Renfrew  
Emergency Services Department  
9 International Drive  
Pembroke, ON  
K8A 6W5  
Attention: Community Emergency Management Coordinator

and, if to the Society:

Canadian Red Cross  
Renfrew County and District Branch  
1217 Pembroke Street E.  
Pembroke, ON K8A 7R8

&

Canadian Red Cross  
Ontario Zone Office  
c/o Manager, Disaster Services  
5700 Cancross Court  
Mississauga, ON L5R 3E9

- (b) Either party may, from time to time, advise the other by notice in writing of any change of address of the party giving such notice and from and after the giving of such notice the address there specified will for the purpose of paragraph 14, be conclusively deemed to be the address of the party giving such notice.

**15. MISCELLANEOUS**

- (a) This Agreement will be governed by and construed in accordance with the laws of the Province of Ontario.
- (b) In this Agreement wherever the singular or masculine is used it will be construed as if the plural or feminine or neutral, as the case may be, has been used.
- (c) The headings appearing in the Agreement have been inserted for reference and as a matter of convenience and in no way define, limit or enlarge the scope of any provision of this Agreement.

**IN WITNESS WHEREOF** this Agreement has been executed by the Municipality and by the Society by their duly authorized representatives on the dates noted.

**Social Services Department of the Corporation of the County of Renfrew**

.....  
W. James Hutton, Chief Administrative Officer

.....  
Robert Sweet, Warden

.....  
Witness

**The Canadian Red Cross**

.....  
Ontario Zone General Manager

.....  
Witness

## **SCHEDULE A**

Schedule A to an Agreement between the Municipality and the Society dated the 1st day of January 2012.

### **16. EMERGENCY SOCIAL SERVICES**

Emergency Social Services is a planned emergency response organization designed to provide those basic services essential for the immediate and continuing well being of persons affected by a disaster. It is the responsibility of Red Cross to secure supplier Agreements for supplies procurement, volunteer resources and services necessary to provide the **five Emergency Social Services**.

#### **1. Registration and Inquiry (R&I) Services:**

Assists in reuniting families. Collects information and answers inquiries regarding the conditions and whereabouts of missing persons.

#### **2. Emergency Feeding:**

Provides food or meals to those persons without food or food preparation facilities in compliance with the County of Renfrew District Health Unit's requirements for food preparation, handling and distribution.

#### **3. Emergency Clothing:**

Supplies clothing or emergency covering until regular sources of supply are available.

#### **4. Personal Services:**

Provides for the initial reception of disaster victims arriving at Reception Centers; informs them of immediate emergency help available; offers temporary care for unattended children and dependent adults/elderly; assists with the temporary care of residents from Special Care Facilities; and offers immediate and ongoing emotional support to people with personal problems and needs created or aggravated by a disaster. \*Particular personal services may be coordinated through the Community Emergency Operating Control Group and contracted with local services providers to meet special needs of disaster victims.

#### **5. Emergency Lodging:**

Arranges for safe, immediate, temporary lodging for homeless or evacuated people and is comprised of the following elements.

##### **Lodging Management:**

Provide supervision and administrative support for Red Cross functions within the lodging facility. Ensure that the needs of facility occupants are being met. \*Designation, evaluation as per the guidelines established by Health Canada, set up and a space utilization plan for each temporary shelter is the responsibility of the Emergency Management Program Committee and/or Community Emergency Operating Control Group.

Registration:

Ensure that all occupants are registered upon arrival. Maintain a system for checking occupants in and out when they leave for any period of time. Manage the system of record keeping for registrations.

Feeding:

Supervise on-site food preparation and service for residents and workers. Advise the Logistics/Feeding Managers of needed supplies. Ensure that the food ordering system is established and implemented. Keep accurate records of food and supplies received and expended. Prepare and monitor the food service staff work schedule. Record the hours of personnel as requested. (Comply with the County of Renfrew District Health Unit requirements, following the guidelines of Health and Welfare Canada for Emergency Shelters)

Management of Sleeping Area:

Set up sleeping areas. Assign residents to sleeping areas. Coordinate with Logistics staff for cots, blankets and comfort kits if available.

Personal Client Services:

In coordination with Community Emergency Operating Control Group, organize and administer childcare, recreation, transportation, first aid, pet care and other services as needed. Identify residents needing additional services and collaborate with appropriate sources to meet such needs.

Volunteer/Staff Recruitment, Training and Placement:

Recruit, place and support staff assigned to the lodging facility. Provide opportunities to residents to serve as volunteers in the facility. Manage other local volunteer organizations.

Logistics:

Provide support for the use of the facility. Ensure the safety, security and sanitation for the lodging facility. Procure, store and distribute supplies and equipment to the lodging facility. Work with the representative of the facility to ensure that the building is used properly. In coordination with Community Emergency Operating Control Group, contract out some specialized logistics services i.e. security and sanitation.

## **SCHEDULE B**

Schedule B to an Agreement between the Municipality and the Society dated the 1st day of January 2012.

### **17. GRANTS AND EXPENSES**

The following expenses will be paid for by the Municipality to the Society provided they are incurred by the Society.

- (A) An annual fee in support of the infrastructure required to support the provision of the Services in the sum of \$18,000 for each year of the term hereof to be paid within sixty (60) days of the anniversary of the signing this Agreement by the Municipality. This annual fee will be used in support of volunteer recruitment and training. The Red Cross will provide Shelter/Reception Services as outlined in Schedule A ; They will recruit/train and maintain a number of volunteers in each township of the County of Renfrew , and will provide 2 personal Disaster preparedness workshops in each Township per year in Coordination with County of Renfrew Community Emergency Management Coordinator in any given year. This recruitment and training will be effected in order to build a bank of trained volunteers in the County of Renfrew. The maintenance of this bank of volunteers will be responsibility of the Society and further recruitment and training will be effected only upon written authorization of the Municipality, as a result of the Society providing written report of the volunteer's bank need to be replenished
- (B) Any special request by the Municipality beyond the annual fee provided under (a) above (such as consultation with the Municipality for extra services) may be negotiated separately between the Society and the Municipality.
- (C) Net expenses which have been pre-approved in writing by the Municipality during a declared disaster, in the provision of Services in Schedule A which would include, but not limited to, staff wages and benefits, rental of space for the provision of services, appropriate materials, telephone installation and removal, telephone charges (including telephone, facsimile and computer communications), rental and leasing and installation of computer and ancillary equipment, mail/shipping, food for staff volunteers and transportation.
- (D) Expenses incurred outside of Schedule A where the Society is specifically authorized in writing by the Municipality to incur the expenses (e.g. personal comfort kits for victims such as toothbrushes, shaving materials, toiletries, etc).
- (E) For the purposes of this Agreement net expense shall mean those expenses remaining after any tax rebates to which the Society is privy.

It is understood that where government, insurance and/or other aid agencies provide coverage for emergency and disaster related claims, this funding will be applied first to gross expenses.

Financial donations which have been made to the Canadian Red Cross Disaster Relief Fund will not be used for determining net expenses. These donor funds will be used for the provision of Red Cross Services that are not covered under Schedule A and/or after Red Cross, in

conjunction with those affected by the disaster, has ascertained the level of disaster assistance provided by government and private agencies for the relief efforts.

- (F) The Municipality will pay the Society for administration expenses and/or incremental direct expenses that are directly related in supporting the disaster operation. These are as outlined in Schedule D.
- (G) All expenses referred to in paragraphs 1(c), 1(d), 1(e) and 1(f) above shall be paid by the Municipality within sixty (60) days of receipt of an invoice which will be accompanied by supporting documentation, provided by the Society.

## **SCHEDULE C**

Schedule C to an Agreement between the Municipality and the Society dated the 1st day of January 2012.

### **18. THE FUNDAMENTAL PRINCIPLES OF THE RED CROSS**

Our network is vast, but our approach is simple. All Red Cross programs and activities are guided by the Fundamental Principles of Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity and Universality. These principles allow us to provide help immediately to whoever needs it, wherever they are, whatever their race, political beliefs, religion, social status, or culture.

- (a) **Humanity:** The International Red Cross and Red Crescent Movement, born of desire to bring assistance without discrimination to the wounded on the battlefield, endeavors, in its international and national capacity, to prevent and alleviate human suffering wherever it may be found. Its purpose is to protect life and health to ensure respect for the human being. It promotes mutual understanding, friendship, co-operation and lasting peace amongst all peoples.
- (b) **Impartiality:** It makes no discrimination as to nationality, race, religious beliefs, class or political opinions. It endeavors to relieve the suffering of individuals, being guided solely by their needs, and to give priority to the most urgent cases of distress.
- (c) **Neutrality:** In order to continue to enjoy the confidence of all, the Movement may not take sides in hostilities or engage at any time in controversies of a political, racial, religious or ideological nature.
- (d) **Independence:** The Movement is independent. The National Societies, while auxiliaries in the humanitarian services of their governments and subject to the laws of their respective countries, must always maintain their autonomy so that they may be able at all times to act in accordance with the principles of the Movement.
- (e) **Voluntary Service:** It is a voluntary relief movement not prompted in any manner by desire for gain.
- (f) **Unity:** There can only be one Red Cross or one Red Crescent Society in any one country. It must be open to all. It must carry on its humanitarian work throughout its territory.
- (g) **Universality:** The International Red Cross and Red Crescent Movement, in which all Societies have equal status and share equal responsibilities and duties in helping each other, is world-wide.

## **SCHEDULE D**

Schedule D to an Agreement between the Municipality and the Society dated the 1st day of January 2012.

### **19. ADMINISTRATION EXPENSES THAT ARE DIRECTLY RELATED IN SUPPORT OF THE DISASTER OPERATION. ALLOWABLE EXPENSES**

Administration activities undertaken to affect Services in support of the disaster operation will be tracked and documented by the Society. The Society in tracking its administration activities will follow the general guidelines it uses for determining incremental, direct expenses which may be applied to a domestic disaster relief appeals. The basis of the guideline is as follows.

#### **(a) Direct Services to Clients**

- Services approved under the National Disaster Assistance Guidelines (NDAG) and any related expenses such as the cost of transporting and distributing this assistance can be charged against the relief appeal.
- National approval is required to expand assistance beyond the NDAG. Depending on the scope of the additional assistance, this approval would be made by senior management based on their respective signing authority or a 'Canadian Red Cross Advisory Committee' that would make decisions regarding how the funds raised should be spent.

#### **(b) Supplies and Equipment**

- The cost of purchasing or restocking supplies is allowable. The National Disaster Assistance Guidelines are used to determine what supplies are provided. Exceptions to these Guidelines would need the approval of the National Director, Disaster Services or the Deputy Secretary General, Operations. The cost to procure, warehouse and transport supplies, equipment or to transport staff would also be allowable.
- The cost of equipment used to support the relief, recovery and rehabilitation efforts.
- All charges for supplies and equipment must be supported by invoices from 3<sup>rd</sup> party suppliers.

#### **(c) Operating Expenses and Purchased Services**

- All additional costs that can be proven to be directly related to the disaster operation, including but not necessarily limited to: insurance, rental/leasing or purchasing and maintenance of office equipment, rent / lease of buildings, office space or transport; printing, consulting services, phones, fax, and email.

(d) **Public Affairs expenses**

- Cost of producing and running public service announcements.
- Additional bandwidth costs for operating the internet.
- Thank you advertisements for volunteers and donors
- Cost of paid advertising

(e) **Fund Raising**

- Cost of receipting, including mailing
- Cost for supporting on-line donations
- Cost of paid advertising
- Donor recognition
- Auditing the operation if required

The following staff expenses should also be tracked using the project management software.

(f) **Volunteer and Staff Expenses**

- Staff expenses, including overtime costs, are allowable when the staff has been assigned by their Director to respond to the disaster. All staff expenses that are charged against donated monies must be supported by time sheets that have been approved by the appropriate supervisor.
- The costs incurred to recruit and provide operational training to disaster relief staff may also be charged against the relief effort.
- Volunteer and staff travel accommodations and meals related to the operation.
- Any additional expenses incurred to provide insurance for relief workers may be charged against the donated funds.
- A modest amount of volunteer recognition is acceptable, e.g., certificate / pin
- Health, including psycho-social services, for relief workers suffering from injuries incurred as a result of serving on a disaster relief effort only when the required services are not covered by personal provincial/territorial health insurance or personal health insurance.

## CHILD CARE SERVICES REPORT

Prepared by: Judy Mulvihill, Manager of Child Care Services

Prepared for: Social Services Committee

October 13, 2011

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### INFORMATION

1. Integration Coordinators Statistics

There will be no monthly statistical report for Integration Services in order to align with Ministry statistics as per discussion in the September Social Services Committee meeting. The statistical report indicates the number of children presently being served through Integration Services.

2. Child Care Eligibility Coordinator Report

The statistical report of the Child Care Eligibility Coordinators for August 2011 is attached as Appendix CC-I. This report indicates the number of families and children on the Eligibility Coordinators' caseload who are receiving fee subsidy for the month.

3. Annual Statistical Report

Please find the annual statistical report for Child Care Services attached as Appendix CC-II. The statistical report provides data on services provided to families for 2009 – 2010. Staff will review report with Committee at the meeting.

### BY-LAWS

4. Consulting Psychologist

Dr. Sherman, Consulting Psychologist, has been providing clinical consultation to the Special Needs Resourcing Service for four years. Dr. Sherman's contract expires December 31, 2011. It is necessary to renew the contract for a one-year term to ensure seamless system support services for families and children presently involved in case work with Dr. Sherman/County of Renfrew Integration Services.

The contract for services from Dr. Sherman (\$16,000) would be funded using 100% provincial monies from the Best Start funds contained within the Special Needs Resourcing Program.

**Recommendation:** THAT the Social Services Committee recommends to County Council that a by-law be adopted approving a contract with Dr. Jeff Sherman, Consulting Psychologist, for the year 2012 to oversee and approve clinical recommendations made in Integration Services to the licensed child care agencies.

Report respectfully submitted.

TOTAL WITHDRAWALS FOR ONGOING FAMILIES ONLY (2011 CUMULATIVE):		76	
TOTAL INELIGIBLE FOR ONGOING FAMILIES ONLY (2011 CUMULATIVE):		49	
<i>REASONS:</i>			
	13	Moved out of jurisdiction	5
	3	Parental Leave	1
	7	Income in Excess	1
	6	No further contact	2
	7	Child removed	41
		Income verification not received	1
	7	Work not found	2
	7	Activity criteria not met	22
			Documentation not provided
			Child above maximum age
			Parent not willing to pay fee
			Suitable child care not found
			Care no longer required
			Withdrawal without notice
			Terminated from waitlist
			Other
CURRENT COUNTY WAITLIST TOTAL:		295	

COMMENTS:

MONTHS	2010		2011	
	FAMILIES	CHILDREN	FAMILIES	CHILDREN
JANUARY	321	471	337	473
FEBRUARY	332	485	347	484
MARCH	334	490	352	495
APRIL	340	493	356	497
MAY	350	503	355	496
JUNE	355	511	354	492
JULY	340	499	350	508
AUGUST	338	501	357	525
SEPTEMBER	346	507		
OCTOBER	329	467		
NOVEMBER	330	470		
DECEMBER	329	470		

Prepared By:

Angela Cybulski-Picard - Intake Coordinator, Child Care Services

Date:

September 23, 2011



County of Renfrew

Child Care

2010 Statistical Reports

# INDEX

	<b>PAGE</b>
Licensed Child Care Centres .....	3
Licensed Capacity per Geographical Area.....	4
Number of Families and Children in Fee Subsidy.....	5
Total Children by Funding Type.....	6
New Eligibility Assessments Completed.....	7
Number of Children Receiving Fee Assistance.....	8
Number of Children per Municipality.....	9
Closed Files.....	10
Centralized Fee Subsidy Waitlist.....	12

## Licensed Child Care Centers

The following table identifies the Agencies/Sites and their Licensed Capacity.

	Agency	Site Name	Capacity 2009	Capacity 2010
1	Arnprior and District Child Care Centre	Leaps & Bounds Children's Centre (formerly Rainbow Valley & Sunshine Preschool)	81 children	81 children
2	Centre culturel francophone de Pembroke	Garderie Les Petite Mains	76 children	76 children
3	a Columbus House-Pembroke	Columbus House Young Parent Support Program – Pembroke Site	10 children	10 children
	b Columbus House-Renfrew	Columbus House Young Parent Support Program – Renfrew Site	22 children	22 children
4	Community Resource Centre Killaloe Inc.	Kidz Kastle Children's Centre	24 children	24 children
5	Corporation of the Town of Laurentian Hills	Chalk River Nursery School	16 children	16 children
6	a Pembroke Co-op Nursery School Inc.	The Children's Garden Nursery School	56 children	53 children
	b Pembroke Co-op PHDC	Homemade Tales	Licensed for 25 homes	Licensed for 25 homes
7	Mountain River Child Care Association Deep River	Children's Junction	46 children	46 children
8	Deep River Nursery School	Deep River Nursery School	24 children	49 children
9	Ketcha Star Day Care	Ketcha Star Day Care	85 children	85 children
10	Petawawa Co-operative Nursery School Inc.	Kinder Connection Nursery School	24 children	24 children
11	a PMFRC –Petawawa	Kiddie Kollege Co-operative Nursery School (South Side)	16 children	16 children
	b PMFRC –Petawawa	Kiddie Kollege Co-operative Nursery School (North Side)	24 children	24 children
	c PMFRC –Petawawa	North Side Childcare Services	15 children	15 children
	d PMFRC – Petawawa	South Side Childcare Services	37 children	37 children
	e PMFRC –Petawawa	Petawawa Military Family Resource Centre Private Home Day Care	Licensed for 40 homes	Licensed for 40 homes
	f PMFRC-Petawawa	Lil' Troopers Day Care	31 children	31 children
12	Town of Renfrew	Renfrew Child Development Centre	48 children	Closed July/10
13	a Wise Owl Day Care - Pembroke	Wise Owl Day Care – Pembroke	112 children	112 children
	b Wise Owl – Barry's Bay	Wise Owl – Barry's Bay	31 children	31 children
14	Pineridge Children's Centre Arnprior	Pineridge Children's Centre	109 children	109 children
15	Conseil Des Ecoles Publiques de L'Est de L'Ontario	Garderie L'Arc-en-ciel	66 children	66 children
16	Kidd's Learning Centre	Kidd's Learning Centre	47 children	47 children
17	Child's Paradise Day Care Centre	Child's Paradise Day Care Centre	60 children	60 children
<b>TOTAL</b>			<b>1060 children &amp; 65 homes</b>	<b>1034 children &amp; 65 homes</b>

## Licensed Capacity per Geographical Area

Geographical Area	Agency	Licensed Capacity 2009	Licensed Capacity 2010
<b>Arnprior &amp; Area</b>	Pineridge Children's Centre	109	109
	Leaps & Bounds Children's Centre	81	81
	Kidd's Learning Centre	47	47
<b>Renfrew &amp; Area</b>	Renfrew Child Development Centre	48	Closed in July/10
	Columbus House Young Parent Support Program – Renfrew Site	22	22
	Child's Paradise Day Care Centre	60	60
<b>Pembroke</b>	Garderie Les Petite Mains	76	76
	Columbus House Young Parent Support Program – Pembroke Site	10	10
	The Children's Garden Nursery School	56	53
	Homemade Tales	125	125
	Wise Owl Day Care – Pembroke	112	112
	Garderie L' Arc-en-ciel	66	66
<b>Petawawa &amp; Area</b>	Kinder Connection Nursery School	24	24
	Kiddie Kollege Co-operative Nursery School (South Side)	16	16
	Kiddie Kollege Co-operative Nursery School (North Side)	24	24
	North Side Childcare Services	15	15
	South Side Childcare Services	37	37
	Petawawa Military Family Resource Centre Private Home Day Care	200	200
	Lil' Troopers Day Care	31	31
<b>Deep River &amp; Area</b>	Deep River Nursery School	24	49
	Children's Junction	46	46
	Chalk River Nursery School	16	16
<b>Eganville &amp; Area</b>	Ketcha Star Day Care	69	69
	Ketcha Star Nursery School	16	16
<b>Barry's Bay &amp; Area</b>	Kidz Kastle Children's Centre	24	24
	Wise Owl – Barry's Bay	31	31
<b>TOTAL</b>		<b>1385</b>	<b>1359</b>

**Number of Families and Children in Fee Subsidy**

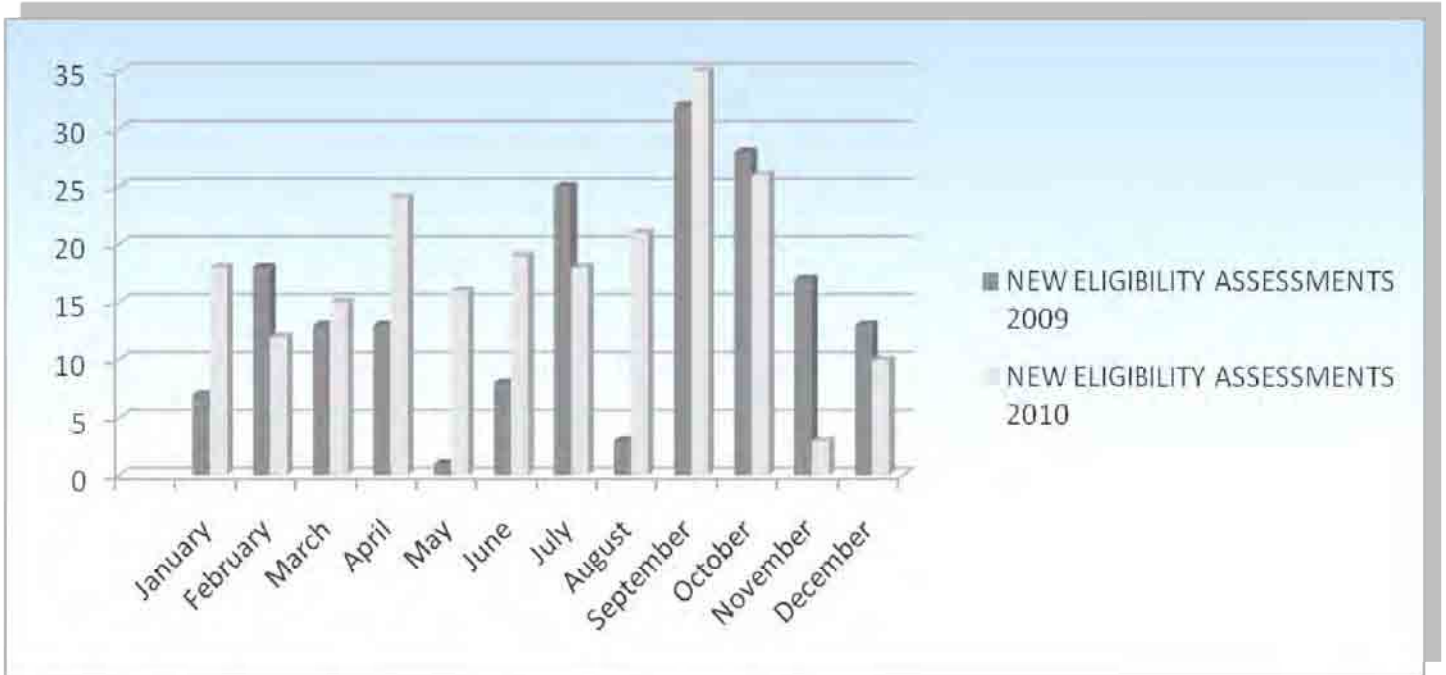
MONTH	2009		2010	
	FAMILIES	CHILDREN	FAMILIES	CHILDREN
January	372	519	321	471
February	374	530	332	485
March	377	536	334	490
April	379	542	340	493
May	377	541	350	503
June	369	532	355	511
July	325	492	340	499
August	315	476	338	501
September	317	457	346	507
October	315	463	329	467
November	330	482	330	470
December	330	483	329	470

**Total Children by Funding Type  
January –December 2010**

<b>MONTHS</b>	<b>DNA</b>	<b>ELCD</b>	<b>Ontario Works</b>	<b>100% CCFS</b>	<b>TOTAL</b>
January	258	194	2	17	<b>471</b>
February	262	202	4	17	<b>485</b>
March	271	199	4	16	<b>490</b>
April	278	194	4	17	<b>493</b>
May	295	186	4	18	<b>503</b>
June	302	183	5	21	<b>511</b>
July	302	169	5	23	<b>499</b>
August	307	167	5	22	<b>501</b>
September	294	184	7	22	<b>507</b>
October	255	184	7	21	<b>467</b>
November	250	191	7	22	<b>470</b>
December	247	195	7	21	<b>470</b>

**New Eligibility Assessments Completed**

<b>MONTHS</b>	<b><u>NEW ELIGIBILITY ASSESSMENTS 2009</u></b>	<b><u>NEW ELI GIBILITY ASSESSMENTS 2010</u></b>
January	7	18
February	18	12
March	13	15
April	13	24
May	1	16
June	8	19
July	25	18
August	3	21
September	32	35
October	28	26
November	17	3
December	13	10



## Number of Children Receiving Fee Assistance

### January – December 2009

Month	Age Group				
	Infant	Toddler	Preschool	JK/SK	School Age
January	31	91	149	143	105
February	30	89	158	147	106
March	31	86	166	148	105
April	27	91	173	151	100
May	23	89	181	149	99
June	24	78	189	144	97
July	18	66	161	126	121
August	15	65	156	124	116
September	17	68	106	151	115
October	24	66	121	149	103
November	23	76	127	155	101
December	23	72	139	149	100

### January – December 2010

Month	Age Group				
	Infant	Toddler	Preschool	JK/SK	School Age
January	23	66	139	140	103
February	28	72	144	140	101
March	22	75	153	135	105
April	22	78	162	131	100
May	25	78	171	130	99
June	25	75	179	131	101
July	22	70	180	111	116
August	23	72	183	100	123
September	30	75	104	146	152
October	32	79	121	128	107
November	34	68	139	128	101
December	28	68	146	126	102

**Number of Children per Municipality  
(based on Applicant 1's Municipality)**

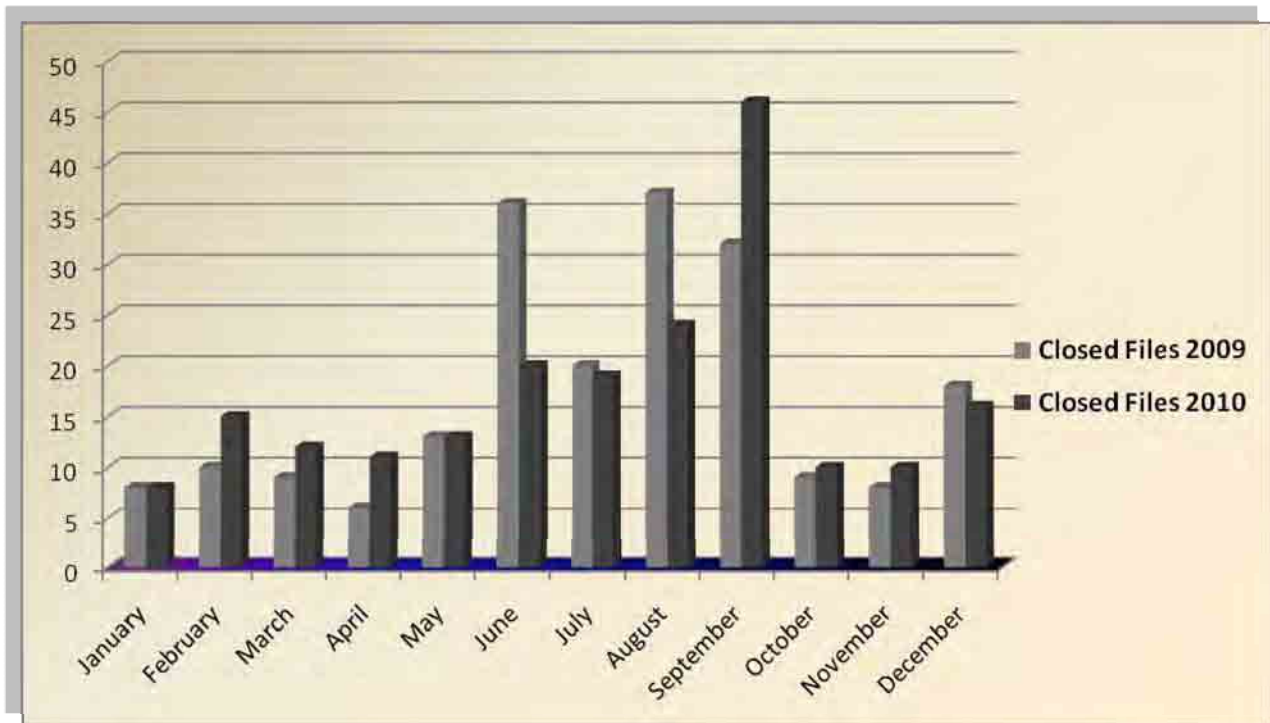
**Comparison from December 2009 and December 2010**

Municipality	Number of Children Placed		Number of Licensed Spaces 2010	Population 0-12 Years in 2006
	December 2009	December 2010		
City of Pembroke	162	140	442	1 730
Laurentian Valley	23	22	0	1 360
Town of Petawawa	46	54	347	2 753
Town of Deep River	3	4	95	505
Town of Laurentian Hills/Rolph, Buchanan, Wylie & Mackay/Head Clara & Maria	8	3	16	438
Municipalities of Bonnechere Valley/South Algona	28	23	85	460
Twp. of North Algona/Wilberforce	7	7	0	370
Twp. of Killaloe, Hagarty & Richards	6	9	24	353
Twp. of Brudenell, Lyndoch & Raglan	2	0	0	200
Twp. of Madawaska Valley	19	25	31	563
South Algonquin	0	0	0	108
Town of Renfrew	48	49	82	955
Horton Twp.	3	5	0	368
Twp. of Admaston/Bromley	2	3	0	440
Twp. of Greater Madawaska	3	4	0	268
Twp. of McNab/Braeside	18	10	0	1 043
Twp. of Whitewater Region	13	17	0	895
Town of Arnprior	92	93	237	910

\*Number includes Agencies/Sites that closed in 2009

**Closed Files**

<b>MONTHS</b>	<b>Closed Files 2009</b>	<b>Closed Files 2010</b>
January	8	8
February	10	15
March	9	12
April	6	11
May	13	13
June	36	20
July	20	19
August	37	24
September	32	46
October	9	10
November	8	10
December	18	16

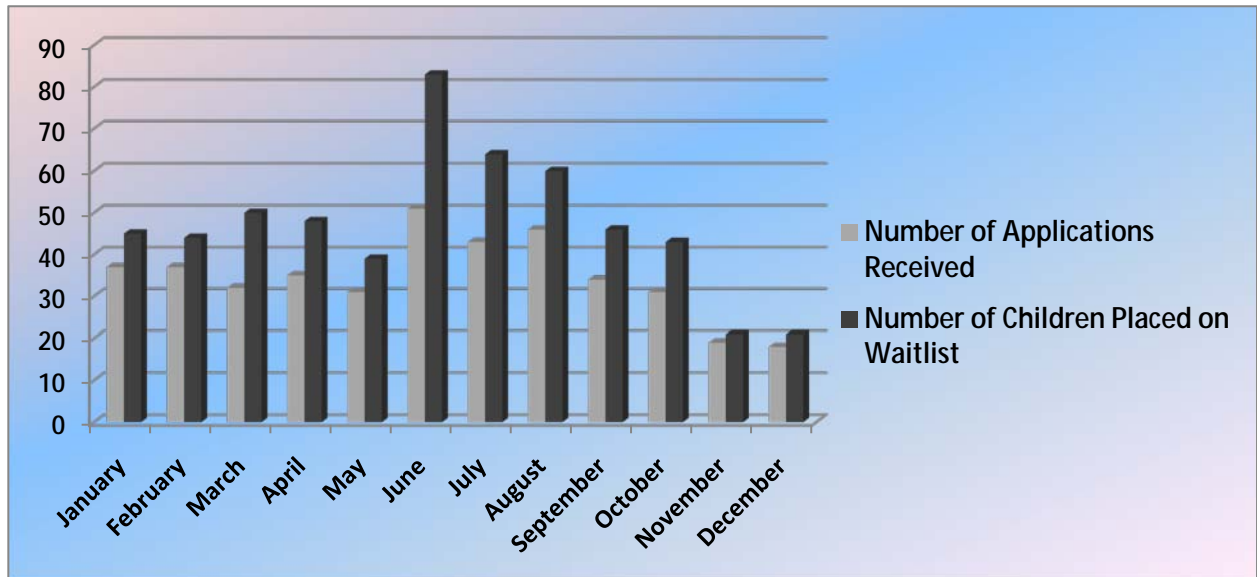


**Closed Files  
Comparison between 2009 & 2010**

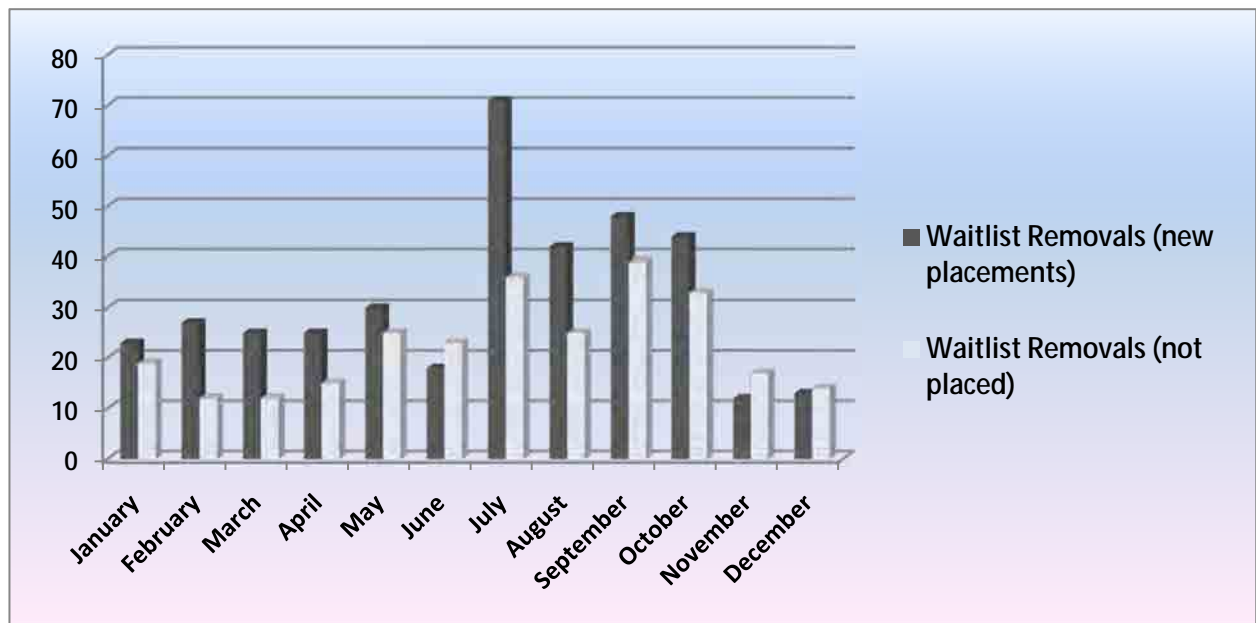
<b>Reason for Closure</b>	<b>Closed Files 2009</b>	<b>Closed Files 2010</b>
Applicant not willing to pay fee	3	13
Available Income exceeds cost of care	15	4
Care no longer required	84	77
Child Above Max. Age	1	0
Documentation not received	5	11
Moved out of Jurisdiction	22	14
No further contact from Client	9	15
Activity criteria not met	15	6
Withdrawal without notice	2	3
Other	26	25
Parental Leave	8	10
Income Verification not received	2	2
Child Removed	5	11
Work not found	7	8
Suitable child care not found	2	5
<b>TOTAL</b>	<b>206</b>	<b>204</b>

## Centralized Fee Subsidy Waitlist

2010	Number of Applications Received	Number of Children Placed on Waitlist
January	37	45
February	37	44
March	32	50
April	35	48
May	31	39
June	51	83
July	43	64
August	46	60
September	34	46
October	31	43
November	19	21
December	18	21



2010	Waitlist Removals (new placements)	Waitlist Removals (not placed)
January	23	19
February	27	12
March	25	12
April	25	15
May	30	25
June	18	23
July	71	36
August	42	25
September	48	39
October	44	33
November	12	17
December	13	14



**COUNTY OF RENFREW**

**BY-LAW NUMBER -11**

**A BY-LAW TO AUTHORIZE ENTERING INTO A CONTRACT FOR THE  
PROVISION OF PSYCHOLOGICAL CONSULTATION SERVICES FOR  
INTEGRATION SERVICES FOR THE YEAR 2012**

---

WHEREAS the Municipal Act, 2001, S.O. 2001 c.25 authorizes Council to enter into contracts;

AND WHEREAS on February 28, 2008 County Council adopted Resolution No. SS-CC-08-02-21 a resolution authorizing the County of Renfrew Social Services Department to enter into a service contract for Psychological Consultation Services for Integration Services;

AND WHEREAS the Consulting Psychologist has agreed to continue to provide the same level of service for the 2012 calendar year, at a rate of \$1,600 per (10-hour) day for a minimum of 10 times in the year for a total cost of \$16,000.00;

NOW THEREFORE the Council of the Corporation of the County of Renfrew hereby enacts as follows:

1. That the County of Renfrew enters into a contract with Dr. Jeff Sherman, Consulting Psychologist, for the 2012 calendar year to oversee and approve clinical recommendations made in Integration Services to the licensed child care agencies.
2. That the Warden and Clerk are hereby empowered to do and execute all things, papers and documents necessary to the execution of this by-law.
3. That this by-law shall come into force and take effect on January 1, 2012.

READ a first time this 26th day of October, 2011.

READ a second time this 26th day of October, 2011.

READ a third time and finally passed this 26th day of October, 2011.

---

ROBERT SWEET, WARDEN

---

W. JAMES HUTTON, CLERK

**ONTARIO WORKS DIVISION REPORT**  
 Prepared by: Chery Leigh, Ontario Works Manager  
 Prepared for: Social Services Committee  
 October 13, 2011

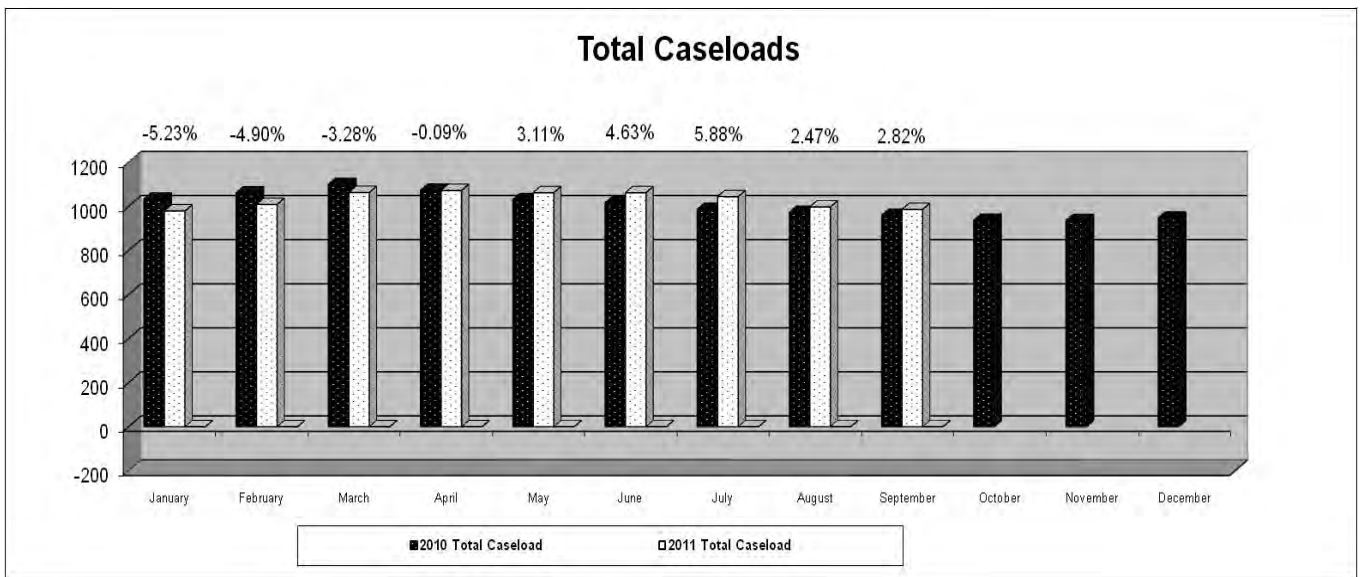
**INFORMATION**

The following is a brief summary of activities that occurred during September 2011:

1. Caseload Statistics

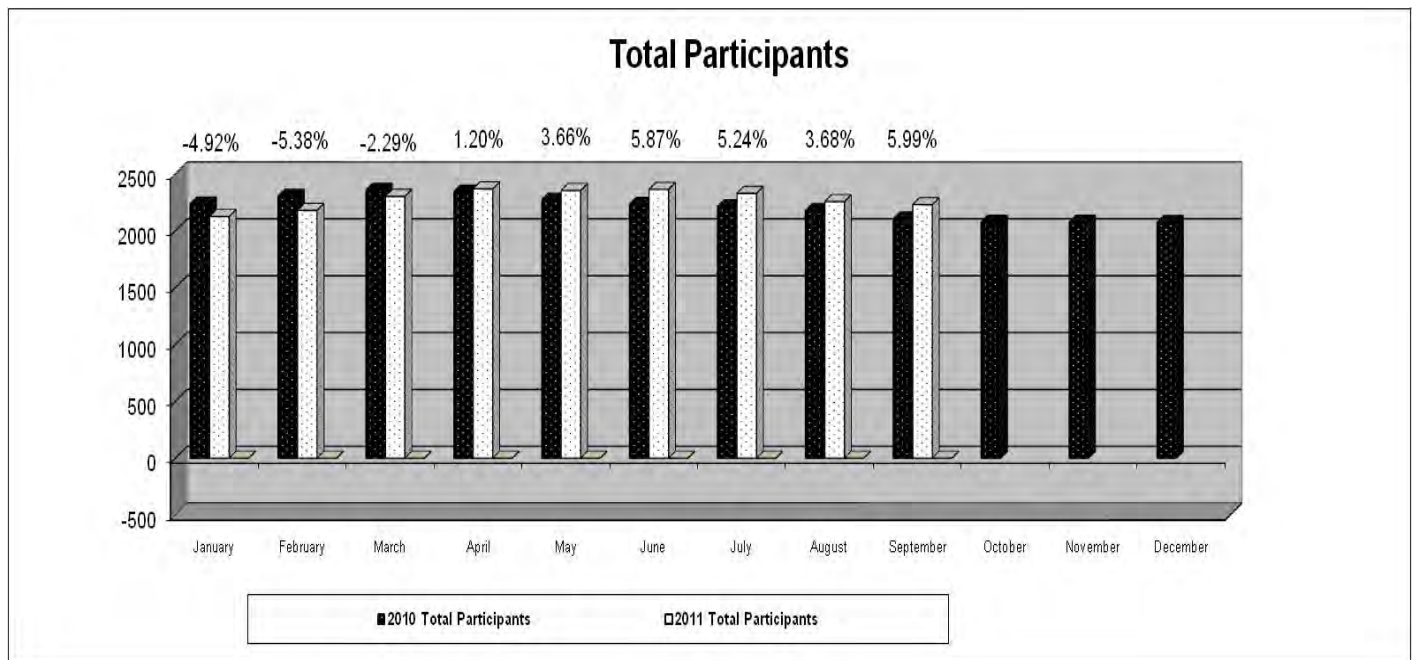
2010 and 2011 Monthly  
 Ontario Works Caseload  
 Comparison

	<b>2010 Total Caseload</b>	<b>2011 Total Caseload</b>	<b>Percentage of Change</b>
January	1033	979	-5.23%
February	1061	1009	-4.90%
March	1099	1063	-3.28%
April	1073	1072	-0.09%
May	1030	1062	3.11%
June	1015	1062	4.63%
July	986	1044	5.88%
August	973	997	2.47%
September	959	986	2.82%
October	937		
November	936		
December	947		



2010 and 2011 Monthly  
Ontario Works Participant Comparison

	2010 Total Participants	2011 Total Participants	Percentage of Change
January	2235	2125	-4.92%
February	2302	2179	-5.34%
March	2356	2302	-2.29%
April	2340	2368	1.20%
May	2270	2353	3.66%
June	2232	2363	5.87%
July	2212	2328	5.24%
August	2176	2256	3.68%
September	2103	2229	5.99%
October	2075		
November	2074		
December	2071		



2. **Project Fund Updates for 2011:**

<b>Name of Project</b>	<b>Number of Applications to Date in 2011</b>	<b>Total Number of Families Approved to Date in 2011</b>	<b>Monthly Expenditure</b>	<b>Approx Funds Remaining</b>	<b>Program Budget</b>
“Staying Put”	104	102	\$6,613.54	\$29,902.49	\$103,610
Emergency Transient Assistance	8	8	\$0.00	\$435.71	\$1,000
Emergency Energy Fund	19	19	\$0.00	\$0.00	\$16,320 (Fund Depleted June 2011)
Rent Bank Program	18	18	\$3,148.38	\$16,667.62	\$32,127.30

3. **Staff Training**

In September, representatives from the Methadone Clinics in Pembroke and Renfrew provided our staff with an overview of the Methadone Maintenance Program (MMP) for treatment of opiate dependence. They explained to staff that their clinic opened in 2008 (Pembroke) and 2010 (Renfrew) and now serves 250 clients, approximately 50% of which are Ontario Works clients. This presentation was very informative and enabled staff to gain a better understanding of the MMP and how it affects clients’ employability.

4. **Ontario Works Caseload Increase**

We believe the following are reasons why there is an increase to the 2011 caseload.

- Construction companies change in hiring practices (2 companies have introduced mandatory urine testing – if sample is not clean applicant will not be hired or will be let go).
- New staff determining eligibility/case management – back filling OWA positions.
- No new businesses opening or currently expanding – our Employment Placement numbers are down.
- Large portion of the current Ontario Works caseload is “hard-to-serve” clients – repeat clients who have previously been in activities and we have been unable to develop a new plan of action – clients with multiple barriers such as mental health, addictions and transportation.

- Ontario Works Legislative changes that affect eligibility (e.g. Non-compliance ineligible period has been reduced: previously a client found to be non-compliant with participation requirements was made ineligible for 3 months for the first occurrence/6 months for the second occurrence). Effective December 2010 clients who are found to be non-compliant are ineligible for 1 month for the first occurrence/3 months for the second occurrence. Also, in August 2010, gifts from family members or friends are exempted as income for a 12 month period.
- Regulations for obtaining a criminal reference check – process has become very lengthy (4-6 months). This will often delay clients from securing and starting employment.
- Increase in clients who are on the Methadone Maintenance Program for treatment of opiate dependence, approximately 50% are Ontario Works clients. It is difficult for clients who are on the Methadone Maintenance Program to secure employment and exit Ontario Works due to Methadone Maintenance Program requirements (administration of daily drink, medical examinations and tests at the clinic, counseling appointments, etc.).
- Appears to have been less seasonal employment opportunities in spring 2011.
- No minimum wage increase in 2011. At the same time the minimum wage was increased in 2010 large employers in Renfrew County laid off staff.
- Intake staff indicate that they feel there has been an increasing number of file transfers in from other municipalities but we do not have any official stats to verify this.

#### 5. Smoke Detector Program for Pembroke

Enbridge, the Fire Marshal's Public Fire Safety Council and the Pembroke Fire Department have partnered with the Phoenix Centre to provide residents of Pembroke who have a hardship in purchasing and installing a Fire Detector in their house with a free smoke/carbon monoxide detector. This offer is not available to residents who live outside of the City of Pembroke or to those living in apartments (as landlord is responsible to ensure all apartments have appropriate smoke detectors).

The criteria for the Program are as follows:

- ✓ Residence heated by wood, natural gas, or oil
- ✓ Seniors reside in the home
- ✓ Children reside in the home
- ✓ Handicapped person resides in the home
- ✓ Inability to purchase alarm

A copy of the application form is included with this report. All applications must be forwarded to the Phoenix Centre, who will then pass on the information to the Pembroke Fire Department, who will install the detector or arrange for a pick up depending on what information the client selects on the form. Pembroke City residents can call the Phoenix Centre at 613-735-2374.

There is no deadline for this offer; detectors will be provided to Pembroke residents who meet the criteria until the supply runs out.

Phoenix Centre for Children and Families  
Application for Smoke/Carbon Monoxide Detector

Enbridge, the Fire Marshal's Public Fire Safety Council and the Pembroke Fire Department have partnered with the Phoenix Centre to provide residents of Pembroke who have a hardship in purchasing and installing a Fire Detector in their house with a free smoke/carbon monoxide detector. This offer is not available to residents who live outside of the City of Pembroke or to those living in apartments (as landlord is responsible to ensure all apartments have appropriate smoke detectors).

Residence heated by wood, natural gas, or oil \_\_\_\_\_  
Seniors reside in the home \_\_\_\_\_  
Children reside in the home \_\_\_\_\_  
Handicapped person resides in the home \_\_\_\_\_  
Inability to purchase alarm \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

E-mail (if available): \_\_\_\_\_

I live in a house in the City of Pembroke \_\_\_\_\_

I would like the Fire Department to contact  
me to arrange to install the detector (there is no cost) \_\_\_\_\_

I would like to pick up the detector at the Phoenix Centre  
130 Pembroke St. W., 2<sup>nd</sup> Floor Reception \_\_\_\_\_

**RESOLUTIONS**

6. Homelessness Initiative – Staying Put Program

Under the Ministry of Community and Social Services, municipalities receive 100% provincial funds to assist people who are homeless or at risk of becoming homeless. County of Renfrew utilizes this fund as a preventive measure by supporting the retention of permanent accommodation. We have implemented and developed two projects with these funds – Staying Put Utility Project and Emergency Transient Assistant Project.

The Staying Put Program was implemented in 2004. Staying Put supports the prevention of homelessness by assisting with financial support to low-income households (includes Ontario Works and Ontario Disability Support Program) that are at imminent risk of eviction or utility disconnection, reconnection fees and security deposits. In addition, this fund can assist with last month's rent.

Since the inception of the program, we have set a threshold of \$1,000. In 2011, we removed the life-time ban to receiving assistance once every two years. With the rising costs of hydro, heating, Harmonized Sales Tax (HST) and the number of "repeat applications", we are recommending that the threshold be increased from \$1,000 to \$1,500. In some cases, the Staying Put program is not able to cover the entire costs at \$1,000. The new amount would assist more people in paying their true costs and helping to reduce the stigma of poverty.

Staff ensure that a thorough review is conducted as applications for relief are submitted to the program.

Attached as Appendix OW-I is the Low Income Cutoff chart (LICO) that we use for persons not in receipt of social assistance. Please note that LICO is developed by Stats Canada and was updated in 2009 to reflect the rising cost of living. We have not increased our threshold since the inception of the program in 2004.

**Recommendation:** THAT the Social Services Committee approves that the threshold for the Staying Put Program be increased to \$1,500 from \$1,000 effective November 1, 2011.

Report respectfully submitted.

[Return to Report](#)

## Appendix B – Income Eligibility Chart

For LEAP Emergency Financial Assistance, pre-tax household income must be at or below the low-income cut-off (LICO) + 15%, taking into account both family size and community size.

Statistics Canada Low Income Cut Offs (LICO), 2009, before tax (current dollars)<sup>9</sup>:

SIZE OF FAMILY UNIT		LEAP Emergency Financial Assistance				
		COMMUNITY SIZE				
		Rural areas	Less than 30,000	30,000 to 99,999	100,000 to 499,999	500,000 and over
1 person	LICO	\$15,302	\$17,409	\$19,026	\$19,144	\$22,229
	+15%	\$17,597	\$20,020	\$21,880	\$22,016	\$25,563
2 persons	LICO	\$19,050	\$21,672	\$23,685	\$23,832	\$27,674
	+15%	\$21,908	\$24,923	\$27,238	\$27,407	\$31,825
3 persons	LICO	\$23,419	\$26,643	\$29,118	\$29,299	\$34,022
	+15%	\$26,932	\$30,639	\$33,486	\$33,694	\$39,125
4 persons	LICO	\$28,435	\$32,349	\$35,354	\$35,573	\$41,307
	+15%	\$32,700	\$37,201	\$40,657	\$40,909	\$47,503
5 persons	LICO	\$32,250	\$36,690	\$40,097	\$40,345	\$46,850
	+15%	\$37,088	\$42,194	\$46,112	\$46,397	\$53,878
6 persons	LICO	\$36,374	\$41,380	\$45,223	\$45,504	\$52,838
	+15%	\$41,830	\$47,587	\$52,006	\$52,330	\$60,764
7+ persons	LICO	\$40,496	\$46,071	\$50,350	\$50,661	\$58,827
	+15%	\$46,570	\$52,982	\$57,903	\$58,260	\$67,651

<sup>9</sup> Source: <http://www.statcan.gc.ca/pub/75f0002m/2010005/tbl/tbl02-eng.htm>

**County of Renfrew**  
**General Revenue Fund - Social Services Costs (Net)**  
**As at August 31, 2011**

<b>Description</b>	<b>YTD Actual</b>	<b>YTD Budget</b>	<b>Variance</b>	<b>Full Year Budget</b>
Social Assistance - COA	435,930	545,270	(109,340)	822,950
Social Assistance - Benefits	728,360	744,976	(16,616)	1,117,462
Ontario Works	118,775	124,174	(5,399)	188,739
ODSP	0	0	0	0
Homelessness	0	0	0	0
NCB	0	0	0	0
Eligibility Review Officer	0	0	0	0
Enhanced Employment Services	0	0	0	0
OW Local Change Project	0	0	0	0
Emergency Energy Fund	0	0	0	0
Family Support Worker	0	0	0	0
<b>Net Social Assistance Costs</b>	<b>1,283,065</b>	<b>1,414,420</b>	<b>(131,355)</b>	<b>2,129,151</b>
<b>Net Child Care Costs</b>	<b>357,046</b>	<b>356,659</b>	<b>387</b>	<b>535,227</b>
<b>Net Social Housing Costs</b>	<b>2,736,831</b>	<b>2,789,643</b>	<b>(52,812)</b>	<b>4,031,357</b>

## **COUNTY OF RENFREW SOCIAL SERVICES REPORT**

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TO: Social Services Committee

FROM: David Anderson, Director of Social Services

DATE: October 13, 2011

SUBJECT: Addendum to Department Report

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### **INFORMATION**

6. 2011 Service Awards

On Thursday, September 29, 2011 at the Eagles Nest in Eganville the County of Renfrew honoured its 2011 Service Award recipients. There were 15 staff members from the Social Services Department who were recognized for their contribution to the County of Renfrew. Warden Bob Sweet, Chair Peter Emon, Vice-Chair Audrey Green, along with other political representatives, and the Chief Administrative Officer and Department Heads were present for this ceremony.

7. Ontario Renovates

As Committee is aware, there are six components to the new Investment in Affordable Housing (IAH) for Ontario Program. Specifically there are four capital components: Rental Housing, Homeownership, Northern Repair (does not apply), Ontario Renovates Years 2 and 4 as well as two operating components, Rent Supplement and Housing Allowance. I am attaching as Appendix IV a report previously circulated to Committee dated September 8, 2011.

At the September 8, 2011 Committee meeting we indicated to members of Committee that we were seeking additional information on the Ontario Renovates Program. This program for Years 2 and 4 is an option that the Committee and County Council may wish to utilize. The Ontario Renovates Program is a new program for the provincial government; it is taking over the renovation program from the federal government. The federal government had previously administered a program called the Residential Rehabilitation Assistance Program (RRAP). RRAP was a program administered by the Canada Mortgage and Housing Corporation (CMHC), which offered financial assistance to low-income homeownership for mandatory home repairs for such items as repairs related to heating, structural, electrical, plumbing and fire safety updates in the form of a forgivable loan available to home owners. The County of Renfrew and other service managers across Eastern Ontario want to determine the financial contribution to this program made by the federal government for the calendar years 2008, 2009, 2010 and up

to and including the third quarter of 2011 by service area. Attached as Appendix V is an email addressed to Vivian Chih of CMHC requesting this information.

On Tuesday, October 11, 2011 we received spending amounts for the County of Renfrew for 2008/09, 2009/10 and 2010/11 (attached as Appendix VI). In Renfrew County over a three-year period approximately \$1,939,284 was spent, or averaged out \$646,428 per year. This figure does not include costs to administer the program. Program Assistance is broken down by municipality.

Components of the Residential Rehabilitation Assistance Program (RRAP) are as follows:

RRAP – Homeowner  
RRAP – Rental  
RRAP – Disabled  
RRAP – Conversion  
Home Adaptations for Seniors Independence Program (HASI)  
Emergency Repair Program (ERP)  
RRAP – Secondary/Garden Suite

Should the Committee choose to support this component of the Investment in Affordable Housing Program the total notional allocation to the County of Renfrew in the amount of \$2,832,070 would be impacted as the total dollar amount would be allocated over all components of the program that Committee/County Council chooses to support.

Attached as Appendix VII is information on the RRAP program.

8. Investment in Affordable Housing (IAH) for Ontario Program – Rental Housing Component

Attached as Appendix VIII is an email from Mr. Rick Forster, Senior Housing Advisor, Regional Housing Services, Municipal Affairs and Housing, seeking business cases for the capital component of the program.

At the September 28, 2011 session of County Council Reeve Walter Stack, Town of Arnprior, spoke about a submission coming forward from ARS Investments on the resubmission of an application previously submitted under the old Affordable Housing Program (2009). The department is awaiting a status update on this submission and will be seeking direction on the process the Committee wishes to use to market/utilize the capital Rental Housing component of the Investment in Affordable Housing Program.

9. 2011 OMSSA Policy and Research Conference

On November 16 – 18, 2011 the Ontario Municipal Social Services Association (OMSSA) will be hosting its 2011 Policy and Research Conference. Through the 2011 Policy and Research Conference, the Ontario Municipal Social Services Association will

bring together municipal, national and international leaders in the field to showcase success, discuss strategies and challenges and pose questions to help guide the next phase in integrating municipal human services planning and delivery. The Director of Social Services will be in attendance at this conference. The November 17, 2011 Renfrew County Housing Corporation Board of Directors and Social Services Committee meetings will be coordinated by the General Manager of Renfrew County Housing Corporation, Manager of Ontario Works and Manager of Child Care Services.

Report respectfully submitted.

## COUNTY OF RENFREW SOCIAL SERVICES REPORT

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TO: Social Services Committee

FROM: David Anderson, Director of Social Services

DATE: September 8, 2011

SUBJECT: Investment in Affordable Housing (IAH) for Ontario Program

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### 1. Administration Agreement

Service Managers (SMs) who wish to participate in any component of the IAH must sign an Administration Agreement (AA) with the Province. The AA contains an accountability framework between the Province and SMs and outlines the roles and responsibilities of the SM.

The AA outlines:

- Financial provisions (i.e. administration fees, payment claims and financial accountability)
- Eligible criteria
- Indemnification and repayment provisions
- Risk management protocols for projects facing difficulties
- Reporting, auditing and other accountability enforcement provisions

An AA is required to be signed before the SM can receive funding under any component of the IAH. AAs must be signed no later than January 31, 2012.

#### Administration Fees

Year 1 (2011 - 2012) – Transitional Year

After signing an AA with the Province, SMs will receive \$100,000 in upfront administration fees in Year 1 of the IAH program. These fees will be provided to encourage and enable planning and pre-development activities.

Years 2 to 4 (2012-13 to 2014-15)

For Years 2 to 4, SMs may use up to 5% of their total three-year funding allocations to assist with the administration of the IAH in their SM areas. SMs are responsible for determining this amount per fiscal year (if applicable), identifying this amount in their

Program Delivery and Fiscal Plans (PDFPs), and providing a rationale for their amount in their PDFPs.

SMs cannot exceed 5% when determining their three-year administration fee amount. SMs may elect to set their administration fee amount at lower than 5% in order to provide more funding to the program components.

The Ministry will be reviewing the administration fee amount when approving each SMs PDFP.

Administration fees for Years 2 to 4 will be paid to SMs at the beginning of each fiscal year as per the amounts identified in the PDFP.

Administration Fees for the County of Renfrew are as follows:

Year 1	\$100,000
Year 2	5% of \$1,162,188 = \$58,109.40
Year 3	5% of \$1,164,269 = \$58,213.45
Year 4	5% of \$505,613 = \$25,280.65

Year 1 - The County of Renfrew/Renfrew County Housing Corporation will manage, where possible, the investment in Affordable Housing program internally and not hire external human resources, thus allowing for the opportunity to address some outstanding capital/operating needs within the social housing portfolio.

It is to be noted that in years 2, 3 and 4 justification will be provided to Committee, County Council and the Province of Ontario in accordance to program guidelines.

It is recommended that Year 1 - \$100,000 Administration Fee will be used for the following:

1. \$15,000 -- Legal fees (administration agreement, new contribution agreement with proponents, rental housing program, if chosen by Committee and County Council, homeownership registration).
2. \$5,000 -- Advertising program components of IAH program.
3. \$40,000 -- Lounge furniture replacement in Renfrew County Housing Corporation portfolio.
4. \$35,000 -- Locks, camera installation (as per previous discussions)
5. \$5,000 -- Contingency.

Years 2, 3 and 4 administration fees directly related to program administration will be subject to future consultation and direction from the Province of Ontario.

**Recommendation:** That the Social Services Committee recommends to County Council that a by-law be adopted at the next session of Council authorizing the County of Renfrew to enter into a Service Manager Administration Agreement with the Province of Ontario to participate in the Investment in Affordable Housing (IAH) for Ontario Program.

2. Investment in Affordable Housing (IAH) for Ontario Program Funding

As indicated in the letter dated August 12, 2011 the Investment in Affordable (IAH) for Ontario Program will provide the County of Renfrew with \$2,832,070 in funding for the creation and repair of affordable housing over a four-year period (2011 - 12 to 2014-2015). Year 1 (2011 - 2012) is designed as a transitional year. The full program will be delivered in Years 2 to 4.

The IAH program offers six components to Service Managers, which are broken down into two separate areas. There are four capital components of the IAH Program:

- Rental Housing
- Homeownership
- Northern Repair (does not apply)
- Ontario Renovates (Years 2 - 4)

There are two operating components of the IAH Program:

- Rent Supplement
- Housing Allowance

At this point in time, staff is recommending the following program distribution costs:

Administration Fee:

Year 1 - \$100,000 (no impact on notional funding allocation of \$2,832,070)  
\*Year 2 - \$58,109  
\*Year 3 - \$58,213  
\*Year 4 - \$25,280  
Total Administration Fee over four-year period - \$241,602

\*Fees for Years 2, 3 and 4 must be substantiated

Homeownership:

Year 2 - \$80,000  
Year 3 - \$80,000

Rent Supplement:

Year 2 - \$24,079

Year 3 - \$26,055

Rental Housing Component:

Year 2 - \$1,104,079

Year 3 - \$1,106,055

Year 4 - \$480,332

Total Rental Housing Component: \$2,480,332 (*subject to direction, consultation with Committee and County Council*)

Note: This notional allocation can be committed to one project or sub-divided.

Housing Consultant Review -- Rental Housing Component Applications - \$15,332  
(*subject to direction from Committee and County Council*)

Direction sought from Committee.

Report respectfully submitted.

Appendix V

**From:** David Anderson (Karen McManus)  
**To:** vctih@cmhc-schl.gc.ca  
**CC:** Carol Neill  
**Date:** 10/6/2011 2:30 PM  
**Subject:** Residential Rehabilitation Assistance Program (RRAP)

This email is a follow up to a conversation you had with Ms. Carol Neill, General Manager, Renfrew County Housing Corporation on Friday, September 23, 2011 and a request to provide Residential Rehabilitation Assistance Program (RRAP) funding spent in the County of Renfrew for the calendar years 2008, 2009 and 2010. Information is also being sought for the first, second and third quarter of 2011.

The County of Renfrew is in the process of reviewing the new provincially launched Investment in Affordable Housing (IAH) for Ontario Program - Ontario Renovates and in order to make a decision on program participation we need current data from the Canada Mortgage and Housing Corporation. The County of Renfrew will be meeting on this matter on Thursday, October 13, 2011 and would request this information immediately. I am aware that all of my colleagues from across Eastern Ontario are seeking the same data.

Thank you in advance for this information. Should you need to further discuss with me I can be reached at 613-735-7784, Ext. 430.

David Anderson  
Director of Social Services  
County of Renfrew

**From:** <vchih@cmhc-schl.gc.ca>  
**To:** <cneill@countyofrenfrew.on.ca>, <danderson@countyofrenfrew.on.ca>  
**Date:** 10/11/2011 12:45 PM  
**Subject:** CMHC  
**Attachments:** Reno Programs - Renfrew County.pdf

Ms. Carol Neill  
 General Manager  
 Renfrew County Housing Corporation  
 Renfrew, Ontario  
 cneill@countyofrenfrew.on.ca

Dear Ms. Neill:

This is in response to your request for historical data for the suite of federal renovation programs off-reserve for the County of Renfrew and municipalities within the County.

Enclosed you will find a summary table of the total assistance provided under the renovation programs off-reserve for your area, as well as a breakdown by individual municipality, for the fiscal years beginning April 1, 2008, through to March 31, 2011. For the three-year period, a total of 219 units received \$1,939,284 in assistance under the federal renovation programs off-reserve for the County of Renfrew.

I hope you find this information to be helpful.

Yours sincerely,

(See attached file: Reno Programs - Renfrew County.pdf)

Vivian Chih	Vivian Chih
Corporate Representative	Représentante de la schl
Ontario Corporate Representatives	Représentant de la Société de l'Ontario
vchih@cmhc-schl.gc.ca	vchih@cmhc-schl.gc.ca
Telephone: 613 748-4632	Téléphone : 613 748-4632
Facsimile: 613 748-5130	Télécopieur : 613 748-5130
700 Montreal Rd, Suite B0-100, B0-190, Ottawa, ON, K1A 0P7	700 Ch De Montréal, Porte B0-100, B0-190, Ottawa, ON, K1A 0P7
Canada Mortgage and Housing	Société canadienne d'hypothèques et

Renovation Program Assistance - County of Renfrew

Program Line	Fiscal Year										TOTAL	
	2008/09		2009/10		2010/11		2009/10		2010/11		No. of Units	Federal Funding (\$)
	No. of Units	Federal Funding (\$)	No. of Units	Federal Funding (\$)	No. of Units	Federal Funding (\$)	No. of Units	Federal Funding (\$)	No. of Units	Federal Funding (\$)		
RRAP Homeowner	28	171,603	30	224,526	33	295,365	33	295,365	91	691,494		
RRAP Rental	1	24,000	14	324,057	0	0	0	0	15	348,057		
RRAP Disabled	11	120,993	26	119,707	12	112,366	12	112,366	49	353,066		
RRAP Conversion	13	232,000	0	0	2	48,000	2	48,000	15	280,000		
HASI	1	2,336	3	6,417	4	10,134	4	10,134	8	18,887		
ERP	15	79,240	7	38,329	17	82,211	17	82,211	39	199,780		
Secondary/Garden Suites	2	48,000	0	0	0	0	0	0	2	48,000		
<b>TOTAL</b>	<b>71</b>	<b>678,172</b>	<b>80</b>	<b>713,036</b>	<b>68</b>	<b>548,076</b>	<b>68</b>	<b>548,076</b>	<b>219</b>	<b>1,939,284</b>		

Admaston/Bromley

Program Line	Fiscal Year						TOTAL	
	2008/09		2009/10		2010/11		No. of Units	Federal Funding (\$)
	No. of Units	Federal Funding (\$)	No. of Units	Federal Funding (\$)	No. of Units	Federal Funding (\$)		
RRAP Homeowner	1	961	0	0	0	0	1	961
ERP	1	6,000	0	0	0	0	1	6,000
<b>TOTAL</b>	<b>2</b>	<b>6,961</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>6,961</b>

Arnprior

Program Line	Fiscal Year						TOTAL	
	2008/09		2009/10		2010/11		No. of Units	Federal Funding (\$)
	No. of Units	Federal Funding (\$)	No. of Units	Federal Funding (\$)	No. of Units	Federal Funding (\$)		
RRAP Homeowner	0	0	0	0	1	2,949	1	2,949
RRAP Disabled	0	0	0	0	1	3,183	1	3,183
HASI	1	2,336	0	0	0	0	1	2,336
<b>TOTAL</b>	<b>1</b>	<b>2,336</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>6,132</b>	<b>3</b>	<b>8,468</b>

Bonnechere Valley

Program Line	Fiscal Year						TOTAL	
	2008/09		2009/10		2010/11		No. of Units	Federal Funding (\$)
	No. of Units	Federal Funding (\$)	No. of Units	Federal Funding (\$)	No. of Units	Federal Funding (\$)		
RRAP Homeowner	3	20,959	4	21,201	3	27,156	10	69,316
RRAP Disabled	2	10,988	2	21,739	0	0	4	32,727
ERP	3	15,639	0	0	2	12,000	5	27,639
<b>TOTAL</b>	<b>8</b>	<b>47,586</b>	<b>6</b>	<b>42,940</b>	<b>5</b>	<b>39,156</b>	<b>19</b>	<b>129,682</b>

Brudenell, Lyndoch and Raglan

Program Line	Fiscal Year						TOTAL	
	2008/09		2009/10		2010/11		No. of Units	Federal Funding (\$)
	No. of Units	Federal Funding (\$)	No. of Units	Federal Funding (\$)	No. of Units	Federal Funding (\$)		
RRAP Homeowner	2	7,350	1	11,288	4	36,118	7	56,755
RRAP Disabled	0	0	0	0	2	14,216	2	14,216
ERP	1	5,644	0	0	3	11,775	4	17,419
<b>TOTAL</b>	<b>3</b>	<b>12,994</b>	<b>1</b>	<b>11,288</b>	<b>9</b>	<b>64,109</b>	<b>13</b>	<b>88,391</b>

Deep River

Program Line	Fiscal Year						TOTAL	
	2008/09		2009/10		2010/11		No. of Units	Federal Funding (\$)
	No. of Units	Federal Funding (\$)	No. of Units	Federal Funding (\$)	No. of Units	Federal Funding (\$)		
RRAP Homeowner	0	0	1	4,480	1	4,899	2	9,379
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>4,480</b>	<b>1</b>	<b>4,899</b>	<b>2</b>	<b>9,379</b>

Greater Madawaska

Program Line	Fiscal Year						TOTAL	
	2008/09		2009/10		2010/11		No. of Units	Federal Funding (\$)
	No. of Units	Federal Funding (\$)	No. of Units	Federal Funding (\$)	No. of Units	Federal Funding (\$)		
RRAP Homeowner	3	13,797	2	6,522	0	0	5	20,319
RRAP Disabled	0	0	1	3,868	0	0	1	3,868
ERP	5	27,568	0	0	3	13,736	8	41,304
<b>TOTAL</b>	<b>8</b>	<b>41,365</b>	<b>3</b>	<b>10,390</b>	<b>3</b>	<b>13,736</b>	<b>14</b>	<b>65,491</b>

Head, Clara and Maria

Program Line	Fiscal Year						TOTAL	
	2008/09		2009/10		2010/11		No. of Units	Federal Funding (\$)
	No. of Units	Federal Funding (\$)	No. of Units	Federal Funding (\$)	No. of Units	Federal Funding (\$)		
RRAP Homeowner	3	19,223	1	15,490	0	0	4	34,713
RRAP Disabled	1	4,194	0	0	0	0	1	4,194
<b>TOTAL</b>	<b>4</b>	<b>23,417</b>	<b>1</b>	<b>15,490</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>38,907</b>

Horton

Program Line	Fiscal Year						TOTAL	
	2008/09		2009/10		2010/11		No. of Units	Federal Funding (\$)
	No. of Units	Federal Funding (\$)	No. of Units	Federal Funding (\$)	No. of Units	Federal Funding (\$)		
RRAP Homeowner	0	0	0	0	1	7,936	1	7,936
ERP	0	0	0	0	1	5,073	1	5,073
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>13,009</b>	<b>2</b>	<b>13,009</b>

Killaloe, Hagarty and Richards

Program Line	Fiscal Year						TOTAL	
	2008/09		2009/10		2010/11		No. of Units	Federal Funding (\$)
	No. of Units	Federal Funding (\$)	No. of Units	Federal Funding (\$)	No. of Units	Federal Funding (\$)		
RRAP Homeowner	2	8,100	3	27,639	3	30,607	8	66,346
RRAP Rental	1	24,000	0	0	0	0	1	24,000
RRAP Disabled	2	40,000	1	10,095	1	5,311	4	55,406
RRAP Conversion	13	232,000	0	0	0	0	13	232,000
ERP	2	11,479	1	5,537	4	16,728	7	33,744
<b>TOTAL</b>	<b>20</b>	<b>315,579</b>	<b>5</b>	<b>43,271</b>	<b>8</b>	<b>52,646</b>	<b>33</b>	<b>411,496</b>

Laurentian Valley

Program Line	Fiscal Year						TOTAL	
	2008/09		2009/10		2010/11		No. of Units	Federal Funding (\$)
	No. of Units	Federal Funding (\$)	No. of Units	Federal Funding (\$)	No. of Units	Federal Funding (\$)		
RRAP Homeowner	2	17,365	2	6,287	3	31,508	7	55,160
RRAP Disabled	0	0	0	0	1	12,595	1	12,595
HASI	0	0	0	0	1	3,200	1	3,200
ERP	0	0	2	11,203	1	5,729	3	16,932
<b>TOTAL</b>	<b>2</b>	<b>17,365</b>	<b>4</b>	<b>17,490</b>	<b>6</b>	<b>53,032</b>	<b>12</b>	<b>87,887</b>

Madawaska Valley

Program Line	Fiscal Year						TOTAL	
	2008/09		2009/10		2010/11		No. of Units	Federal Funding (\$)
	No. of Units	Federal Funding (\$)	No. of Units	Federal Funding (\$)	No. of Units	Federal Funding (\$)		
RRAP Homeowner	2	12,127	4	28,224	3	21,571	9	61,922
RRAP Disabled	1	9,818	2	13,608	0	0	3	23,426
HASI	0	0	0	0	1	2,434	1	2,434
ERP	2	7,150	0	0	1	5,989	3	13,149
Secondary/Garden Suites	1	24,000	0	0	0	0	1	24,000
<b>TOTAL</b>	<b>6</b>	<b>53,105</b>	<b>6</b>	<b>41,832</b>	<b>5</b>	<b>29,994</b>	<b>17</b>	<b>124,931</b>

McNab/Braeside

Program Line	Fiscal Year						TOTAL	
	2008/09		2009/10		2010/11		No. of Units	Federal Funding (\$)
	No. of Units	Federal Funding (\$)	No. of Units	Federal Funding (\$)	No. of Units	Federal Funding (\$)		
RRAP Homeowner	2	14,486	0	0	2	15,692	4	30,178
RRAP Disabled	1	4,307	1	11,393	0	0	2	15,700
HASI	0	0	1	2,600	0	0	1	2,600
ERP	0	0	2	11,170	0	0	2	11,170
<b>TOTAL</b>	<b>3</b>	<b>18,793</b>	<b>4</b>	<b>25,163</b>	<b>2</b>	<b>15,692</b>	<b>9</b>	<b>59,648</b>

North Algona Wilberforce

Program Line	Fiscal Year						TOTAL	
	2008/09		2009/10		2010/11		No. of Units	Federal Funding (\$)
	No. of Units	Federal Funding (\$)	No. of Units	Federal Funding (\$)	No. of Units	Federal Funding (\$)		
RRAP Homeowner	0	0	2	9,983	1	10,219	3	20,202
RRAP Disabled	1	5,460	0	0	0	0	1	5,460
ERP	1	5,750	0	0	1	5,995	2	11,745
Secondary/Garden Suites	1	24,000	0	0	0	0	1	24,000
<b>TOTAL</b>	<b>3</b>	<b>35,210</b>	<b>2</b>	<b>9,983</b>	<b>2</b>	<b>16,214</b>	<b>7</b>	<b>61,407</b>

Pembroke

Program Line	Fiscal Year						TOTAL	
	2008/09		2009/10		2010/11		No. of Units	Federal Funding (\$)
	No. of Units	Federal Funding (\$)	No. of Units	Federal Funding (\$)	No. of Units	Federal Funding (\$)		
RRAP Homeowner	6	43,052	4	43,335	4	37,173	14	123,560
RRAP Disabled	3	46,226	2	16,927	4	60,073	9	123,226
RRAP Conversion	0	0	0	0	2	48,000	2	48,000
<b>TOTAL</b>	<b>9</b>	<b>89,278</b>	<b>6</b>	<b>60,262</b>	<b>10</b>	<b>145,246</b>	<b>25</b>	<b>294,786</b>

Petawawa


Program Line	Fiscal Year						TOTAL	
	2008/09		2009/10		2010/11		No. of Units	Federal Funding (\$)
	No. of Units	Federal Funding (\$)	No. of Units	Federal Funding (\$)	No. of Units	Federal Funding (\$)		
RRAP Homeowner	1	3,480	2	19,071	0	0	3	22,551
HASI	0	0	0	0	1	3,500	1	3,500
<b>TOTAL</b>	<b>1</b>	<b>3,480</b>	<b>2</b>	<b>19,071</b>	<b>1</b>	<b>3,500</b>	<b>4</b>	<b>26,051</b>


Renfrew

Program Line	Fiscal Year						TOTAL	
	2008/09		2009/10		2010/11		No. of Units	Federal Funding (\$)
	No. of Units	Federal Funding (\$)	No. of Units	Federal Funding (\$)	No. of Units	Federal Funding (\$)		
RRAP Homeowner	1	10,703	2	16,532	5	47,581	8	74,816
RRAP Rental	0	0	14	324,057	0	0	14	324,057
RRAP Disabled	0	0	15	29,625	2	8,000	17	37,625
HASI	0	0	1	519	1	1,000	2	1,519
ERP	0	0	1	4,644	0	0	1	4,644
<b>TOTAL</b>	<b>1</b>	<b>10,703</b>	<b>33</b>	<b>375,377</b>	<b>8</b>	<b>56,581</b>	<b>42</b>	<b>442,661</b>

Whitewater Region

Program Line	Fiscal Year						TOTAL	
	2008/09		2009/10		2010/11		No. of Units	Federal Funding (\$)
	No. of Units	Federal Funding (\$)	No. of Units	Federal Funding (\$)	No. of Units	Federal Funding (\$)		
RRAP Homeowner	0	0	2	14,474	2	19,956	4	34,430
RRAP Disabled	0	0	2	12,452	1	8,988	3	21,440
HASI	0	0	1	3,298	0	0	1	3,298
ERP	0	0	1	5,775	1	5,186	2	10,961
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>35,999</b>	<b>4</b>	<b>34,130</b>	<b>10</b>	<b>70,129</b>

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 CANADA MORTGAGE  
AND HOUSING CORPORATION

Appendix VII

Consumers

## Homeowner Residential Rehabilitation Assistance Program — Homeowner RRAP

Canada Mortgage and Housing Corporation (CMHC) offers financial assistance to low-income homeowners for mandatory home repairs that will preserve the quality of affordable housing. The program helps people who live in substandard dwellings and cannot afford to pay for necessary repairs to their home.

### Who Can Apply?

Homeowners may qualify for assistance if your property is eligible and if your total household income is at or below the Income Threshold set by CMHC.

### Eligible Properties

Your property may be eligible for Homeowner RRAP if your home is:

- valued below a certain amount;
- at least five years old; and
- substandard and needs major repairs in one of the following areas: heating, structural, electrical, plumbing and fire safety.

Your home may also qualify if work is needed to help reduce overcrowding.

### Eligible Repairs

In general, mandatory repairs related to heating, structural, electrical, plumbing and fire safety are eligible for funding under Homeowner RRAP. The quality of the repairs should ensure the useful life of your home for at least 15 years.

All work required to address needed repairs to the structure and systems must be completed in order to receive RRAP assistance.

If the cost of mandatory repairs is more than the maximum forgivable loan available, you, as the owner, will be required to cover the additional cost.

**Any repairs carried out before the Homeowner RRAP loan is approved in writing are not eligible.**

### Financial Assistance

Assistance is in the form of a fully forgivable loan. The loan does not have to be repaid if you agree to continue to own and live in this house during the earning period, which could be up to five years (the loan forgiveness period). The amount you could receive is based on the cost of mandatory repairs and the area in which you live. The maximum amount you could receive varies according to the three geographic zones:

	Maximum Loan/Unit
Zone 1: Southern areas of Canada	\$16,000
Zone 2: Northern areas	\$19,000

Zone 3: Far northern areas	\$24,000
Additional assistance may be available in areas defined as remote.	

Go to the Renovation Programs Pre-Application Tool for more information specific to your geographic area.



### **Other Assistance Available**

If your home needs modifications to make it accessible for a person with a disability, you may be eligible for assistance under RRAP for Persons with Disabilities. Other programs are also available for seniors, rental properties, and for the creation of secondary and garden suites.

### **Contact Us**

To find out how to apply for financial assistance or for more information about these programs please call CMHC toll free at **1-800-668-2642**.

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# CANADA MORTGAGE AND HOUSING CORPORATION

Consumers

## Rental Residential Rehabilitation Assistance Program — Rental RRAP

The Rental Residential Rehabilitation Assistance Program (Rental RRAP) offers financial assistance to pay for mandatory repairs to self-contained units occupied by low-income tenants. This program is available in both rural and urban areas.

### Who Can Apply?

You, as the owner of an affordable housing rental unit, may apply if your property is eligible. To receive a loan, you will enter into an agreement that places a ceiling on the rents that you may charge after the repairs are completed and limits rent increases during the term of the agreement. You must also agree to limit new occupancy to low-income tenants.

### Eligible Properties

Your property is eligible if it meets the following:

- It is owned by a private entrepreneur, a non-profit corporation, or housing cooperative that is not receiving government housing assistance;
- It is a rental unit occupied by tenants who have income at or below established thresholds where pre and post RRAP rents are below the established levels for the your local area;
- The property is at least five years old and lacks basic facilities or requires major repairs in at least one of the following areas: heating, structural, electrical, plumbing and fire safety;
- A legitimate landlord and tenant relationship exists. Rents being charged can be confirmed.

### Eligible Repairs

Eligible repairs include mandatory repairs required to address needed repairs to the structure and systems. The quality of the repairs should extend the useful life of the dwelling for at least 15 years.

### Ineligible Properties

Hospitals, motels, hotels, bed and breakfasts, residential-care facilities, or special-purpose projects.

### Ineligible Repairs

Any repairs carried out before the Rental RRAP loan is approved in writing are not eligible.

### Financial Assistance

Assistance is in the form of a fully forgivable loan of up to 100 per cent of the cost of eligible repairs. The amount you could receive is based on the cost of mandatory repairs and the number of eligible units in your rental property. If the cost of mandatory repairs is more than the maximum forgivable loan available, you, as the owner, will be required to cover the additional cost.

The maximum amount per unit you could receive varies according to the three geographic zones:

	<b>Maximum Loan/Unit</b>
Zone 1: Southern areas of Canada	\$24,000
Zone 2: Northern areas	\$28,000
Zone 3: Far northern areas	\$36,000
Additional assistance may be available in areas defined as remote.	


### **Other Assistance Available**


Landlords and homeowners may also be eligible for assistance to improve accessibility for persons with disabilities or seniors with an age-related difficulty.

### **Contact Us**

To find out how to apply for financial assistance or for more information about these programs please call CMHC toll free at **1-800-668-2642**.

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# CANADA MORTGAGE AND HOUSING CORPORATION

Consumers

## Residential Rehabilitation Assistance Program for Persons with Disabilities (RRAP — Disabilities)

Canada Mortgage and Housing Corporation (CMHC) offers financial assistance to allow homeowners and landlords to pay for modifications to make their property more accessible to persons with disabilities. These modifications are intended to eliminate physical barriers, imminent safety risks and improve the ability to meet the demands of daily living within the home.

### Who Can Apply?

Homeowners and landlords may qualify for assistance if the property is eligible. Your property may be eligible for RRAP-D if the property:

- is occupied, or is intended to be occupied, by a low-income person with a disability;
- is rented and the rents are less than established levels for the area; or
- is owned and the house is valued below a certain amount; and
- does not have major deficiencies to the structure and systems.

### Eligible Modifications

Modifications must be related to housing and reasonably related to the occupant's disability. Examples of eligible modifications are ramps, handrails, chair lifts, bath lifts, height adjustments to countertops and cues for doorbells/fire alarms.

If the cost for modifications is more than the maximum forgivable loan available, the owner will be required to cover the additional cost.

### Ineligible Modifications

Therapeutic care, supportive care, and portable aid equipment, such as walkers and wheelchairs, are not eligible for funding.

**Modifications carried out before the RRAP for Persons with Disabilities loan is approved in writing are not eligible.**

### Financial Assistance

Assistance is in the form of a fully forgivable loan and does not have to be repaid if you adhere to the terms and conditions of the program. Landlords must enter into an agreement that establishes the rent that can be charged during the life of the agreement and restricts occupancy of the self-contained rental unit(s) to households with incomes below a set CMHC level. Homeowners must agree to continue to own the house during the loan forgiveness period, which could be up to five years.

The loan amount you could receive varies according to the three geographic zones and if you are a homeowner or landlord:

	Homeowner /unit	Landlord /unit

Zone 1: Southern areas of Canada	\$16,000	\$24,000
Zone 2: Northern areas	\$19,000	\$28,000
Zone 3: Far northern areas	\$24,000	\$36,000
Additional assistance may be available in areas defined as remote.		

If you are a homeowner, go to the Renovation Programs Pre-Application Tool for more information specific to your geographic area.


### Other Assistance Available


Financial assistance is also available to address needed repairs to the structure and systems. Applicants may be eligible to receive the maximum assistance available under both programs, subject to meeting the eligibility criteria for each program.

### Contact Us

To find out how to apply for financial assistance or for more information about these programs please call CMHC toll free at **1-800-668-2642**.



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# CANADA MORTGAGE AND HOUSING CORPORATION

Consumers

## Residential Rehabilitation Assistance Program (RRAP) — Conversion

Canada Mortgage and Housing Corporation (CMHC) through RRAP-C assists in the creation of affordable housing for low-income households by providing financial assistance to convert nonresidential properties into affordable, self-contained rental housing units or bed-units.

### Who Can Apply?

Eligible clients are private entrepreneurs, non-profit corporations and co-operatives owning and converting nonresidential properties to create bona fide affordable rental accommodation. Eligibility is limited to properties that are environmentally safe, that can feasibly be converted to residential accommodation, and that will be viable based on agreed post-conversion rents. Selected clients must enter into an Operating Agreement which establishes the rents that can be charged during the life of the Agreement. A ceiling is also placed on the income of households that can occupy the newly created self-contained units.

### Eligible Projects

Only work related to the conversion and rehabilitation of non-residential properties for the creation of residential units and bed-units is eligible for assistance. Up to 100 per cent of the eligible cost of conversion up to the maximum loan amount is eligible for assistance. The costs above the maximum RRAP loan must be borne by the owner.

**Any work carried out before RRAP loan is approved in writing is not eligible. The required Environmental Site Assessments are not eligible for funding under this program.**

### Financial Assistance

The assistance is in the form of a fully forgivable loan, which does not have to be repaid provided the owner adheres to the conditions of the program. The maximum loan available varies in accordance with the type of unit(s) being created and the geographic zone in which the property is located:

	Maximum Loan	
	Zone 1: Southern areas of Canada	\$24,000/ unit
Zone 2: Northern areas	\$28,000/ unit	\$19,000/ bed-unit
Zone 3: Far northern areas	\$36,000/ unit	\$24,000/ bed-unit
Additional assistance may be available in areas defined as remote.		

### Contact Us

To find out how to apply for financial assistance or for more information about these programs please call CMHC toll free at **1-800-668-2642**.



## CANADA MORTGAGE AND HOUSING CORPORATION

### Consumers

## Home Adaptations for Seniors' Independence (HASI)

The Home Adaptations for Seniors' Independence (HASI) program offers financial assistance for minor home adaptations that will help low-income seniors to perform daily activities in their home independently and safely.

### Who Can Apply?

Homeowners and landlords may qualify for assistance if:

- The occupant is 65 years of age or over and has difficulty with daily living activities due to loss of ability brought on by aging.
- The total household income is at or below the program income limit for the area.
- The home is a permanent residence.

### Eligible Adaptations:

Adaptations should be minor items related to loss of ability. The adaptations must:

- Be permanently installed or fixed to the dwelling.
- Improve access to basic facilities within the home.
- Increase the physical safety for the resident. Examples of eligible adaptations are handrails in hallways, easy-to-reach work and storage areas in the kitchen, lever handles on doors and grab bars in the bathroom.

### Ineligible Adaptations:

Supportive care and portable aids, such as walkers and household appliances, are not eligible. Repairs, alterations or adaptations not related to the resident's loss of ability are not eligible under this program.

**Work carried out before the HASI application has been approved in writing by CMHC is not eligible.**

### Financial Assistance

Financial assistance is available in the form of a forgivable loan of up to \$3,500. The loan does not have to be repaid provided the homeowner agrees to continue to live in the home for six months (the loan forgiveness period). Where assistance is provided for adaptations for a rental unit, the landlord must agree not to increase the rents as a result of the adaptations.

Access the Renovation Programs Pre-Application Tool for more information specific to your geographic area.

### Other Assistance Available:

If extensive modifications are required to improve accessibility, such as wider doorways and increased space for wheelchair manoeuvring, you may be eligible for financial assistance through the Residential

Rehabilitation Assistance Program for Persons with Disabilities. CMHC also offers financial assistance to create secondary or garden suite for low-income seniors or adults with a disability.

**Contact Us:**

To find out how to apply for financial assistance, or for more information about these programs, please call CMHC toll free at **1-800-668-2642**.

Frequently Asked Questions related to this program.





# CANADA MORTGAGE AND HOUSING CORPORATION

## Consumers

### Emergency Repair Program (ERP)

Canada Mortgage and Housing Corporation (CMHC) offers financial assistance to help low-income households in rural areas, for emergency repairs required for the continued safe occupancy of their home.

#### Who Can Apply?

Homeowners/occupants in rural areas whose incomes are at or below the established ceilings for the area are eligible to apply for financial assistance.

#### Eligible Repairs

Only those repairs urgently required to make a house safe are eligible for assistance. Examples include:

- heating systems;
- chimneys;
- doors and windows;
- foundations;
- roofs, walls, floors and ceilings;
- vents, louvers;
- plumbing;
- electrical systems.

**Any repairs carried out before application is approved in writing are not eligible.**

#### Financial Assistance

Assistance is in the form of a contribution which does not have to be repaid. The maximum contribution varies according to the cost of the repairs and geographic zone in which the property is located.

	Maximum Loan/Unit
Zone 1: Southern areas of Canada	\$6,000
Zone 2: Northern areas	\$9,000
Zone 3: Far northern areas	\$11,000

Access the [Renovation Programs Pre-Application Tool](#) for more information specific to your geographic area.

#### Other Assistance Available

Other programs are also available to assist homeowners in undertaking major repairs to substandard housing, accessibility modifications to dwellings occupied or intended for occupancy by persons with

disabilities or minor home adaptations to meet the needs of seniors with an age-related difficulty.

### **Contact Us**

To find out how to apply for financial assistance or for more information about these programs please call CMHC toll free at **1-800-668-2642**.

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# CANADA MORTGAGE AND HOUSING CORPORATION

## Consumers

### Residential Rehabilitation Assistance Program (RRAP) — Secondary/Garden Suite

Canada Mortgage and Housing Corporation (CMHC) offers financial assistance for the creation of a Secondary or Garden Suite for a low-income senior or adult with a disability — making it possible for them to live independently in their community, close to family and friends.

#### What is a Secondary Suite and a Garden Suite?

A **secondary suite**, sometimes called an in-law suite, is a self-contained separate unit within an existing home or an addition to a home. This means there are full kitchen and bath facilities as well as a separate entrance.

A **garden suite** is a separate living unit that is not attached to the principal residence, but built on the same property. Garden suites are sometimes referred to as "granny flats" because they were originally created to provide a home for an aging parent of a homeowner. Like a secondary suite, a garden suite is a self-contained unit.

Regardless of which type of housing is chosen, secondary and garden suites must meet all applicable building code requirements as well as local municipal planning and zoning regulations.

#### Who Can Apply?

You may be eligible to receive assistance if:

- You are a homeowner or private entrepreneur owning residential property that would accommodate an affordable, self-contained rental unit for a low-income senior (65 years of age or more) or adult with a disability.
- Your property meets with the applicable zoning and building requirements.
- You consent to enter into an Operating Agreement that establishes the rent that can be charged during the term of the Agreement.
- You also agree that the household income of the occupant(s) of the newly created self-contained unit will be below a CMHC set level.

#### Financial Assistance:

The assistance is in the form of a forgivable loan that does not have to be repaid provided that you, as the owner, adhere to the conditions of the program. The maximum loan available varies in accordance with the geographic zone in which the property is located:

	Maximum Loan/Unit
Zone 1: Southern areas of Canada	\$24,000
Zone 2: Northern areas	\$28,000
Zone 3: Far northern areas	\$36,000
A 25 per cent supplement in assistance is available in remote areas.	

**Eligible Costs:**

Costs related to the creation of a self-contained secondary or garden suite are eligible for funding under the program. Additional assistance may also be available under the Residential Rehabilitation Assistance Program (RRAP) for Persons with Disabilities for accessibility modifications.

The costs of creating and upgrading common areas and elements will be prorated between the existing unit and the newly created unit. Homeowners may be eligible for assistance under Homeowner RRAP to cover their share of the prorated costs subject to the program criteria being met.

**Any work carried out prior to commitment of assistance is not eligible.**

**Contact Us**

To find out how to apply for financial assistance or for more information about these programs please call CMHC toll free at **1-800-668-2642**.

Frequently Asked Questions related to this program.

The logo for the Government of Canada, featuring the word "Canada" in a stylized serif font with a small crown above the letter 'a'.

**From:** "Forster, Rick (MAH)" <Rick.Forster@ontario.ca>  
**To:** "Robertson, Scott" <RobertsonS@hastingscounty.com>, <elo-shepherdb@pelas...>  
**CC:** "Ogden, Michelle" <ogdenmi@hastingscounty.com>, <keogha@pelass.org>, "Mc...>  
**Date:** 9/30/2011 12:26 PM  
**Subject:** Status of IAH Year 1 Business Case Submissions and Need to Confirm Operating Components Take-up  
**Attachments:** IAH Operating Notice of Intent October doc.doc

Good Afternoon

- > On behalf of the Ministry, I would like to thank you for your
- > participation in the recent Eastern Region Investment in Affordable
- > Housing (IAH) teleconference. Rob Cressman, Director of Housing
- > Programs Branch, has asked us to pass on the following message
- > regarding the next steps of the implementation of the IAH program.
- >

We would like to provide you with the current Year 1 status of the IAH in the Eastern Region. To date, one Business Case has been submitted, representing a funding request of \$2.9 M under the Capital Component. In addition, three SMs have indicated they will be submitting business cases, representing approximately \$3.8 M. Several other Service Managers have advised us they are still considering submitting a Business Case for a capital project but have not identified the amount of funding associated with any of these projects.

- > Currently, no Business Cases have been submitted for the IAH Operating
- > Components (Housing Allowance or Rent Supplement) .
- > As indicated on page 2 of the Investment in Affordable Housing for
- > Ontario Program Guidelines, a maximum of \$47.5 M in IAH funding is
- > available (across the Province) to be approved for Year 1 . SMs who
- > receive funding approval for Year 1 will have their annual allocation
- > for Years 2-4 adjusted to reflect their remaining balance using the
- > same percentage to determine each new fiscal year allocation. The
- > Ministry will consider requests from SMs to adjust their notional
- > allocation between fiscal years, although any adjustment will be
- > limited by Ontario's overall fiscal year IAH allocation.
- > The Ministry reserves the right to adjust and reduce each SM's annual
- > allocation if the maximum Year 1 funding amount is not reached by
- > December 31, 2011. Any Year 1 balance will be pooled together by
- > reducing on a pro-rated basis each SM's Years 2-4 notional allocation,
- > regardless if the SM received funding approval for a Year 1 Business
- > Case.
- > If you are interested in participating in the IAH - Operating
- > Components (Housing Allowance or Rent Supplement) during Year 1
- > (transitional year, 2011-12), you need to complete and submit the
- > attached Notice of Intent (NOI) as-soon-as-possible. Approved IAH
- > operating components funding will need to be converted from capital to
- > operating. As a result, a Business Case that includes operating
- > components will be required no later than October 26, 2011. If this
- > deadline is not met, we may not be able to consider your funding
- > request for Operating Components in the transitional year (2011-12).
- > It is up to individual Service Managers to determine the appropriate
- > level of signing authority within their organization for the NOI.
- > Similar to arrangements in the Short-term Rent Support Program, the
- > Ministry intends to allow program expenses incurred after the NOI is
- > signed as eligible expenses for the purpose of reporting and

- > reconciliation of Year 1 program costs. For example, this means that
- > if an SM signed their NOI on October 15th, program costs incurred on
- > and after that date will be considered to be allowable expenses
- > providing all other eligible expense criteria of the program are met.
- > Please note, however, that SMs who do incur costs prior to signing the
- > IAH Administrative Agreement are doing so at their own risk. Even if
- > these costs meet program criteria, the Ministry will not reimburse
- > them should the Year 1 Business Case not be approved or if the SM does
- > not eventually sign the IAH Administrative Agreement.
- > We will continue to keep you apprised of the status of Year 1 of the
- > IAH.

Please contact Mila or me if you have any questions or require further clarification on this matter.

Thank you

Rick

Rick Forster  
Senior Housing Advisor, Regional Housing Services  
Ministry of Municipal Affairs and Housing  
8 Estate Lane  
Kingston, Ontario K7M 9A8  
Tel: 613-545-2131 1-800-267-9438 ext. 131  
Fax: 613-548-6822  
visit us at [www.mah.gov.on.ca/OnRAMP-E](http://www.mah.gov.on.ca/OnRAMP-E)

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