



## SOCIAL SERVICES COMMITTEE

Thursday, February 9, 2012  
County Administration Building, Pembroke, Ontario

### AGENDA

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1. Call to Order
2. Roll Call
3. Disclosure of Pecuniary Interest
4. Adoption of Minutes of Previous Meeting held January 11, 2011 ([located on website](#))
5. Delegations: (none at time of mailing)
6. Social Services Department Report: Page
  - (a) Department Report 2
  - (b) Ontario Works Division Report 25
  - (c) Child Care Division Report 29
    - i) Amendment to Policy CC-07
7. Treasurer's Report (not available at time of mailing)
8. New Business
9. Date of Next Meeting (Thursday, March 15, 2012) and Adjournment

NOTE:

County Council: Wednesday, February 22, 2012

**NOTE: Submissions received from the public, either orally or in writing, may become part of the public record.**

## COUNTY OF RENFREW SOCIAL SERVICES REPORT

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TO: Social Services Committee

FROM: David Anderson, Director of Social Services

DATE: February 9, 2012

SUBJECT: Department Report

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### CORRESPONDENCE

1. The following items of correspondence are attached for the Committee's information and consideration:
  - (a) Appendix I – Letter dated January 10, 2012 addressed to Premier Dalton McGuinty from Mr. Dan K. McCormick, Interim CAO, Rainy River District Social Services Administration Board attaching a resolution adopted by the Rainy River District Social Services Administration Board petitioning the Premier of Ontario and the Minister of Municipal Affairs and Housing to appropriately fund the actual costs associated with Social Housing and that upon expiration of the debenture payments, the province funds the equivalent amount to the projects for required capital improvements.

**Recommendation:** Receive as information.

- (b) Appendix II – Letter dated January 26, 2012 addressed to Mr. David Anderson, Director of Social Services, from Ms. Janet Hope, Assistant Deputy Minister, Ministry of Municipal Affairs and Housing acknowledging receipt of the County of Renfrew's request for additional funding, above the notional allocation, under the Investment in Affordable Housing (IAH) for Ontario Program and advising that at this time additional funding is not available.

**Recommendation:** Receive as information.

- (c) Appendix III – Letter dated January 13, 2012 from Ms. Kira Heineck, Executive Director, Ontario Municipal Social Services Association (OMSSA) highlighting some of the important news items happening with OMSSA in 2012

**Recommendation:** Receive as information.

## INFORMATION

### 2. Canadian Red Cross Disaster Management Program Update

Attached as Appendix IV for Committee's information is the semi-annual report to the County of Renfrew, covering the period 01 July to 31 December 2011, prepared by Deborah Smith, Community Services Coordinator, Disaster Management, Canadian Red Cross Ottawa Branch.

### 3. Investment in Affordable Housing (IAH) for Ontario Program Allocations

Attached as Appendix V for Committee's information is a document from the Ministry of Municipal Affairs and Housing providing information on the notional allocation received by each of the 47 Service Managers. The Ministry's Housing Funding Branch is preparing a more detailed Qs and As version which will include clarification on how the overall IAH funding model was determined.

### 4. Cap on Rent Increases in Ontario

Attached as Appendix VI for Committee's information is information on Bill 19, An Act to amend the Residential Tenancies Act, 2006 in respect of the rent increase guidelines, which was introduced by the Provincial Government on December 6, 2011.

### 5. Lease – 100 Madawaska Blvd.

The lease for 100 Madawaska Blvd. in Arnprior (Ontario Works/Renfrew County Housing Corporation) has been extended until October 31, 2012. The Development and Property Department will be bringing forth the lease at the February session of County Council.

### 6. Additional Administration Fee –IAH Year 1 (2011 – 2012)

As the Committee is aware, the Corporation of the County of Renfrew received \$100,000 in the form of an administration fee for the Investment in Affordable Housing (IAH) for Ontario Program on October 28, 2011. A business case has been developed requesting additional administration fees beyond the initial \$100,000 administration fee in the amount of \$110,000. The program allows Service Managers to use up to 5% of their total three-year notional funding allocation to assist with the administration of the Investment in Affordable Housing Program. The additional administration fee amounts are subject to Ministry approval. Requests for additional administration fees were required to be submitted to the Province of Ontario on or before January 31, 2012. The funding will be used to develop the Ontario Renovates Program and implement/support other components of the Investment in Affordable Housing (IAH) for Ontario Program. The Business Case is attached as Appendix VII.

## 7. Group Insurance Program – Social Housing

The Social Housing Services Corporation (SHSC) has managed a group insurance program since 2003, as required by the Social Housing Reform Act and the new Housing Services Act. The new Housing Services Act, implemented January 1, 2012, legislates the Housing Corporation to manage an insurance program, tender for insurance, support providers and municipalities in getting the best deals for insurance coverage. In the past, some Service Managers and non-profit housing providers have tendered for insurance on their own. The Housing Services Act (HSA) requires that prescribed housing providers and local housing corporations transferred by the Province participate in an insurance program coordinated by the Social Housing Services Corporation.

In 2003 the Social Housing Services Corporation Board of Directors directed staff to develop a process whereby prescribed housing providers could purchase coverage outside of the SHSC Group Insurance program, provided the coverage was equivalent or better, the premium was lower and the SHSC program management fee was paid. Outside coverage was supported by a business plan.

On June 10, 2011 the SHSC Board met and a decision was made that SHSC can no longer offer providers the option to purchase insurance coverage outside of the mandatory SHSC Group Insurance Program. Effective November 1, 2011 all housing providers prescribed under the Housing Services Act and all local housing corporations were required to adhere to revisions of the legislation and purchase their insurance coverage through the SHSC Group Insurance Program broker.

Social Housing Insurance coverage is somewhat unique in its design as it offers housing providers protection from the following:

- Drug labs
- Mould
- Marijuana Grow-ops

The Social Housing Services Corporation is a non-profit advocate for Service Managers/Housing Providers striving to get rates and coverage tailored for housing. Insurance rates globally continue to increase with earthquakes in Japan, Chili and New Zealand, flooding in Australia and the Americas.

A number of Service Managers across the Province want to do away with the program and the involvement of the Social Housing Services Corporation.

NOTE: As of January 1, 2012 the Social Housing Services Corporation is to be known as the Housing Services Corporation.

In January/February of 2012 province-wide consultations on group insurance are being held throughout Ontario. There will be separate consultations for Service Managers and

Housing Providers conducted by an independent consultant. Consultation occurred on Monday, January 30, 2012 in Ottawa for Eastern Ontario. The results of the consultation should be available in two to three month's time.

It is to be noted that in Warden Bob Sweet's "Warden's Address" in January he referenced both insurance costs and the bulk purchase of natural gas as issues before the Eastern Ontario Wardens' Caucus. The County of Renfrew's (Renfrew County Housing Corporation) annual insurance budget is \$182,000.

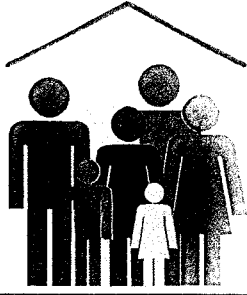
8. Ontario Works Division Report

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

9. Child Care Division Report

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

Report respectfully submitted.

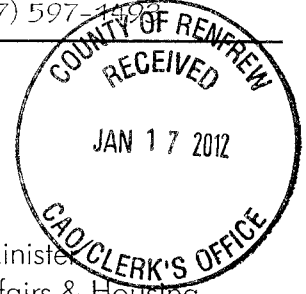


Rainy River District Social Services Administration Board

Appendix I

450 Scott Street  
Fort Frances, ON  
P9A 1H2  
Phone: (807) 274-5349  
Fax: (807) 274-0678  
Toll Free: (800) 265-5349

Rain Road Centre  
P.O. Box 1300  
Atikokan, ON  
P0T 1C0  
Phone: (807) 597-1431  
Fax: (807) 597-1408



January 10, 2012

Dalton McGuinty, Premier of Ontario  
Legislative Building Queen's Park  
Toronto, ON  
M7A 1A1

Ms. Kathleen Wynne, Minister  
Ministry of Municipal Affairs & Housing  
777 Bay Street, 17<sup>th</sup> Floor  
Toronto, ON M5G 2E5

Dear Mr. McGuinty and Ms. Wynne:

RE: FUNDING FOR SOCIAL HOUSING

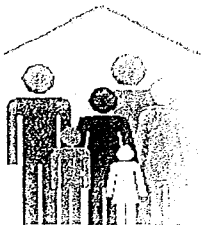
Please be advised that the Rainy River District Social Services Administration Board passed a resolution at its regular Board meeting held November 17, 2011, regarding the petition of the Premier of Ontario and the Minister of Municipal Affairs and Housing to appropriately fund the actual costs associated with Social Housing.

The RRDSSAB Board requests that you examine the financial burden, given the lack of reasonable funding to deliver Social Housing services to the residents of the Rainy River District, per the attached *Resolution*.

Yours truly,

Mr. Dan K. McCormick, Interim CAO  
Rainy River District Social Services Administration Board

cc: Service Mangers (CMSMs/DSSABs)  
Association of Municipalities of Ontario  
Ontario Municipal Social Services Association  
Sarah Campbell, MPP  
Bill Mauro, MPP  
Rainy River District Municipalities



# Resolution

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MOVED BY: ACW [Signature] NO: 114/11  
 SECONDED BY: [Signature] DATE: November 17, 2011  
 Meeting #15/11

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WHEREAS Social Housing is an integral part of the Province's Social Services;

AND WHEREAS the costs for Social Housing have more than doubled in the Rainy River District, since funding was set in 2001/2002 and the services were transferred to the Municipalities;

AND WHEREAS the Province has failed to maintain the 50/50 cost share since 2001;

AND WHEREAS the Province has failed to provide adequate funding to share in the economic and operating increases;

AND WHEREAS the Province has failed to provide adequate funding for existing and future capital improvements;

AND WHEREAS the funding of Social Housing services across the Province is becoming increasingly inequitable;

AND WHEREAS the Public Housing debenture payments by the Province commence expiration on December 2013 in the Rainy River District;

AND FURTHERMORE that these debenture payments will no longer be required and will result in a cost saving to the Province;

AND WHEREAS the Municipalities and Unincorporated areas in the District can no longer meet the escalating costs of Social Housing services;

AND WHEREAS the Municipalities and Unincorporated areas in the District are struggling to maintain legislated standards, regulated requirements, and best standards of practice within the existing funding;

**THEREFORE BE IT RESOLVED** that the Rainy River District Social Services Administration Board petitions the Premier of Ontario and the Minister of Municipal Affairs and Housing to appropriately fund the actual costs associated with Social Housing;

**AND FURTHER BE IT RESOLVED** that upon expiration of the debenture payments, the Province funds the equivalent amount to the projects for required capital improvements;

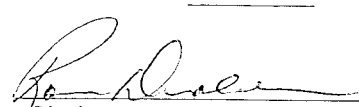
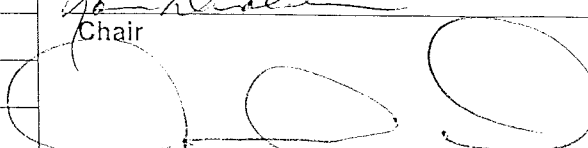
AND FURTHER BE IT RESOLVED that this resolution be forwarded to the Premier of Ontario, the Minister of Municipal Affairs and Housing, all Services Managers, the Association of Municipalities of Ontario, the Ontario Municipal Social Services Association, Sarah Campbell MPP, Bill Mauro MPP and the District Municipalities.

DIVISION OF VOTES							DECLARATION OF INTEREST:
MEMBER	YEA			NAY			
	X	# of votes	Ttl. Votes	X	# of votes	Ttl. Votes	
Alberton – Mike Ford		1			1		
Atikokan - Dennis Brown		1			1		
Chapple – Rick Neilson		1			1		
Dawson – Archie Wiersema		1			1		
Emo - Gary Judson		1			1		
Fort Frances – Ken Perry		2			2		
Lake of the Woods - Valerie Pizey		1			1		
LaVallee - Ross Donaldson		1			1		
Morley – Moe Henry		1			1		
Rainy River - Debbie Ewald		1			1		
R.R. Central - John Callan		1			1		
R.R. East – Harold Mosley		1			1		
R.R. West - Wade Desserre		1			1		
<b>TOTALS</b>		14			14		

DISPOSITION OF RESOLUTION (Check one):	
Carried	<input checked="" type="checkbox"/> Defeated

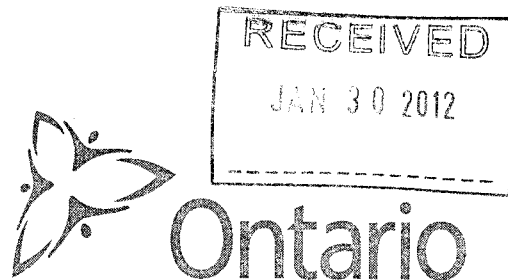

Chair

Chief Administrative Officer

**Ministry of  
Municipal Affairs  
and Housing**

Assistant Deputy Minister's Office  
Housing Division  
777 Bay St 16th Flr  
Toronto ON M5G 2E5  
Telephone: (416) 585-6277  
Fax: (416) 585-6800

**Ministère des  
Affaires municipales  
et du Logement**

Bureau du sous-ministre adjoint  
Division du Logement  
777, rue Bay 16<sup>e</sup> étage  
Toronto ON M5G 2E5  
Téléphone: (416) 585-6277  
Télécopieur: (416) 585-6800



January 26, 2012

David Anderson  
Director of Social Services  
County of Renfrew  
9 International Drive  
Pembroke, ON, K8A 6W5

Dear Mr. Anderson:

Thank you for your letter of January 12, 2012 regarding the County of Renfrew's request for additional funding, above your notional allocation, under the Investment in Affordable Housing (IAH) for Ontario program.

At this time, additional IAH funding is not available. However, the ministry acknowledges your request and will inform you if opportunities for additional program funding arise.

Once again, thank you for your interest in the Investment in Affordable Housing (IAH) for Ontario program.

Sincerely,

A handwritten signature in black ink, appearing to read "Janet Hope", written over a horizontal line.

Janet Hope  
Assistant Deputy Minister  
Housing Division

c. Mila Kolokolnikova, Team Lead, Regional Housing Services, MSO – East

From Kira Heineck, Executive Director, OMSSA

January 13th, 2012

Hello to all OMSSA members and friends!

First of all, as I was away last week, I am pleased to have the chance today to personally wish you all a happy new year. 2012 promises to be another busy year for OMSSA and members as change continues in all our sectors. Important new items include the pending release of the Drummond Commission report and the results - both interim and final - from the Commission to Review Social Assistance. There are also the many opportunities and challenges of working in a minority government context in Ontario, not the least of which is how we engage this year with the provincial budget process.

OMSSA staff and board members are ready and are embracing this new year: we are finishing a more sophisticated policy and advocacy plan for working with all parties in our provincial government; we are continuing to build our Housing and Homelessness Resource Centre<<http://www.omssa.com/singlepage.asp?itemcode=OMSSA-HHRC>>; we are working on updating our policy positions on early learning and child care as well as on an integrated approach to employment and income support; we are continuing to work on new positions and solutions for the challenges facing service system managers in privacy and technology issues and in rural, remote and northern delivery; and we are developing two large conferences as well as a schedule of smaller, issue-specific forums for 2012, along with an ever more robust and exciting education program.

Pulling all this together is our ongoing work on and commitment to human services integration. We heard consistently from our members last year that this is the right approach to take, that this approach delivers the best outcomes for the people you serve, and that it is also the best way that we can help OMSSA members manage all the change that continues to be your daily context.

So, "once more unto the breach" as Shakespeare wrote so long ago! It is my pleasure to go along with all of you for another year, and to do my part in making sure that OMSSA is there as a support for all of you, our valued members,

Kira

[News from Queen's Park and Ontario]

The Globe and Mail recently provided a synopsis of all the hot-button issues that the Government of Ontario will face in 2012. The full article can be found here<<http://www.theglobeandmail.com/news/politics/adam-radwanski/ontario-liberals-brace-for-a-tumultuous-year/article2287952/>>. OMSSA is already working on strategies to address many of the issues identified in this article including the Report by the Commission on Reforming the Public Service, led by Don Drummond; and how to work with all three provincial parties in a minority situation.

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The government of Ontario announced last week that students can now apply to get 30% off the cost of their tuition. The full announcement and the details on what this means from students can be found here<<http://news.ontario.ca/tcu/en/2012/01/apply-now-for-the-new-30-off-ontario-tuition.html>>. In summary, the grant refunds undergraduate students \$800 for a full-time degree course load and college students \$365 for a college diploma or certificate program for this semester (January - May)

A memo from MCSS was circulated on January 10th that outlines the parameters for the tuition grant including the implication of the grant for social assistance recipients. OW administrators can assess the memo through the OW intranet.

Part-time students as well as students who have gone back to school after being out of high school for more than four years do not qualify for the new grant. The Ontario Undergraduate Student Alliance has outlined the specifics<<http://www.ousa.ca/tuitiongrant/>> of the grant and the necessary qualifications.

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There have been a number of articles recently that have provided some insight on what may be put forward in the Report from the Drummond Commission. Both the Globe and Mail<<http://www.theglobeandmail.com/news/politics/adam-radwanski/austerity-czar-wants-ontario-to-curb-health-education-spending/article2291969/>> and the Toronto Star<<http://www.thestar.com/news/canada/article/1110700--cohn-brace-for-a-budget-firestorm-a-cross-ontario>> have detailed that the report will present a systematic overhaul and outline drastic austerity measures deemed necessary. The report is slated to be released in February. The government noted in their economic update at the beginning of the session that the next budget they table will be reflective of and carefully consider the areas outlined in Drummond's report.

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A report released last week<<http://www.thestar.com/business/article/1110818--many-canadians-believe-we-re-already-in-recession-survey?bn=1>> by Michael Marzolini to the Economic Club of Canada finds that many Canadians believe that we are currently in a recession. To summarize the results:

- \* About 70 per cent of Canadians believe the country is in the midst of a recession and more people - a slight majority - believe the economic situation will worsen rather than improve.
- \* Only 20 per cent of Canadians expect economic recovery by the end of 2012
- \* About 68 per cent of Canadians expect the recession to stretch into 2013, and more than half of these respondents said they believed it would take at least 19 months, or as long as two years, for the economy to rebound.

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The Organization for Economic Co-operation and Development (OECD) has released a toolbox on childhood education and care. The publication works to define quality in the sector and outlines five policy options to enhance quality in early learning and child care.

The toolbox as well as an executive summary can be found here<[http://www.oecd.org/document/0/0,3746,en\\_2649\\_39263231\\_49317504\\_1\\_1\\_1\\_1,00.html](http://www.oecd.org/document/0/0,3746,en_2649_39263231_49317504_1_1_1_1,00.html)>.

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[Human rights from A - Z: A municipal update on anti-racism, data collection, licensing and zoning The Ontario Human Rights Commission (OHRC), City of Kingston and the School of Urban and Regional Planning at Queen's University invite you to join us Friday, February 17, 2012 9:00 a.m. - 4:00 p.m. Queen's University]

This free one-day training event features:

- \* Media launch and morning plenary on the OHRC's new book, In the zone: Housing, human rights and municipal planning
- \* Afternoon plenary on human rights and rental housing licensing
- \* Workshops include collecting human rights-based data, anti-racism and organizational change, anti-racism and anti-discrimination for municipalities

RSVP

Please respond by Monday, January 23, 2012 by replying to this e-mail ([communications@ohrc.on.ca](mailto:communications@ohrc.on.ca)<<mailto:communications@ohrc.on.ca>>).

If you would like to respond by telephone or need accommodation based on a Code ground to attend, call Vicky Masellis at 416-314-4526.

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The Canadian Urban Institute presents the following events:  
Overcoming the Green Premium - Building a Model Sustainable Community

With a neighborhood utility system, advanced stormwater management infrastructure, and energy and water efficiency building requirements, the UniverCity project at Simon Fraser University<<http://canurb.org/sites/all/modules/civCRM/extern/url.php?u=1038&qid=1063463>> has been in the works for a decade. Attend the CUI's first breakfast of 2012 to hear from Gordon Harris, President and CEO of the SFU Community Trust about this award-winning model sustainable community, followed by comments from an expert panel and audience discussion.

Wednesday, Jan.18, 2012

7:30- 9:30 a.m.

Innis Town Hall, University of Toronto, 2 Sussex Avenue

Event Fee: Member - \$35.00; Non-Member - \$45.00

Register Online Now! The deadline for registration is Tuesday Jan. 17th before 12noon. There is no HST added to the event fee.

<<http://canurb.org/sites/all/modules/civCRM/extern/url.php?u=1039&qid=1063463>>

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[Fighting Poverty Together Highlighting poverty reduction initiatives across Ontario, Canada, and the world 3]

In December, Michael Mendelson, and Ken Battle of the Caledon Institute released a paper called Fixing the Hole in Employment Insurance: Temporary income assistance for the unemployed<[http://www.caledoninst.org/view\\_pub.php?id=967.pdf](http://www.caledoninst.org/view_pub.php?id=967.pdf)>. As noted in the name, the policy proposed a jobseekers load program could be a solution for those who are temporarily out of work and don't qualify for EI.

The Toronto Star highlighted the policy in a recent article<<http://www.thestar.com/news/article/1109317--closing-the-gap-between-ei-and-welfare>>.

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[OMSSA Highlights News from the Association 3]

Members' submissions to the Commission for the Review of Social Assistance in Ontario  
OMSSA has collected and posted all the submissions to the Commission for the Review of Social Assistance in Ontario to the OMSSA

website<<http://www.omssa.com/singlepage.asp?itemcode=SAR>>. Here you will find:

- \* OMSSA's submission paper,
- \* the supporting letter,
- \* links to all the submissions by OMSSA members

OMSSA will continue to post additional information relative to the Social Assistance Review on this page on the website.



**CANADIAN  
RED CROSS  
CROIX-ROUGE  
CANADIENNE**

**DISASTER MANAGEMENT**  
Ottawa/Lanark/Renfrew  
340 Catherine Street  
Ottawa, ON Canada  
K1R 1C4  
T: (613) 560-7220 x241  
F: (613) 567-6987  
redcross.ca  
croixrouge.ca

**TO: David Anderson, Renfrew County**  
**FROM: Canadian Red Cross Disaster Management Program**  
**SUBJECT: Summary Report of Activities**  
**DATE: 01 July – 31 December 2011**

## REPORT

The goals of the Red Cross Disaster Management team in this report period were to provide immediate response in emergencies, build the size and expertise of our team, and strengthen relationships with municipalities and partners throughout the county.

### Responses:

Our Personal Disaster Assistance (PDA) Team provides immediate basic needs—emergency lodging, food, clothes, hygiene kits, comfort and support—for small-scale personal disasters, such as house fires. The PDA team currently comprises 14 volunteers who operate a rotating schedule to provide service in the county 24 hours a day, 7 days a week.

In this reporting period, the PDA team responded to 11 calls: eight in Pembroke, and one each in Belgrave, Eganville and Douglas. We assisted thirty-nine adults and four children, providing \$8917.00 in aid directly to clients. This figure does not include the cost of maintaining the team's readiness (such as costs of pagers, transportation, supplies) or administrative/support costs.

### Team Development:

The size of the team increased from nine to 16 volunteers in this period, with new volunteers undertaking extensive screening and 1.5 days of disaster management introductory training prior to becoming active. Five experienced team members attended three-day Level Two supervisor training in the fall. Six different Level Two courses teach aspects of providing services in shelters and reception centres, and prepare volunteers to take leadership roles in large disasters affecting more than 20 people. Training costs are \$500/volunteer for introductory training, and \$1,500/volunteer per Level Two course.

We currently have five new candidates undergoing screening and intake processes to determine their suitability for volunteering; we hope they will join the Renfrew team in the coming weeks.

With the increase in number of volunteers, we have purchased new pagers and ready kits to supply our members in Deep River and Arnprior. One of our aims for 2012 is to build our presence and ability to respond in the farther reaches of the county.

Judy Harms-Potter, one of our DM instructors, worked with members of the team in the fall to enhance their ability to carry out shelter surveys. Shelter surveys assess the suitability of facilities to serve as mass shelters during a disaster response. Judy led members of the team to carry out the shelter survey of Jeanne Lajoie school in October.

At the invitation of AECL, three team members completed the course *Group Four Radiation Protection for Disaster Workers* in Deep River in September.

Following the purchase of the VHF radio, the team is working with ARES to ensure emergency communications in a disaster, as well as training our own members towards obtaining their amateur radio licences.

### **Relationships with Municipalities and Partners**

The team is carrying out an active strategy of outreach to municipal officials—CEMCs and fire officials—with a view that strong existing relationships will enhance the speed and quality of future responses. We are encouraging municipalities to include the Red Cross in their yearly exercises, and are meeting with municipal control groups to confirm existing response agreements.

Since September, the team has participated in exercises or met with CEMCs/MCGs in Killaloe/Hagarty/Richards, Whitney, Madawaska, Brudenell/Lyndoch/Raglan, Pembroke, and Laurentian Hills.

The team participated in the Laurentian Hills Deep River Nuclear Emergency Preparedness Committee municipal EOC table-top exercise in December. Following that exercise, we will be following up with the municipalities and with Renfrew County to clarify responsibilities in nuclear situations.

The team is negotiating new supplier agreements to secure access to services and material in case of emergency. We continue to seek options for shelter for pets in cases of mass evacuations.

Two volunteers delivered a presentation to the Police Foundations students at Algonquin College in September, and two 72-hour Personal Preparedness workshops in Killaloe in October.

## Investment in Affordable Housing Allocations 2011-2015

No		Notional Allocation				
		2011-12	2012-13	2013-14	2014-15	Total
<b>Central</b>						
1	City of Toronto	\$0	\$44,458,138	\$44,537,721	\$19,341,625	\$108,337,484
2	Regional Municipality of Peel	\$0	\$13,021,889	\$13,045,199	\$5,665,205	\$31,732,293
3	Regional Municipality of Durham	\$0	\$6,141,449	\$6,152,443	\$2,671,853	\$14,965,745
4	Regional Municipality of Halton	\$0	\$4,409,633	\$4,417,526	\$1,918,422	\$10,745,580
5	Regional Municipality of York	\$0	\$9,099,060	\$9,115,348	\$3,958,569	\$22,172,978
6	County of Simcoe	\$0	\$5,160,148	\$5,169,385	\$2,244,936	\$12,574,469
7	District Municipality of Muskoka	\$0	\$716,239	\$717,521	\$311,602	\$1,745,363
<b>Eastern</b>						
8	City of Cornwall	\$0	\$1,427,744	\$1,430,300	\$621,144	\$3,479,188
9	County of Hastings	\$0	\$1,745,045	\$1,748,169	\$759,186	\$4,252,401
10	City of Kawartha Lakes	\$0	\$1,193,659	\$1,195,795	\$519,304	\$2,908,758
11	City of Kingston	\$0	\$1,951,708	\$1,955,202	\$849,096	\$4,756,006
12	County of Lanark	\$0	\$757,643	\$758,999	\$329,614	\$1,846,256
13	UC of Leeds & Grenville	\$0	\$1,124,019	\$1,126,031	\$489,007	\$2,739,058
14	County of Lennox & Addington	\$0	\$758,107	\$759,464	\$329,816	\$1,847,388
15	County of Northumberland	\$0	\$889,947	\$891,540	\$387,174	\$2,168,661
16	City of Ottawa	\$0	\$10,621,057	\$10,640,070	\$4,620,718	\$25,881,845
17	City of Peterborough	\$0	\$1,820,893	\$1,824,152	\$792,184	\$4,437,229
18	UC of Prescott & Russell	\$0	\$961,461	\$963,182	\$418,286	\$2,342,930
19	County of Renfrew	\$0	\$1,162,188	\$1,164,269	\$505,613	\$2,832,070
<b>Southwestern</b>						
20	City of Brantford	\$0	\$1,502,848	\$1,505,538	\$653,818	\$3,662,204
21	County of Bruce	\$0	\$748,661	\$750,002	\$325,707	\$1,824,370
22	Municipality of Chatham-Kent	\$0	\$1,435,817	\$1,438,387	\$624,656	\$3,498,860
23	County of Dufferin	\$0	\$590,243	\$591,300	\$256,787	\$1,438,330
24	County of Grey	\$0	\$1,102,266	\$1,104,239	\$479,544	\$2,686,049
25	County of Norfolk	\$0	\$1,143,135	\$1,145,181	\$497,324	\$2,785,639
26	City of Hamilton	\$0	\$6,924,937	\$6,937,333	\$3,012,711	\$16,874,982
27	County of Huron	\$0	\$614,256	\$615,356	\$267,234	\$1,496,845
28	County of Lambton	\$0	\$1,529,071	\$1,531,809	\$665,226	\$3,726,106
29	City of London	\$0	\$5,611,306	\$5,621,351	\$2,441,213	\$13,673,870
30	Regional Municipality of Niagara	\$0	\$5,400,360	\$5,410,028	\$2,349,440	\$13,159,828
31	County of Oxford	\$0	\$1,022,612	\$1,024,442	\$444,890	\$2,491,943
32	City of St. Thomas	\$0	\$992,576	\$994,353	\$431,823	\$2,418,752
33	City of Stratford	\$0	\$787,745	\$789,155	\$342,710	\$1,919,609
34	Regional Municipality of Waterloo	\$0	\$5,269,384	\$5,278,817	\$2,292,459	\$12,840,659
35	County of Wellington	\$0	\$2,223,678	\$2,227,658	\$967,417	\$5,418,752
36	City of Windsor	\$0	\$4,859,996	\$4,868,696	\$2,114,353	\$11,843,045
<b>Northeastern</b>						
37	Algoma DSSAB	\$0	\$468,439	\$469,277	\$203,795	\$1,141,511
38	City of Greater Sudbury	\$0	\$1,932,681	\$1,936,141	\$840,818	\$4,709,640
39	Cochrane DSSAB	\$0	\$1,022,513	\$1,024,343	\$444,847	\$2,491,703
40	Manitoulin-Sudbury DSSAB	\$0	\$416,595	\$417,341	\$181,241	\$1,015,176
41	Nipissing DSSAB	\$0	\$1,226,187	\$1,228,382	\$533,456	\$2,988,024
42	Parry Sound DSSAB	\$0	\$547,650	\$548,630	\$238,257	\$1,334,537
43	Sault Ste. Marie	\$0	\$1,031,764	\$1,033,610	\$448,871	\$2,514,245
44	Timiskaming DSSAB	\$0	\$433,304	\$434,080	\$188,510	\$1,055,894
<b>Northwestern</b>						
45	Kenora DSSAB	\$0	\$592,370	\$593,431	\$257,712	\$1,443,513
46	Rainy River DSSAB	\$0	\$258,177	\$258,640	\$112,321	\$629,138
47	Thunder Bay DSSAB	\$0	\$1,841,511	\$1,844,807	\$801,154	\$4,487,472
<b>CMSM Planning Allocation</b>		<b>\$0</b>	<b>\$158,950,111</b>	<b>\$159,234,643</b>	<b>\$69,151,646</b>	<b>\$387,336,400</b>
<b>Total CMSM Allocation</b>		<b>\$47,009,400</b>	<b>\$139,659,000</b>	<b>\$139,909,000</b>	<b>\$60,759,000</b>	<b>\$387,336,400</b>
<b>Aboriginal Housing</b>						
	Ontario Aboriginal Housing Services	\$0	\$6,608,250	\$6,608,250	\$6,608,250	\$19,824,750
	Miziwe Biik Development Corporation	\$0	\$2,202,750	\$2,202,750	\$2,202,750	\$6,608,250
	<b>RRAP Allocation - Year 1</b>	<b>\$36,440,000</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$36,440,000</b>
	<b>Northern Remote Communities</b>	<b>\$0</b>	<b>\$750,000</b>	<b>\$750,000</b>	<b>\$0</b>	<b>\$1,500,000</b>
	<b>CMSM Start-up Delivery Costs</b>	<b>\$4,700,000</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$4,700,000</b>
	<b>MMAH Program Administration</b>	<b>\$6,950,600</b>	<b>\$5,980,000</b>	<b>\$5,730,000</b>	<b>\$5,530,000</b>	<b>\$24,190,600</b>
	<b>Total Allocation</b>	<b>\$95,100,000</b>	<b>\$155,200,000</b>	<b>\$155,200,000</b>	<b>\$75,100,000</b>	<b>\$480,600,000</b>

### Cap on Rent Increases in Ontario

- On Dec 6, 2011, the Provincial Government introduced Bill 19 An Act to Amend the Residential Tenancies Act, 2006 in respect of the rent increase guideline that proposes putting a minimum and maximum cap on the annual rent increase in Ontario.
- The maximum rent increase would be 2.5 percent. The minimum rent increase would be 1.0 percent.
- The guideline would continue to be based on the Ontario Consumer Price Index however the guideline would not be more than 2.5 percent and less than 1.0 percent.
- The Provincial Government states that the change would protect tenants by ensuring stable and affordable rents
- The Provincial Government states that landlords would receive a fair return to maintain their properties by instituting a minimum cap.
- If approved, the proposed Bill would take effect in 2013.
- [http://www.ontla.on.ca/web/bills/bills\\_detail.do?locale=en&Intranet&BillID=2555](http://www.ontla.on.ca/web/bills/bills_detail.do?locale=en&Intranet&BillID=2555)
- <http://news.ontario.ca/mah/en/2011/12/ontario-moves-to-cap-rent-increases.html>
- Based on a Toronto Star article, the Federation of Rental-housing Providers of Ontario (FRPO) has asked for an emergency meeting with Premier Dalton McGuinty and Kathleen Wynne to address their concerns with Bill 19.
- FRPO has criticized the Government for not consulting them prior to announcing Bill 19.
- FRPO is concerned that the rent caps will not keep up with the rate of inflation which is expected to rise in the coming years
- FRPO is concerned that the rent caps fail to recognize the real housing industry costs, like repairs and maintenance which could impact small and large landlords.
- The Toronto Star article suggests Bill 19 could replicate the housing market conditions seen in Ontario during the 1970s when there were fixed rent controls that were not aligned with housing costs.

- <http://www.thestar.com/living/realestate/article/1103237--rental-cap-questioned-by-housing-providers>
- ONPHA has not made an official comment on Bill 19.
- The chart below demonstrates the number of times rents would have been capped if Bill 19 was approved over 21 years.
- From 1991 to 2012, the rents would have been capped 16 times. Only in 2011 would the rents be capped at 1 percent benefitting landlords.
- There would be significant impact for Housing York Inc. and community projects funded under the Canada-Ontario Affordable Housing Program who are already struggling to maintain a surplus under the current AHP rent level rules.

**Annual Rent Increase Guidelines and capped levels (1991-2012)**

Year	Guideline %	Capped at 2.5%	Capped at 1%	Average Annual Rent Increase
2012	3.1	2.5		2.33
2011	0.7		1.0	
2010	2.1			
2009	1.8			
2008	1.4			
2007	2.6	2.5		
2006	2.1			
2005	1.5			
2004	2.9	2.5		
2003	2.9	2.5		
2002	3.9	2.5		3.66
2001	2.9	2.5		
2000	2.6	2.5		
1999	3.0	2.5		
1998	3.0	2.5		
1997	2.8	2.5		
1996	2.8	2.5		
1995	2.9	2.5		
1994	3.2	2.5		
1993	4.9	2.5		
1992	6.0	2.5		
1991	5.4	2.5		



1ST SESSION, 40TH LEGISLATURE, ONTARIO  
60 ELIZABETH II, 2011

1<sup>re</sup> SESSION, 40<sup>e</sup> LÉGISLATURE, ONTARIO  
60 ELIZABETH II, 2011

## Bill 19

## Projet de loi 19

**An Act to amend the  
Residential Tenancies Act, 2006  
in respect of the  
rent increase guideline**

**Loi modifiant la Loi de 2006  
sur la location à usage d'habitation  
en ce qui concerne le taux légal  
d'augmentation des loyers**

**The Hon. K. Wynne**  
Minister of Municipal Affairs and Housing

**L'honorable K. Wynne**  
Ministre des Affaires municipales et du Logement

### Government Bill

### Projet de loi du gouvernement

1st Reading      December 6, 2011  
2nd Reading  
3rd Reading  
Royal Assent

1<sup>re</sup> lecture      6 décembre 2011  
2<sup>e</sup> lecture  
3<sup>e</sup> lecture  
Sanction royale

Printed by the Legislative Assembly  
of Ontario

Imprimé par l'Assemblée législative  
de l'Ontario



#### EXPLANATORY NOTE

Section 120 of the *Residential Tenancies Act, 2006* limits annual rent increases in accordance with a guideline which is linked to the Consumer Price Index for Ontario, reported by Statistics Canada. The section is amended to provide that the guideline shall be not less than 1 per cent and not more than 2.5 per cent.

The Bill also amends section 120 to require the Minister of Municipal Affairs and Housing to initiate reviews of the operation of the section at four-year intervals.

#### NOTE EXPLICATIVE

L'article 120 de la *Loi de 2006 sur la location à usage d'habitation* limite les augmentations de loyer annuelles conformément à un taux légal lié à l'Indice des prix à la consommation pour l'Ontario, publié par Statistique Canada. L'article est modifié afin de prévoir que le taux légal ne doit pas être inférieur à 1 pour cent ni supérieur à 2,5 pour cent.

Le projet de loi modifie aussi l'article 120 afin d'obliger le ministre des Affaires municipales et du Logement à entreprendre un examen de l'application de cet article tous les quatre ans.

**An Act to amend the  
Residential Tenancies Act, 2006  
in respect of the  
rent increase guideline**

Note: This Act amends the *Residential Tenancies Act, 2006*. For the legislative history of the Act, see the Table of Consolidated Public Statutes – Detailed Legislative History at [www.e-Laws.gov.on.ca](http://www.e-Laws.gov.on.ca).

Her Majesty, by and with the advice and consent of the Legislative Assembly of the Province of Ontario, enacts as follows:

**1. Subsections 120 (2), (3), (4) and (5) of the *Residential Tenancies Act, 2006* are repealed and the following substituted:**

**Guideline**

(2) The Minister shall determine the guideline in effect for each calendar year as follows:

1. Subject to the limitations set out in paragraph 2, the guideline for a calendar year is the percentage change from year to year in the Consumer Price Index for Ontario for prices of goods and services as reported monthly by Statistics Canada, averaged over the 12-month period that ends at the end of May of the previous calendar year, rounded to the first decimal point.

2. The guideline for a calendar year shall be not less than 1 per cent and not more than 2.5 per cent.

**Publication of guideline**

(3) The Minister shall have the guideline for each calendar year published in *The Ontario Gazette* not later than August 31 of the preceding year.

**Transition**

(4) The guideline for the calendar year in which the commencement date occurs is the guideline established for that year under this section as it read immediately before the commencement date.

**Same**

(5) If the commencement date occurs on or after September 1 in a calendar year, the guideline for the following calendar year is the guideline established for that year under this section as it read immediately before the commencement date.

**Loi modifiant la Loi de 2006  
sur la location à usage d'habitation  
en ce qui concerne le taux légal  
d'augmentation des loyers**

Remarque : La présente loi modifie la *Loi de 2006 sur la location à usage d'habitation*, dont l'historique législatif figure à la page pertinente de l'Historique législatif détaillé des lois d'intérêt public codifiées sur le site [www.lois-en-ligne.gouv.on.ca](http://www.lois-en-ligne.gouv.on.ca).

Sa Majesté, sur l'avis et avec le consentement de l'Assemblée législative de la province de l'Ontario, édicte :

**1. Les paragraphes 120 (2), (3), (4) et (5) de la *Loi de 2006 sur la location à usage d'habitation* sont abrogés et remplacés par ce qui suit :**

**Taux légal**

(2) Le ministre établit le taux légal en vigueur pour chaque année civile comme suit :

1. Sous réserve des limites indiquées à la disposition 2, le taux légal pour une année civile correspond à la moyenne sur la période de 12 mois qui se termine à la fin du mois de mai de l'année civile précédente, arrondie à la première décimale, du taux de variation annuelle de l'Indice des prix à la consommation des biens et des services pour l'Ontario, tel qu'il est publié mensuellement par Statistique Canada.

2. Le taux légal pour une année civile ne doit pas être inférieur à 1 pour cent ni supérieur à 2,5 pour cent.

**Publication du taux légal**

(3) Le ministre fait publier le taux légal pour chaque année civile dans la *Gazette de l'Ontario* au plus tard le 31 août de l'année précédente.

**Disposition transitoire**

(4) Le taux légal pour l'année civile où tombe la date d'entrée en vigueur est celui fixé pour cette année en application du présent article, dans sa version antérieure à cette date.

**Idem**

(5) Si la date d'entrée en vigueur tombe le 1<sup>er</sup> septembre d'une année civile ou après cette date, le taux légal pour l'année civile suivante est celui fixé pour cette année-là en application du présent article, dans sa version antérieure à cette date.

**Review by Minister**

(6) The Minister shall initiate a review of the operation of this section within four years after the commencement date and thereafter within four years after the end of the previous review.

**Definition**

(7) In subsections (4), (5) and (6),

“commencement date” means the day section 1 of the *Residential Tenancies Amendment Act (Rent Increase Guideline), 2011* comes into force.

**Commencement**

**2. This Act comes into force on the day it receives Royal Assent.**

**Short title**

**3. The short title of this Act is the *Residential Tenancies Amendment Act (Rent Increase Guideline), 2011*.**

**Examen par le ministre**

(6) Le ministre entreprend un examen de l'application du présent article dans les quatre ans qui suivent la date d'entrée en vigueur et, par la suite, dans les quatre ans qui suivent la fin de l'examen précédent.

**Définition**

(7) La définition qui suit s'applique aux paragraphes (4), (5) et (6).

«date d'entrée en vigueur» Date d'entrée en vigueur de l'article 1 de la *Loi de 2011 modifiant la Loi sur la location à usage d'habitation (taux légal d'augmentation des loyers)*.

**Entrée en vigueur**

**2. La présente loi entre en vigueur le jour où elle reçoit la sanction royale.**

**Titre abrégé**

**3. Le titre abrégé de la présente loi est *Loi de 2011 modifiant la Loi sur la location à usage d'habitation (taux légal d'augmentation des loyers)*.**

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<b>INVESTMENT IN AFFORDABLE HOUSING FOR ONTARIO</b> <b>Business Case for Additional Administration Fees for Fiscal Year 1 (2011-12)</b>
--

<b>Service Manager:</b> County of Renfrew	<b>SM Business Case Approved by:</b> Janet Hope, ADM
Additional Administration Fees Request for Fiscal Year 2011-12: \$ 110,000	% of total IAH Allocation: 5%
Business Case already submitted in Year 1(Y/N): Y	Amount of Year 1 Funding Requested to date: \$2,200,000
<b>A. Reason/s for Requesting Additional Administration Fees (beyond the \$100,000) for 2011-12</b> (check all that apply)	
<input checked="" type="checkbox"/> Implementing a significant portion of allocation in Year 1 by March 31st, 2012	
<input checked="" type="checkbox"/> Implementing a significant portion of allocation in the first 2 quarters (ending September 2012) of the next fiscal year	
<input checked="" type="checkbox"/> Significant upfront administration work in 2012 such as RFP and project evaluation	
<input checked="" type="checkbox"/> Enhance capacity and resources of CMSM/DSSAB to administer and deliver the program	
<input checked="" type="checkbox"/> Setting up administrative processes for implementing the new operating component	
<input checked="" type="checkbox"/> Setting up administrative processes for implementing the new Ontario Renovates component	
<input checked="" type="checkbox"/> Other (specify)	
<b>B. Rationale for Additional Administration Fees for 2011-12</b> (Please provide additional justification for your request in the space below)	
<p>The County of Renfrew is requesting additional administration funding for the fiscal year 2011-2012 of the Investment in Affordable Housing for Ontario Program. The funding will be used for the following:</p> <ol style="list-style-type: none"> <li>1. Peer review of Phase 1 and Phase 2 Environmental Assessment of ARS Realty Investment Inc. project.</li> <li>2. Peer review of architectural plans.</li> <li>3. Peer review of financial data.</li> <li>4. Obtain outside legal counsel to develop and register a new Municipal Contribution Agreement.</li> <li>5. Retain legal counsel to conduct all title searches and lien review.</li> <li>6. Coordinate advance payments to proponent as per the IAH Program Guidelines.</li> <li>7. Retain building engineer to consult chief building official to ensure building code is adhered to during construction.</li> </ol>	

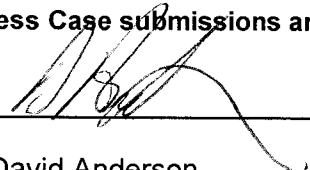
It is to be noted that in February we will be submitting a detailed Program Delivery and Fiscal Plan for the other components of the Investment in Affordable Housing for Ontario Program. We are currently developing it and will be recommending implementation of other components of the IAH Program, specifically, Homeownership Component, Ontario Renovates Component and Rent Supplement Component. With the additional administration fee the County of Renfrew, as an upper tier municipal government, will develop an infrastructure to deliver the above mentioned components of the IAH Program.

This Service Manager will be implementing, using its own municipal funds, a rent supplement program and as well will continue to deliver the Homeownership Program using revolving funds paid into the AHP 2009 Extension Homeownership Program.

Criteria are currently being developed around the Ontario Renovates Program. Outside resources will be utilized to develop criteria similar to what is contained in the Ontario Renovates Kit.

The County of Renfrew, as an upper tier government, in the past has not participated in the Residential Rehabilitation Assistance Program previously delivered by the Federal Government of Canada in our area.

**Note: Business Case submissions are subject to MMAH approvals.**

Signature:  \_\_\_\_\_ Date: 27 January 2012 (dd-mm-yyyy)

Name: David Anderson Title of SM Contact: Director of Social Services

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## ONTARIO WORKS DIVISION REPORT

Prepared by: Chery Leigh, Ontario Works Manager

Prepared for: Social Services Committee

February 9, 2012

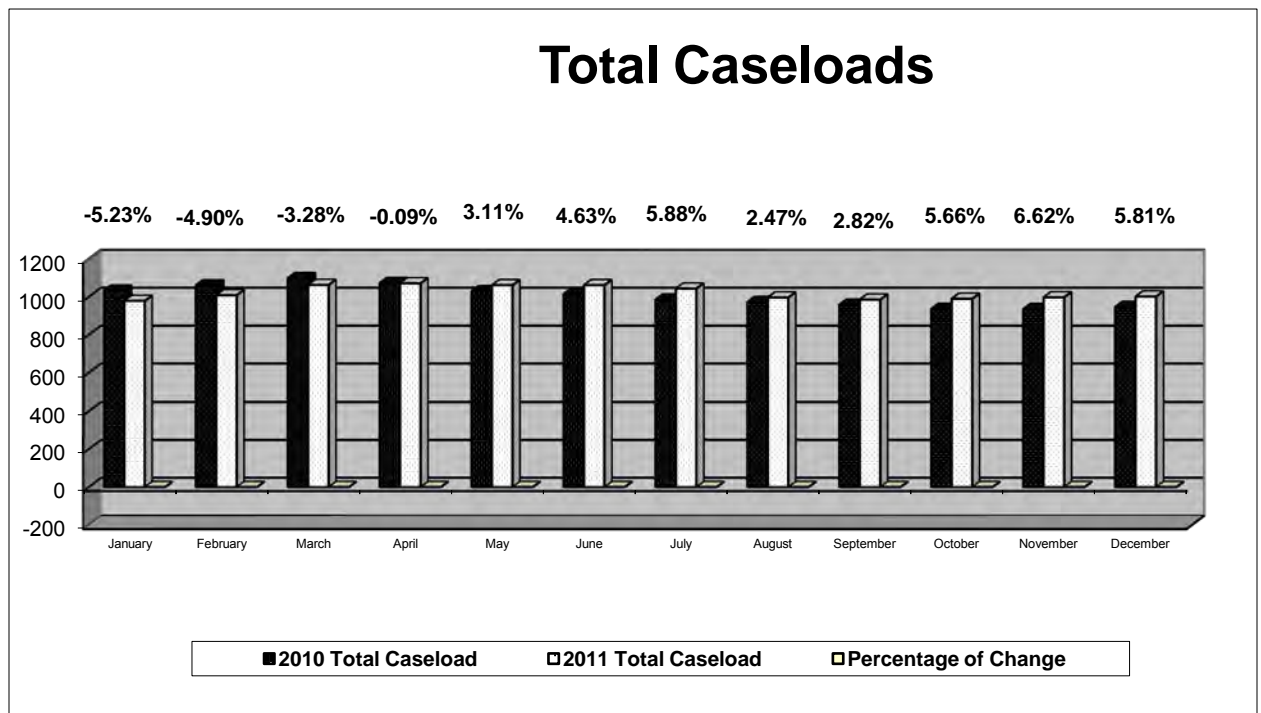
### INFORMATION

The following is a brief summary of activities that occurred during January 2012:

1. Caseload Statistics

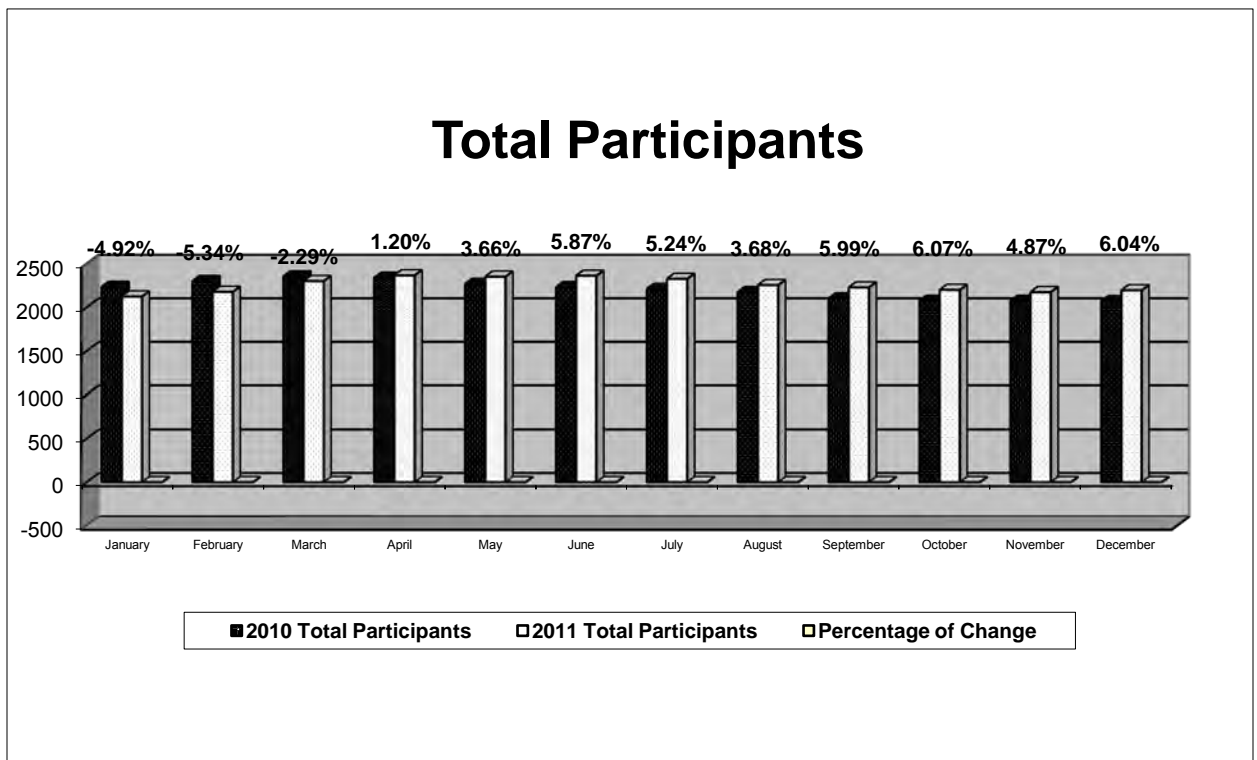
2010 and 2011 Monthly  
Ontario Works Caseload  
Comparison

	<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	990	5.66%
November	936	998	6.62%
December	947	1002	5.81%



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	2201	6.07%
November	2074	2175	4.87%
December	2071	2196	6.04%



2. Project Fund Updates for 2012

NOTE: Statistical information unavailable at the time of mail-out.

<b>Name of Project</b>	<b>Number of Applications to Date in 2012</b>	<b>Total Number of Families Approved to Date in 2012</b>	<b>Monthly Expenditure</b>	<b>Approx Funds Remaining</b>	<b>Program Budget</b>
“Staying Put”					\$103,610
Emergency Transient Assistance					\$1,000
Emergency Energy Fund					\$16,320
Rent Bank Program					\$32,127.30

3. Staffing/Training

January 2012 was a very busy month at Pembroke Site as several staff completed training on new portfolios. Staff did an excellent job of cross-training one another on new Ontario Works Agent duties, while still maintaining professional delivery of their current responsibilities. In addition to our internal portfolio changes, staff also participated in a number of meetings and conference calls to provide input on the upcoming changes in the delivery of social services across the province (Social Services Solutions Modernization Project).

4. Caseload Dynamics

The latter part of 2011 and continuing into 2012 has marked an increase in our caseloads across the County. As of Dec. 31/11, the total Ontario Works caseload for the County was 1002. The current economic conditions continue to drive up caseloads, with each month seeming to bring additional employment challenges for many County residents.

At the end of January 2012, KI announced a layoff of 45 of their employees resulting in a surge of new applicants at Pembroke Site while laid off employees await EI benefits. The turnover of the Ontario Works caseload is always very high. On average, there are 144 new applications for Ontario Works processed each month, while 106 clients leave Ontario Works each month.

5. File Audit

On January 24, 2012 Ms. Karen Black from Scott, Rosien and Dempsey Accounting was on site to conduct a file audit. This audit was part of the overall financial audit for the County, to ensure payments are issued accurately and in accordance with Provincial Legislation. The audit showed our Division is in full compliance and there were no areas of concern identified.

6. Eastern Region Administrators Meeting

On January 20, 2012, the Director of Social Services and the Ontario Works Manager attended the Eastern Region Administrators meeting in Ottawa. The focus of these meetings is to share information relating to the delivery of Ontario Works, Consolidated Homelessness Prevention Program, Energy Emergency Fund and Domiciliary Hostels between municipalities, First Nations and provincial representatives in the Eastern Region. This forum is an opportunity to review new initiatives; changes in processes, discuss emerging issues and possible solutions and any other topics of interest.

Report respectfully submitted.

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**CHILD CARE SERVICES REPORT**

Prepared by: Judy Mulvihill, Manager of Child Care Services

Prepared for: Social Services Committee

February 9, 2012

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**INFORMATION**1. Integration Coordinators Statistics

The Integration Services monthly statistical report for November 2011 is attached as Appendix CC-I. December 2011 statistical report will be available as a handout. This statistical report indicates the number of children presently being served through the special needs Integration Services. Specifically, this report indicates the number of children on the wait list, the number of children receiving resource funding and the number of children on the wait list for resource funding.

2. Child Care Eligibility Coordinator Report

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

3. Environment Rating Scales – County of Renfrew Agency Scores

The licensed child care Environment Rating Scale is a tool available to evaluate the quality of licensed child care programs. The rating scale is currently being used in several major studies across North America and has been utilized throughout the world to evaluate the quality of licensed child care programs. The Environment Rating Scale sets a standard of quality of care that is above the minimal standards required for the Day Nurseries Act.

Since April 2010, over 100 of the licensed child care centre programs in Renfrew County have been evaluated by County of Renfrew Integration Services utilizing the Environment Rating Scale

Each evaluation takes a total of two days to complete: one day of observation; and one day for evaluation completion combined with meetings regarding the results with child care staff from each centre. As a method to ensure validation of the tool, two Integration Coordinators complete the Environment Rating Scale for each program together.

The age related sub categories of this rating scale are as follows:

- ITERS - Infant/Toddler Environment Rating Scale (15 programs in Renfrew County, 4 evaluated)
- ECERS - Early Childhood Environment Rating Scale (34 programs in Renfrew County, 8 evaluated)
- SACERS - School-Age Care Environment Rating Scale (10 programs in Renfrew County, 1 evaluated)
- FCCERS - Family Child Care Environment Rating Scale (each licensed family home is evaluated)

Examples of categories evaluated utilizing this tool include the following:

- Space and Furnishings
- Personal Care and Routines
- Language-Reasoning
- Activities
- Interaction
- Program Structure
- Parents and Staff

The Early Childhood Environment Rating Scale assesses the quality of each program in a licensed child care centre covering the 7 categories. Each category is ranked from 1 to 7.

- A ranking of 1 describes inadequate conditions
- A ranking of 3 is minimal
- A ranking of 5 is good (an average ranking across Canada is between 4 and 5)
- A ranking of 7 describes excellent conditions

The most recent evaluations to be posted on the County of Renfrew website are attached as Appendix CC-III.

4. Preschool Speech and Language – Screening Clinics

The Preschool Speech and Language Program for Renfrew County will be holding screening clinics free of charge at various locations during the months of January – June 2012. The Schedule is attached as Appendix CC-IV

**BY-LAWS**

5. Amendment to Child Care Policy CC-07 - Fee Subsidy Overpayment and Recoveries

In April 2009 and 2010 policies and procedures for child care were reviewed, rewritten where applicable, then presented to and approved by County Council.

These policies were created through the use of the present Ministry of Education Guidelines. Due to the importance of ensuring ongoing eligibility of fee subsidy, changes to the policy are necessary. The financial implications resulting from the new policies and procedures will be minimal.

Main changes to the proposed new policy are as follows:

- a) Minimum over payment threshold was established (overpayments less than \$10.00 will not be recovered).
- b) In cases where an Applicant refused or is unable to provide verification documents the Applicant(s) will be deemed ineligible for any further subsidies until all outstanding documents are submitted and the overpayment may be applied at a later date.

The amended policy is attached as Appendix CC-V.

**Recommendation:** That the Social Services Committee recommends to County Council that By-Law No. 58-09 be amended for the purpose of amending the existing Child Care Services Policy CC-07 - Fee Subsidy Overpayment and Recoveries.

Report respectfully submitted.

**COUNTY OF RENFREW CHILD CARE  
SPECIAL NEEDS RESOURCING SERVICES STATISTICS**

**Date:** February 9, 2012

**Statistics as of:** December 30, 2011

**For the Month of:** November and December 2011

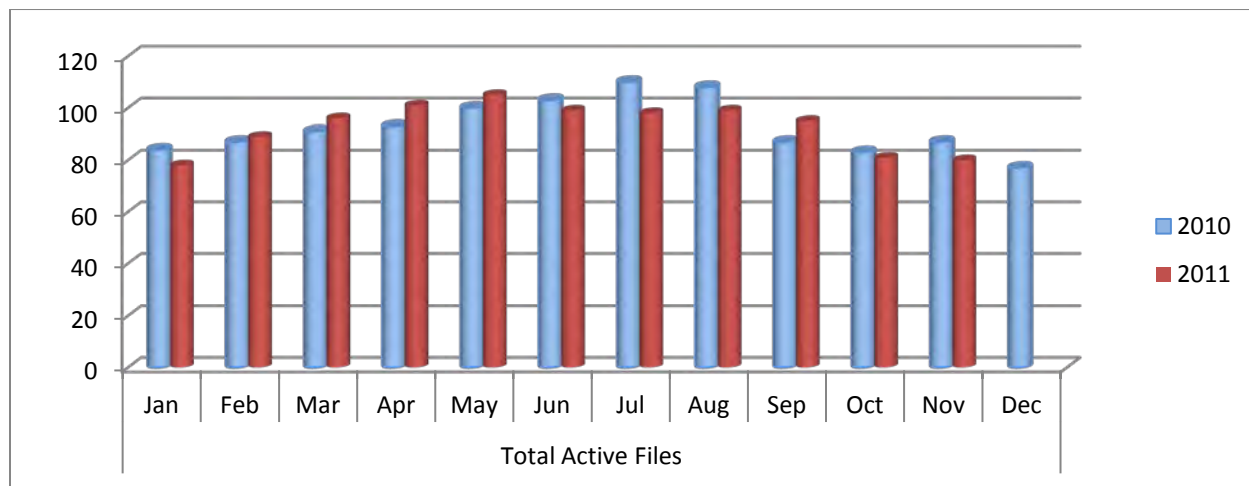
2011

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Total Active Files	78	89	96	101	105	99	98	99	95	81	<b>80</b>	
New Referrals	6	9	7	6	5	3	4	0	10	2	<b>5</b>	
Children on Waitlist for child care space	5	9	10	9	9	10	11	8	8	8	<b>8</b>	
Children on Waitlist for *IC	0	0	0	0	0	0	0	0	0	0	<b>0</b>	
Children on Waitlist funding	0	0	0	0	0	0	0	0	0	0	<b>0</b>	
Closed files	4	0	0	0	3	9	5	14	16	5	<b>4</b>	
Receiving Resource Funding	52	59	60	64	74	62	65	65	57	56	<b>53</b>	

\*IC = Integration Coordinator

2010

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Total Active Files	84	87	91	93	100	103	110	108	87	83	87	77
New Referrals	2	7	5	7	10	9	3	6	9	0	6	0
Children on Waitlist for child care space	7	8	11	12	16	20	12	13	9	7	5	5
Children on Waitlist funding	0	0	0	0	0	0	0	0	0	0	0	0
Closed files	2	2	3	2	2	3	1	13	31	4	2	9
Receiving Resource Funding	53	52	51	50	55	51	52	62	49	48	56	53



TOTAL WITHDRAWALS FOR ONGOING FAMILIES ONLY (2011 CUMULATIVE):	111		
TOTAL INELIGIBLE FOR ONGOING FAMILIES ONLY (2011 CUMULATIVE):	76		
<i>REASONS:</i>			
16	Moved out of jurisdiction	7	Documentation not provided
5	Parental Leave	1	Child above maximum age
9	Income in Excess	3	Parent not willing to pay fee
13	No further contact	2	Suitable child care not found
8	Child removed	68	Care no longer required
2	Income verification not received	2	Withdrawal without notice
8	Work not found	3	Terminated from waitlist
12	Activity criteria not met	28	Other
CURRENT COUNTY WAITLIST TOTAL:		259	

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	345	511
OCTOBER	329	467	314	464
NOVEMBER	330	470	<b>308</b>	<b>454</b>
DECEMBER	329	470		

Prepared By:

Angela Cybulski-Picard - Intake Coordinator, Child Care Services

Date:

December 19, 2011

TOTAL WITHDRAWALS FOR ONGOING FAMILIES ONLY (2011 CUMULATIVE):	122		
TOTAL INELIGIBLE FOR ONGOING FAMILIES ONLY (2011 CUMULATIVE):	81		
<b>REASONS:</b>			
17	Moved out of jurisdiction	8	Documentation not provided
5	Parental Leave	1	Child above maximum age
9	Income in Excess	4	Parent not willing to pay fee
14	No further contact	3	Suitable child care not found
9	Child removed	72	Care no longer required
2	Income verification not received	2	Withdrawal without notice
11	Work not found	3	Terminated from waitlist
12	Activity criteria not met	31	Other

CURRENT COUNTY WAITLIST TOTAL: 246

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	345	511
OCTOBER	329	467	314	464
NOVEMBER	330	470	308	454
DECEMBER	329	470	<b>309</b>	<b>451</b>

Prepared By:

Erin Bennetto - Intake Coordinator, Child Care Services

Date:

January 25, 2012

**Child's Paradise Day Care Centre**  
 450 O'Brien Road, Suite 107  
 Renfrew, ON  
 K7V 3Z2  
 613-432-2627

<b>Program</b>	<b>Scores</b>		
<b>Toddler</b> Infant/Toddler Environment Rating Scale ( <b>ITERS</b> )  <b>Baseline:</b> August 9, 2010	<b>ITERS</b>	<b>July 21, 2011</b>	
	Space and Furnishings	5.2	
	Personal Care Routines	4.5	
	Listening and Talking	7	
	Activities	5.33	
	Interaction	5.75	
	Program Structure	5.5	
	Parents and Staff	4.43	
	<b>Total</b>	<b>5.21</b>	
<b>Preschool</b> Early Childhood Environment Rating Scale ( <b>ECERS</b> )  <b>Baseline:</b> March 23, 2010	<b>ECERS</b>	<b>July 8, 2010</b>	<b>July 20, 2011</b>
	Space and Furnishings	5	5.88
	Personal Care Routines	4	4.17
	Language-Reasoning	4	5.75
	Activities	4.44	5
	Interaction	3.2	6.2
	Program Structure	3	4.5
	Parents and Staff	4.5	4.5
	<b>Total</b>	<b>4.17</b>	<b>5.14</b>
<b>Kindergarten</b> Early Childhood Environment Rating Scale ( <b>ECERS</b> )  <b>Baseline:</b> August 18, 2010	<b>ECERS</b>		
	Space and Furnishings		
	Personal Care Routines		
	Language-Reasoning		
	Activities		
	Interaction		
	Program Structure		
	Parents and Staff		
	<b>Total</b>		
<b>School-Age</b> School-Age Care Environment Rating Scale ( <b>SACERS</b> )  <b>Baseline:</b>	<b>SACERS</b>		
	Space and Furnishings		
	Health and Safety		
	Activities		
	Interactions		
	Program Structure		
	Staff Development		
	Special Needs		
	<b>Total</b>		

### Children's Junction Day Care

51 Poplar Street  
P.O. Box 429  
Deep River, ON  
K0J 1P0  
613-584-4263

Program	Scores		
<b>Toddler</b> Infant/Toddler Environment Rating Scale ( <b>ITERS</b> )  <b>Baseline:</b> November 18, 2010	<b>ITERS</b>	<b>July 27, 2011</b>	
	Space and Furnishings	5.2	
	Personal Care Routines	3	
	Listening and Talking	4.33	
	Activities	5.33	
	Interaction	4.5	
	Program Structure	5	
	Parents and Staff	4	
	<b>Total</b>	<b>4.54</b>	
<b>Preschool</b> Early Childhood Environment Rating Scale ( <b>ECERS</b> )  <b>Baseline:</b> November 29, 2010	<b>ECERS</b>	<b>August 16, 2011</b>	
	Space and Furnishings	5.25	
	Personal Care Routines	5.33	
	Language-Reasoning	5.25	
	Activities	4.33	
	Interaction	6.2	
	Program Structure	4.67	
	Parents and Staff	5	
	<b>Total</b>	<b>5.1</b>	
<b>Preschool/Kindergarten</b> Early Childhood Environment Rating Scale ( <b>ECERS</b> )  <b>Baseline:</b> October 20, 2010	<b>ECERS</b>	<b>July 14, 2011</b>	
	Space and Furnishings	4.63	
	Personal Care Routines	5.8	
	Language-Reasoning	4	
	Activities	4.89	
	Interaction	6.4	
	Program Structure	6.33	
	Parents and Staff	4.8	
	<b>Total</b>	<b>5.15</b>	
<b>School-Age</b> School-Age Care Environment Rating Scale ( <b>SACERS</b> )  <b>Baseline:</b> November 29, 2010	<b>SACERS</b>		
	Space and Furnishings		
	Health and Safety		
	Activities		
	Interactions		
	Program Structure		
	Staff Development		
	Special Needs		
	<b>Total</b>		

**Columbus House Renfrew**

291 Plaunt Street South

Renfrew, ON

K7V 2E5

613-432-4241

<b>Program</b>	<b>Scores</b>		
<b>Infant</b> Infant/Toddler Environment Rating Scale ( <b>ITERS</b> )  <b>Baseline:</b>	<b>ITERS</b>		
	Space and Furnishings		
	Personal Care Routines		
	Listening and Talking		
	Activities		
	Interaction		
	Program Structure		
	Parents and Staff		
	<b>Total</b>		
<b>Preschool</b> Early Childhood Environment Rating Scale ( <b>ECERS</b> )  <b>Baseline:</b> March 11, 2010	<b>ECERS</b>	<b>July 13, 2011</b>	
	Space and Furnishings	5.75	
	Personal Care Routines	5	
	Language-Reasoning	6	
	Activities	5.78	
	Interaction	6.6	
	Program Structure	6	
	Parents and Staff	5.6	
	<b>Total</b>	<b>5.78</b>	
<b>Preschool B</b> Early Childhood Environment Rating Scale ( <b>ECERS</b> )  <b>Baseline:</b> March 11, 2010	<b>ECERS</b>	<b>August 9, 2011</b>	
	Space and Furnishings	5.25	
	Personal Care Routines	6.67	
	Language-Reasoning	5	
	Activities	5.33	
	Interaction	7	
	Program Structure	7	
	Parents and Staff	5.6	
	<b>Total</b>	<b>5.88</b>	

**Deep River Nursery School Cooperative**

87 Brockhouse Way Rm. 151

P.O. Box 2048

Deep River, ON

K0J 1P0

613-584-9381

<b>Program</b>	<b>Scores</b>		
<b>Toddler</b> Infant/Toddler Environment Rating Scale ( <b>ITERS</b> )  <b>Baseline:</b> October 15, 2010	<b>ITERS</b>	<b>July 26, 2011</b>	
	Space and Furnishings	4.2	
	Personal Care Routines	2.5	
	Listening and Talking	3.67	
	Activities	3.44	
	Interaction	4	
	Program Structure	2.33	
	Parents and Staff	3	
	<b>Total</b>	<b>3.3</b>	
<b>Preschool</b> Early Childhood Environment Rating Scale ( <b>ECERS</b> )  <b>Baseline:</b> June 22, 2010	<b>ECERS</b>	<b>Oct. 13, 2010</b>	<b>July 12, 2011</b>
	Space and Furnishings	3.5	4
	Personal Care Routines	2.67	4
	Language-Reasoning	2.75	3.75
	Activities	3.33	4
	Interaction	3	5.6
	Program Structure	3.6	4.25
	Parents and Staff	5.33	4.67
	<b>Total</b>	<b>3.49</b>	<b>4.29</b>
<b>School-Age</b> School-Age Care Environment Rating Scale ( <b>SACERS</b> )  <b>Baseline:</b> October 15, 2010	<b>SACERS</b>		
	Space and Furnishings		
	Health and Safety		
	Activities		
	Interactions		
	Program Structure		
	Staff Development		
	Special Needs		
	<b>Total</b>		

**Ketcha Star Daycare**  
64 Maple Street, Eganville, ON K0J 1T0 613-628-1657

<b>Program</b>	<b>Scores</b>		
<b>Toddler</b> Infant/Toddler Environment Rating Scale ( <b>ITERS</b> )  <b>Baseline:</b> June 16, 2010	<b>ITERS</b>	<b>August 4, 2011</b>	
	Space and Furnishings	5	
	Personal Care Routines	4.17	
	Listening and Talking	6.67	
	Activities	5.67	
	Interaction	5.25	
	Program Structure	4.33	
	Parents and Staff	5.71	
	<b>Total</b>	<b>5.27</b>	
<b>Preschool A</b> Early Childhood Environment Rating Scale ( <b>ECERS</b> )  <b>Baseline:</b> April 13, 2010	<b>ECERS</b>	<b>July 28, 2011</b>	
	Space and Furnishings	4.88	
	Personal Care Routines	5	
	Language-Reasoning	6.25	
	Activities	4.67	
	Interaction	6.6	
	Program Structure	7	
	Parents and Staff	5	
	<b>Total</b>	<b>5.38</b>	
<b>Preschool B</b> Early Childhood Environment Rating Scale ( <b>ECERS</b> )  <b>Baseline:</b> April 13, 2010	<b>ECERS</b>	<b>August 2, 2011</b>	
	Space and Furnishings	5	
	Personal Care Routines	3.67	
	Language-Reasoning	5.25	
	Activities	4.67	
	Interaction	6.2	
	Program Structure	5.75	
	Parents and Staff	4.2	
	<b>Total</b>	<b>4.88</b>	
<b>Kindergarten</b> Early Childhood Environment Rating Scale ( <b>ECERS</b> )  <b>Baseline:</b> April 14, 2010	<b>ECERS</b>		
	Space and Furnishings		
	Personal Care Routines		
	Language-Reasoning		
	Activities		
	Interaction		
	Program Structure		
	Parents and Staff		
	<b>Total</b>		
<b>School-Age</b> School-Age Care Environment Rating Scale ( <b>SACERS</b> )  <b>Baseline:</b> June 16, 2010	<b>SACERS</b>		
	Space and Furnishings		
	Health and Safety		
	Activities		
	Interactions		
	Program Structure		
	Staff Development		
	Special Needs		
	<b>Total</b>		

**Kidd's Learning Centre**  
 57 McLachlin St. South  
 Arnprior, ON  
 K7S 2Z1  
 613-622-1212

<b>Program</b>	<b>Scores</b>			
<b>Infant</b> Infant/Toddler Environment Rating Scale <b>(ITERS)</b>  <b>Baseline:</b> March 1, 2010	<b>ITERS</b>	<b>June 15, 2010</b>	<b>Sept. 2, 2010</b>	<b>June 16, 2011</b>
	Space and Furnishings	3.8	4.6	3.2
	Personal Care Routines	2.16	3.83	4.83
	Listening and Talking	5.66	4.67	5.67
	Activities	3.5	3.88	4.13
	Interaction	5	5.75	6.25
	Program Structure	5.25	5.33	6
	Parents and Staff	3.85	4.86	4.33
	<b>Total</b>	<b>3.92</b>	<b>4.56</b>	<b>4.69</b>
<b>Toddler</b> Infant/Toddler Environment Rating Scale <b>(ITERS)</b>  <b>Baseline:</b> March 16, 2010	<b>ITERS</b>	<b>June 14, 2010</b>	<b>Sept. 3, 2010</b>	<b>June 30, 2011</b>
	Space and Furnishings	4	3.8	3.2
	Personal Care Routines	5.5	3.17	6
	Listening and Talking	6	5	6.7
	Activities	2.8	4.78	5.33
	Interaction	6.25	5.5	6
	Program Structure	5.33	4.75	6
	Parents and Staff	5	4.86	5
	<b>Total</b>	<b>4.67</b>	<b>4.5</b>	<b>5.34</b>
<b>Preschool</b> Early Childhood Environment Rating Scale <b>(ECERS)</b>  <b>Baseline:</b> February 17, 2010	<b>ECERS</b>	<b>June 8, 2010</b>	<b>Aug. 26, 2010</b>	<b>June 14, 2011</b>
	Space and Furnishings	3.88	4	4.25
	Personal Care Routines	4.17	2.83	3
	Language-Reasoning	3.25	3.25	5.5
	Activities	2.89	2.89	4.3
	Interaction	6	3	4.4
	Program Structure	4.75	2.75	4.25
	Parents and Staff	6.4	5.5	5
	<b>Total</b>	<b>4.48</b>	<b>3.5</b>	<b>4.37</b>

**Leaps & Bounds Children's Centre**

225 Baskin Drive  
 Arnprior, ON  
 K7S 3G8  
 613-623-8212

<b>Program</b>	<b>Scores</b>		
<b>Toddler</b> Infant/Toddler Environment Rating Scale ( <b>ITERS</b> )  <b>Baseline:</b> August 5, 2010	<b>ITERS</b>	<b>June 15, 2011</b>	
	Space and Furnishings	5.2	
	Personal Care Routines	4.67	
	Listening and Talking	7	
	Activities	4.22	
	Interaction	5.5	
	Program Structure	4	
	Parents and Staff	5.43	
	<b>Total</b>	<b>5</b>	
<b>Preschool</b> Early Childhood Environment Rating Scale ( <b>ECERS</b> )  <b>Baseline:</b> March 18, 2010	<b>ECERS</b>	<b>June 23, 2011</b>	
	Space and Furnishings	6.5	
	Personal Care Routines	6	
	Language-Reasoning	6	
	Activities	5.6	
	Interaction	6.6	
	Program Structure	6	
	Parents and Staff	5.5	
	<b>Total</b>	<b>6</b>	
<b>Kindergarten</b> Early Childhood Environment Rating Scale ( <b>ECERS</b> )  <b>Baseline:</b> June 24, 2010	<b>ECERS</b>	<b>June 22, 2011</b>	
	Space and Furnishings	6	
	Personal Care Routines	6.2	
	Language-Reasoning	5.75	
	Activities	5.3	
	Interaction	6.6	
	Program Structure	7	
	Parents and Staff	6	
	<b>Total</b>	<b>6</b>	
<b>School-Age</b> School-Age Care Environment Rating Scale ( <b>SACERS</b> )  <b>Baseline:</b> June 24, 2010	<b>SACERS</b>	<b>June 15, 2011</b>	
	Space and Furnishings	5.18	
	Health and Safety	6.25	
	Activities	4.13	
	Interactions	5.56	
	Program Structure	5	
	Staff Development	4	
	Special Needs	7	
	<b>Total</b>	<b>5.40</b>	

**Pineridge Children's Centre**  
32 Ewen Street, Arnprior, ON K7S 2B2 613-623-5477

<b>Program</b>	<b>Scores</b>		
<b>Infant</b> Infant/Toddler Environment Rating Scale ( <b>ITERS</b> )  <b>Baseline:</b> August 24, 2010	<b>ITERS</b>	<b>June 2, 2011</b>	
	Space and Furnishings	6.2	
	Personal Care Routines	4.5	
	Listening and Talking	6	
	Activities	4.25	
	Interaction	6.75	
	Program Structure	4.33	
	Parents and Staff	5.71	
	<b>Total</b>	<b>5.28</b>	
<b>Toddler</b> Infant/Toddler Environment Rating Scale ( <b>ITERS</b> )  <b>Baseline:</b> August 25, 2010	<b>ITERS</b>	<b>June 1, 2011</b>	
	Space and Furnishings	5	
	Personal Care Routines	3.5	
	Listening and Talking	5	
	Activities	3.22	
	Interaction	3	
	Program Structure	3.33	
	Parents and Staff	5.57	
	<b>Total</b>	<b>4.08</b>	
<b>Preschool</b> Early Childhood Environment Rating Scale ( <b>ECERS</b> )  <b>Baseline:</b> July 14, 2010	<b>ECERS</b>	<b>June 6, 2011</b>	
	Space and Furnishings	5.25	
	Personal Care Routines	5	
	Language-Reasoning	3.75	
	Activities	4.89	
	Interaction	4.2	
	Program Structure	5	
	Parents and Staff	6.33	
	<b>Total</b>	<b>5</b>	
<b>Kindergarten</b> Early Childhood Environment Rating Scale ( <b>ECERS</b> )  <b>Baseline:</b> February 18, 2010	<b>ECERS</b>	<b>June 29, 2011</b>	
	Space and Furnishings	4.88	
	Personal Care Routines	6.4	
	Language-Reasoning	7	
	Activities	5	
	Interaction	5.6	
	Program Structure	6.67	
	Parents and Staff	5.2	
	<b>Total</b>	<b>5.58</b>	
<b>School-Age</b> School-Age Care Environment Rating Scale ( <b>SACERS</b> )  <b>Baseline:</b> February 18, 2010	<b>SACERS</b>	<b>June 29, 2011</b>	
	Space and Furnishings	5.55	
	Health and Safety	6.25	
	Activities	5.25	
	Interactions	6.63	
	Program Structure	7	
	Staff Development	7	
	Exceptional Children	7	
	<b>Total</b>	<b>6.15</b>	

**Wise Owl Day Care Centre Pembroke**  
 151 Isabella Street  
 Pembroke, ON  
 K8A 5S8  
 613-735-2323

<b>Program</b>	<b>Scores</b>		
<b>Toddler A</b> Infant/Toddler Environment Rating Scale ( <b>ITERS</b> )  <b>Baseline:</b> December 8, 2010	<b>ITERS</b>		
	Space and Furnishings		
	Personal Care Routines		
	Listening and Talking		
	Activities		
	Interaction		
	Program Structure		
	Parents and Staff		
	<b>Total</b>		
<b>Toddler B</b> Infant/Toddler Environment Rating Scale ( <b>ITERS</b> )  <b>Baseline:</b> December 9, 2010	<b>ITERS</b>		
	Space and Furnishings		
	Personal Care Routines		
	Listening and Talking		
	Activities		
	Interaction		
	Program Structure		
	Parents and Staff		
	<b>Total</b>		
<b>Toddler C</b> Infant/Toddler Environment Rating Scale ( <b>ITERS</b> )  <b>Baseline:</b> December 10, 2010	<b>ITERS</b>		
	Space and Furnishings		
	Personal Care Routines		
	Listening and Talking		
	Activities		
	Interaction		
	Program Structure		
	Parents and Staff		
	<b>Total</b>		
<b>Toddler D</b> Infant/Toddler Environment Rating Scale ( <b>ITERS</b> )  <b>Baseline:</b> December 14, 2010	<b>ITERS</b>		
	Space and Furnishings		
	Personal Care Routines		
	Listening and Talking		
	Activities		
	Interaction		
	Program Structure		
	Parents and Staff		
	<b>Total</b>		

<b>Program</b>	<b>Scores</b>		
<b>Preschool A</b> Early Childhood Environment Rating Scale ( <b>ECERS</b> )  <b>Baseline:</b> December 2, 2010	<b>ECERS</b>	<b>June 21, 2010</b>	
	Space and Furnishings	5.38	
	Personal Care Routines	4.83	
	Language-Reasoning	7	
	Activities	4.33	
	Interaction	6.8	
	Program Structure	6.8	
	Parents and Staff	6.6	
	<b>Total</b>	<b>5.71</b>	
<b>Preschool B</b> Early Childhood Environment Rating Scale ( <b>ECERS</b> )  <b>Baseline:</b> December 3, 2010	<b>ECERS</b>		
	Space and Furnishings		
	Personal Care Routines		
	Language-Reasoning		
	Activities		
	Interaction		
	Program Structure		
	Parents and Staff		
	<b>Total</b>		
<b>Preschool C</b> Early Childhood Environment Rating Scale ( <b>ECERS</b> )  <b>Baseline:</b> December 7, 2010	<b>ECERS</b>		
	Space and Furnishings		
	Personal Care Routines		
	Language-Reasoning		
	Activities		
	Interaction		
	Program Structure		
	Parents and Staff		
	<b>Total</b>		
<b>Preschool D</b> Early Childhood Environment Rating Scale ( <b>ECERS</b> )  <b>Baseline:</b> January 20, 2011	<b>ECERS</b>		
	Space and Furnishings		
	Personal Care Routines		
	Language-Reasoning		
	Activities		
	Interaction		
	Program Structure		
	Parents and Staff		
	<b>Total</b>		
<b>Kindergarten A</b> Early Childhood Environment Rating Scale ( <b>ECERS</b> )  <b>Baseline:</b>	<b>ECERS</b>		
	Space and Furnishings		
	Personal Care Routines		
	Language-Reasoning		
	Activities		
	Interaction		
	Program Structure		
	Parents and Staff		
	<b>Total</b>		
<b>Kindergarten B</b>	<b>ECERS</b>		

<b>Program</b>	<b>Scores</b>		
<b>Early Childhood Environment Rating Scale (ECERS)</b>  <b>Baseline:</b>	Space and Furnishings		
	Personal Care Routines		
	Language-Reasoning		
	Activities		
	Interaction		
	Program Structure		
	Parents and Staff		
	<b>Total</b>		
<b>School-Age A School-Age Care Environment Rating Scale (SACERS)</b>  <b>Baseline:</b>	<b>SACERS</b>		
	Space and Furnishings		
	Health and Safety		
	Activities		
	Interactions		
	Program Structure		
	Staff Development		
	Special Needs		
<b>Total</b>			
<b>School-Age B School-Age Care Environment Rating Scale (SACERS)</b>  <b>Baseline:</b>	<b>SACERS</b>		
	Space and Furnishings		
	Health and Safety		
	Activities		
	Interactions		
	Program Structure		
	Staff Development		
	Special Needs		
<b>Total</b>			

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JAN 13 2012



Preschool Speech  
& Language Program

1100 Pembroke Street East

Pembroke, ON K8A 6Y7

Tel: 613-732-7007

Fax: 613-732-3522

**The preschool speech and language program for Renfrew County will be holding screening clinics free of charge during the months of January-June 2012 at the following locations:**

Petawawa	Feb 1/12	2:00 pm - 3:30 pm.	PMFRC SOUTH SIDE 1578 WOLFE AVE
Renfrew	February 16/12	1:30 pm - 3:00 pm	ST. FRANCIS PARISH HALL 331 PLAUNT ST.
Pembroke	March 2/12	10:00 am - 12:00	PEMBROKE PUBLIC LIBRARY
Arnprior	March 8/12	10:00 am - 11:30 am	ARNPRIOR PUBLIC LIBRARY 21 MADAWASKA STREET
Deep River	April 5/12	10:00 am - 11:30 am	FEN Early Years 87 Brockhouse Way
Eganville	April 18/12	10:00 am - 11:30 am	GRACE LUTHERN CHURCH 14 BONNECHERE ST. W.
Petawawa	May 2/12	2:00 pm - 3:30 pm.	PMFRC SOUTH SIDE 1578 WOLFE AVE
Renfrew	June 21/12	1:30 pm - 3:00 pm	ST. FRANCIS PARISH HALL 331 PLAUNT ST.

Sprouting Speech (613)732-7007 • 1-888-421-2222

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## **POLICY STATEMENT**

The County of Renfrew will establish consistent overpayment and recovery procedures that will outline how overpayments are ~~established~~ **determined**, and when recoveries will occur, as well as establish recovery rates and procedures.

## **PROCEDURE**

### 1. Standards of Information

At the time of determining initial eligibility **and with each subsequent review**, the Child Care Eligibility Coordinator will inform all ~~a~~Applicants of the nature of the fee subsidy they will receive. The Rights and Responsibilities form is designed to inform the ~~a~~Applicant(s) ~~regarding~~ ~~of~~ their responsibilities ~~in to~~ ~~providing~~ information to the Child Care Eligibility Coordinator in order that eligibility can be maintained accurately. It is important at the time of initial eligibility **and with each subsequent review**, that the Child Care Eligibility Coordinator is satisfied that the ~~a~~Applicant(s) understands their responsibilities. As such, the Child Care Eligibility Coordinator will explain the Rights and Responsibilities form to the ~~a~~Applicant(s) in a manner that is easily understood. **The Applicant(s) signature(s) on the Rights and Responsibilities form constitutes the Applicant(s) understanding and agreement of all rights and responsibilities.**

### 2. What is an Overpayment?

Overpayments may occur in situations where the ~~a~~Applicant(s) provides incorrect information regarding their financial circumstances or activity, and/or fails to notify the Child Care Eligibility Coordinator when changes affecting eligibility have occurred. An overpayment is the difference between the amount of fee subsidy paid on behalf of the ~~a~~Applicant(s) less the amount that actually should have been paid according to their circumstances. **Overpayments are amounts owing to the County of Renfrew.**

Overpayments are established when a fee subsidy was paid on behalf of an ~~a~~Applicant(s) that he or she was not eligible to receive. Applicants must report any changes in, ~~employment~~ **activity, address**, and/or child circumstances (i.e. custody) to the Child Care Eligibility Coordinator as they occur. ~~r. Verification of these changes may will~~ also be required. ~~as they occur.~~ The Rights and Responsibilities form signed by the ~~a~~Applicant(s) at the time of initial eligibility informs ~~them~~ **the Applicant(s)** of their

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responsibility to report all changes that could affect eligibility for fee subsidy or a change in eligible hours of care (i.e. change in child custody, ~~loss of~~ **reduced hours of** employment, etc.).

### 3. Notice of Change of Circumstance

~~At the time of receiving information which alters eligibility for the fee subsidy, the Child Care Eligibility Coordinator will inform the applicant regarding the change in their fee subsidy eligibility. Applicants may inform the Eligibility Coordinator of the any changes new information in person, by telephone or in writing. Where the notification is verbal (in person or telephone) the Child Care Eligibility Coordinator will input enter a brief Case Note in the Ontario Child Care Management System Case Notes. The Eligibility Coordinator will also and notify the Applicant(s) of the effect of the information will have on current eligibility, and the new parental contribution and/or the amount of eligible care. If the new information affects the parent contribution amount or eligible hours of care, the Child Care Eligibility Coordinator will notify the provider and the Applicant(s) in writing. See Policy CC-06 Fee Subsidy Monitoring Eligibility.~~

**Applicant(s) in receipt of Ontario Works (OW) or Ontario Disability Support Program (ODSP) will be encouraged to notify their Child Care Eligibility Coordinator of changes to their status with OW or ODSP as they occur. When an Eligibility Coordinator receives information that an Applicant's OW/ODSP status has changed, an income test will be completed. However, if income test results indicate a parent fee is now applicable, an overpayment will not be applied.**

### 4. Documentation

**Overpayments are applied after a review of all available information has taken place and it is clearly substantiated and verified – in terms of both amounts and applicable timeframes – that an Applicant(s) has received fee subsidy which s/he was not eligible for. Where there is conflicting evidence or documentation has not been submitted, an overpayment should NOT be applied.**

**All overpayments must be documented in a Case Note which describes the circumstances surrounding the overpayment, the Child Care Eligibility Coordinator's actions, the change in eligibility and the total overpayment incurred. In situations of existing overpayments, the new calculated amount owing will be added to the previous overpayment and both overpayments will be clearly identified**

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in the Case Note.

In situations where an Applicant refuses or is unable to provide verification documents, the Applicant(s) will be deemed ineligible for any further fee subsidies. A 'Notice of Fee Subsidy Cancellation' letter shall be issued to inform the Applicant(s) their fee subsidy has been cancelled, as per Policy # CC-08 Fee Subsidy Case Closure . A 'Condition for Future Fee Subsidy Consideration' letter will also be mailed to the Applicant(s) to advise them of outstanding documents that must be submitted prior to receiving future fee subsidies. Special consideration will be given in situations where obtaining the required documents would cause extreme hardship or is not within the control of the Applicant(s).

#### 4.5. ~~Recovering~~ **Applying** Overpayments

If the Child Care Eligibility Coordinator receives information from the recipient informing them of a change which occurred prior to the present date and the changes decrease the amount of eligible fee subsidy, an overpayment will result. ~~The Child Care Eligibility Coordinator should ensure that a Rights and Responsibilities form has been completed within the last twelve months and is present on file.~~

If **at any time** an ~~a~~Applicant provides inaccurate or incomplete information, ~~at the time of the fee subsidy eligibility assessment,~~ and this information would have affected their parent contribution or eligible hours of care, an overpayment will result. **In situations where an overpayment is incurred during a time where there is more than one fee subsidy Applicant - all Applicants will equally share responsibility for the calculated overpayment.**

Retroactive calculations must be completed by using the ~~correct~~ **submitted** information to determine the overpayment amount. These calculations must be documented in the ~~narrative~~ **Case Note** explaining the circumstances involved in the creation of the overpayment and whether the circumstances were within the control of the ~~a~~Applicant(s). **In circumstances where the total calculated overpayment is \$10.00 or less, this amount will not be recovered from the Applicant(s). The Child Care Eligibility Coordinator will consider all circumstances based on available information and will make a recommendation to the Manager of Child Care Services. The Child Care Eligibility Coordinator will** ~~The Manager of Child Care Services will~~ notify the client in writing of the outcome of the overpayment review as well as their right to **request an Internal Review of the decision (see Policy # CC-16 Complaint Resolution and**

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~~Appeals). appeal the decision.~~

**In situations where an overpayment is incurred for an on-going fee subsidy Applicant(s), the Applicant(s) may continue to receive fee subsidies provided all other eligibility conditions continue to be met and overpayment resolutions are agreed upon by all parties.**

**An administrative overpayment is regarded as an office error. In situations where it has been determined that the overpayment is a result of an administrative error, recovery from the Applicant(s) will not occur. The Child Care Eligibility Coordinator will create a case note identifying the circumstances which led to the administrative error as well as the recommendation to record the situation as an administrative overpayment.**

5. ~~Documentation~~

~~All overpayments must be documented in a Case Note. This should describe the circumstances surrounding the overpayment, the Child Care Eligibility Coordinator's actions, the change in eligibility and the total overpayment incurred. If an overpayment already exists, this will be mentioned in the report, and the new total amount owing calculated. If the overpayment is determined to be uncollectible, the circumstance supporting this decision should be stated clearly. However, the applicant incurring the uncollectible overpayment risks ineligibility of any further fee subsidy until such a time as the overpayment is collected.~~

6. Notification

All recipients ~~Applicant(s)~~ with overpayments will be notified in writing **of the following:**

- ~~that an overpayment has been incurred;~~
- ~~, the amount of the overpayment;~~
- ~~the reason(s) for the overpayment;~~
- **responsibility to contact Eligibility Coordinator to negotiate repayment terms and sign an agreement by due date (ten business days); and**
- ~~as well as the process for an Internal Review.~~

7. ~~Collection of Recovering Overpayments~~

~~Collection for ongoing clients of overpayments involving fee subsidy may be collected as an account receivable of the County of Renfrew. However, in some cases, overpayments~~

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~~will be collected by the licensed childcare provider. The entire amount is expected to be paid or suitable arrangements must be negotiated with the Child Care Eligibility Coordinator.~~

In arranging for repayment terms, a written signed agreement will constitute “acceptable arrangements”. Each ~~Repayment~~ **Agreement** will include:

- a) ~~The total amount to be repaid;~~ **The time period for which the overpayment was incurred;**
- b) **The total amount to be repaid;**
- a) ~~\_\_\_\_\_~~
- c) **Monthly payments not less than 10% of the original total balance owed;**
- b) ~~Monthly payments not less than 10% of the total amount owed;~~
- e) ~~The manner in which payments will be made (certified cheque or money order);~~
- d) The fact that payments must be made on time regardless of postal strikes or poor mail delivery; ~~and~~
- e) ~~A~~ **written understanding that the full amount may become due immediately failure to make the payments agreed to will constitute the full amount becoming due and owing should there be a default in the Repayment Agreement. In such cases, Eligibility for continued fee subsidy will end and court action for recovery of the amount may occur; and-**
- e)f) **The negotiated Repayment Agreement must be signed by the Applicant(s), the designated Eligibility Coordinator, and approved by the Manager of Child Care Services (or designate).**

**Overpayments will be collected by the licensed child care provider in the form of increased daily parental fees. The agreed upon repayment amount will be added to the daily parent contribution as previously determined by the income test, thereby reducing the same amount payable by the County of Renfrew Child Care Services. To ensure the Repayment Agreement is honoured, the Applicant(s) must submit verification to their Eligibility Coordinator of monthly payments made to their licensed child care provider.**

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**In situations where the Applicant(s) can demonstrate that the minimum 10% repayment would cause extreme hardship, consideration will be given to negotiating an acceptable repayment amount and/or temporarily suspending repayment. If the overpayment is determined to be uncollectible, the circumstance supporting this decision should be stated clearly in Ontario Child Care Management System Case Notes. However, the Applicant(s) incurring the uncollectible overpayment risks ineligibility of any further fee subsidy until such a time as the overpayment is collected.**

In circumstances of ~~re-application~~ where the outstanding **minimum monthly repayment** owed is more than the monthly parent contribution to be paid, eligibility for the fee subsidy will be denied. If all other eligibility factors are considered and the individual re-applying would normally be eligible for the fee subsidy, they will be given the option of providing full payment to ~~the County of Renfrew~~ to eliminate the overpayment. Eligibility for ~~the~~ fee subsidy will then be granted.

**In the case of file closure with outstanding overpayments where a child continues to attend a licensed child care centre within the County of Renfrew, as per Manager of Child care Services, verification of full fee payment to a licensed child care provider may be used to reduce the overpayment. In such cases, Applicant(s) may be given the option of negotiating a Repayment Agreement to pay full child care costs directly to their licensed child care provider in the County of Renfrew in order to reduce their overpayment.**

In the case of file closures **with outstanding overpayments where a Repayment Agreement has not been negotiated**, ~~s, the case file will be forwarded to the Manager of Child Care Services for collection. Recovery of the overpayment is expected to occur in a timely fashion. Ineligibility for a future fee subsidy will result until the outstanding overpayment is resolved. due to an outstanding overpayment. For inactive cases, the file will be transferred to the Manager of Child Care Services for collection in cooperation with the Finance Department or in some circumstances, a collection agency may be utilized.~~

#### 8. Parental Contribution Arrears

**An arrear is a sum owed to the licensed child care provider and includes the Applicant(s) financial obligation to their respective childcare provider for non-payment of exceeded vacation/absent/sick days.** In circumstances where a recipient has defaulted in their parental contribution to the provider, the provider is required to

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advise the County of Renfrew within thirty days of the first default. The provider must submit copies of all outstanding invoices and/or statement of account. The County of Renfrew will review all documentation and may cancel further fee subsidy until the outstanding parent fees are paid in full. This is according to the aApplicant(s)'s financial obligation to the provider as outlined in their Rights & Responsibilities form. Upon mutual agreement between the aApplicant(s) and provider, a suitable repayment arrangement may be negotiated. **In such cases, written confirmation from the child care provider will be requested in order for fee subsidy to continue.**

The Service Provider may charge parents additional sums in the event that a child enrolled receives extra hours of care, separately agreed upon (outside of the Fee Subsidy Agreement approval). Arrears incurred in this arrangement would not constitute an overpayment within the County of Renfrew Fee Subsidy program and is strictly between the aApplicant(s) and the Provider. The County of Renfrew discourages the practice of user fees.

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**COUNTY OF RENFREW**

**BY-LAW NUMBER - 12**

**A BY-LAW TO AMEND BY-LAW 58-09 - CORPORATE POLICIES AND PROCEDURES FOR CHILD CARE SERVICES FOR THE COUNTY OF RENFREW**

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WHEREAS on April 29, 2009 the Corporation of the County of Renfrew enacted By-law No. 58-09, being a By-law to establish Corporate Policies and Procedures for Child Care Services for the County of Renfrew, as amended on September 30, 2009; April 28, 2010;

AND WHEREAS it is deemed desirable and expedient to amend the said By-law for the purpose of amending an existing policy;

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

1. That Policy CC-07 as set out in Schedule "A" of the said By-law 58-09 be repealed.
2. That the following policy attached to this By-law be hereby enacted as an amendment to the said By-law 58-09:
  - CC-07 – Fee Subsidy Overpayment and Recoveries
3. That this By-law shall come into force and take effect upon the passing thereof.

READ a first time this 22nd day of February, 2012.

READ a second time this 22nd day of February, 2012.

READ a third time and finally passed this 22nd day of February, 2012.

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ROBERT SWEET, WARDEN

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W. JAMES HUTTON, CLERK