



The Regional Municipality of Durham

Health and Social Services Committee Agenda

Thursday, October 5, 2023, 9:30 a.m.

Regional Council Chambers

Regional Headquarters Building

605 Rossland Road East, Whitby

If this information is required in an accessible format, please contact 1-800-372-1102 ext. 2097.

Note: This meeting will be held in a hybrid meeting format with electronic and in-person participation. Committee meetings may be [viewed via live streaming](#).

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4. Statutory Public Meetings	
There are no statutory public meetings	
5. Presentations	
5.1 Troy Cheseboro, Chief, Region of Durham Paramedic Services Re: Region of Durham Paramedic Services Overview	9
6. Delegations	
6.1 Michelle Brooks, Executive Director, Participation House, Lisa McNee-Baker, Executive Director, Community Living Ajax, Pickering, and Whitby, and Mark Grant, Area Manager, Adult Protective Services, Family Services Durham Re: Affordable and Supportive Housing for People with Developmental Disabilities in Durham Region	
6.2 Mike Leufkens, Whitby Resident (Virtual Attendance) Re: Proposed 1635 Dundas Street Shelter	
6.3 Deborah Schroeder, Durham Resident (Virtual Attendance) Re: Proposed 1635 Dundas Street Shelter	

- 6.4 Saad Ashraft, Whitby Resident (In-Person Attendance)
Re: Proposed 1635 Dundas Street Shelter
- 6.5 Bob Hartley, Durham Resident (Virtual Attendance)
Re: Proposed 1635 Dundas Street Shelter
- 6.6 Windhy Susanto, Whitby Resident (Virtual Attendance)
Re: Proposed 1635 Dundas Street Shelter

7. Health

- 7.1 Correspondence
- 7.2 Reports
There are no Health reports to be considered

8. Social Services

- 8.1 Correspondence
- 8.2 Reports
 - a. Report #2023-SS-11 20
Standardization and Supply of Food Rethermalization
Equipment for the Regional Municipality of Durham's Long-
Term Care Homes
 - b. Report #2023-SS-12 24
Supply and Service of Lift Equipment for the Regional
Municipality of Durham's Long-Term Care Homes

9. Advisory Committee Resolutions

There are no advisory committee resolutions to be considered

10. Confidential Matters

There are no confidential matters to be considered

11. Other Business

12. Date of Next Meeting

Thursday, November 9, 2023 at 9:30 AM

13. Adjournment

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The Regional Municipality of Durham

MINUTES

HEALTH & SOCIAL SERVICES COMMITTEE

Thursday, September 7, 2023

A regular meeting of the Health & Social Services Committee was held on Thursday, September 7, 2023 in the Council Chambers, Regional Headquarters Building, 605 Rossland Road East, Whitby, Ontario at 9:30 AM. Electronic participation was offered for this meeting.

1. Roll Call

Present: Councillor Roy, Chair
Councillor Dies, Vice-Chair
Councillor Anderson
Councillor Brenner*
Councillor Carter*
Councillor Foster*
Councillor Jubb*
Regional Chair Henry
*** denotes Councillors participating electronically**

Also
Present: Councillor Schummer*
Councillor Wotten*
*** denotes Councillors participating electronically**

Staff
Present: M. Barta, Systems Support Specialist, Corporate Services – IT
E. Baxter-Trahair, Chief Administrative Officer
C. Boyd, Solicitor, Chief Administrative Office – Legal Services
A. Chung, Systems Support Specialist, Corporate Services – IT
S. Ciani, Committee Clerk, Corporate Services – Legislative Services
S. Danos-Papaconstantinou, Commissioner of Social Services
J. Dixon, Director, Business Affairs and Finance Management, Social Services
J. Gaskin, Director, Children's Services, Social Services
M. Grant, Area Manager, Family Services Durham
R. Hirstwood-Judd, Supervisor, Adult Protective Services, Family Services
B. Holmes, General Manager, Durham Region Transit
J. Hunt, Director of Legal Services, Chief Administrative Office – Legal Services
M. Laschuk, Director, Family Services, Social Services
L. McIntosh, Director, Income & Employment Support, Social Services
P. McTavish, Associate Medical Officer of Health
A. Robins, Director, Housing Services, Social Services
A. Skan, Manager, Housing Services, Social Services

K. Smith, Committee Clerk, Corporate Services – Legislative Services
C. Taylor, Manager, Budgets & Finance, Social Services
N. Taylor, Commissioner of Finance
T. Tyner Cavanagh, Manager, Strategic Initiatives and Partnerships
V. Walker, Committee Clerk, Corporate Services – Legislative Services
B. Wall, Manager, Population Health

2. Declarations of Interest

There were no declarations of interest.

3. Adoption of Minutes

Moved by Councillor Anderson, Seconded by Councillor Dies,
(38) That the minutes of the regular Health & Social Services Committee
meeting held on Thursday, June 8, 2023, be adopted.

CARRIED

4. Statutory Public Meetings

There were no statutory public meetings.

5. Presentations

5.1 Becky Wall, Manager, Population Health, re: School Health

Becky Wall, Manager, Population Health, provided a PowerPoint presentation with regards to School Health.

Highlights of the presentation included:

- Ontario Public Health Standards
- Guidelines
- What is a Healthy School?
- Comprehensive School Health
- Foundations for a Healthy School
- Durham Region Health Department Approach
- Local Trends
- Initiatives in Schools

B. Wall responded to questions with regards to which level of schooling the program is targeting; whether there is a similar program available for post secondary schooling; the root cause of increased smoking and vaping in older children and ways to decrease smoking and vaping in older children; programs available for children with mental health issues to help them meet the curriculum standards; and whether there are options available to have vaping banned in Ontario and Canada.

5.2 Rachel Hirstwood-Judd, Supervisor, Adult Protective Services, Family Services Durham, and Mark Grant, Area Manager, Family Services Durham, re: Adult Protective Services – Innovative Partnerships and Housing Stability

Rachel Hirstwood-Judd, Supervisor, Adult Protective Services, Family Services Durham, and Mark Grant, Area Manager, Family Services Durham, provided a PowerPoint presentation with regards to Adult Protective Services – Innovative Partnerships and Housing Stability.

Highlights of the presentation included:

- Case Management Services
- Adult Protective Services (APS) Provides Advocacy
- APS Program Service Philosophy
- Who would qualify for the APS program?
- Why we're developing and strengthening our partnerships and collaborations
- Primary Care Outreach Program (PCOP) / Mental Health Outreach Program (MHOP) – Working together to create a circle of support for individuals
- Region of Durham Housing
- Housing STATS
- Beaverton Supportive Housing
- Ontario Works
- Trustee
- Counselling
- Prompt Access to Single Session (PASS) Case Management
- Durham College Research Project

6. Delegations

6.1 James Meloche, CEO, Community Care Durham, and Melissa Rudan, Lead, Community Capital Development, Community Care Durham, re: Community Care Durham's Vision of Community Health and Wellness Hubs

James Meloche, CEO, Community Care Durham, participating electronically, provided a PowerPoint presentation with regards to Community Care Durham's Vision of Community Health and Wellness Hubs.

Highlights of the presentation included:

- Why we're here today
- Mission
- Vision
- Overview of Community Care Durham (CCD)
- CCD's Support of Durham Residents
- CCD – Trusted, Respected, Valued
- What is a Community Health and Wellness Centre?

- Our Community Health and Wellness Centres will address Critical Issues in Durham Region
- Community Health and Wellness Centre
- Community Health and Wellness Floorplan
- New Amenities
- Reception, Adult Day Program – Activity Area, Community Kitchen, Adult Day Program – Kitchen Area
- Benefits for Durham Region
- How We Will Measure Success
- People Value our Services
- Capital Campaign
- Why \$3 Million
- Help us Build for our Future

Moved by Regional Chair Henry, Seconded by Councillor Anderson,

(39) That the Health & Social Services Committee recommends that the following requests from Community Care Durham be referred to Finance staff for appropriate action and response:

- A) That Community Care Durham's concept of Community Health and Wellness Centres be endorsed;
- B) That the Region of Durham advocate for capital funding;
- C) That the Region of Durham help to remove the barriers that limit clients' ability to access our services through providing financial support; and
- D) That broader conversations and collaborations in Durham Region be fostered to address sustainable growth of an aging community, increasing mental health challenges, homelessness, immigration, and other important health and social issues.

CARRIED

7. Health

7.1 Correspondence

- A) Information Report #2023-INFO-74 of the Commissioner and Medical Officer of Health, re: Public Health Services to Support School Health, including Mental Health Promotion and Substance Use Prevention

Moved by Councillor Anderson, Seconded by Regional Chair Henry,

(40) That Information Report #2023-INFO-74 of the Commissioner and Medical Officer of health, re: Public Health Services to Support School Health, including Mental Health Promotion and Substance Use Prevention, be received for information.

CARRIED

7.2 Reports

A) Durham Nuclear Health Committee Membership (2023-MOH-5)

Report #2023-MOH-5 from R.J. Kyle, Commissioner and Medical Officer of Health, was received.

Moved by Regional Chair Henry, Seconded by Councillor Dies,
(41) That we recommend to Council:

That the following individuals be appointed to the Durham Nuclear Health Committee:

- i) Dr. Lubna Nazneen: Public Member – Ajax
- ii) Dr. Seewoosunkur Gopaul: Public Member – Pickering
- iii) Madison Kidd: Public Member (youth) – Oshawa
- iv) Madisen Wood: Public Member (youth) – Whitby
- v) Adam de Grosbois: Alternate Member – Clarington
- vi) Bill Rattan: Alternate Member – Whitby

CARRIED

8. **Social Services**

8.1 Correspondence

There were no communications to consider.

8.2 Reports

There were no Social Services Reports to consider.

9. **Advisory Committee Resolutions**

There were no advisory committee resolutions to be considered.

10. **Confidential Matters**

There were no confidential matters to be considered.

11. **Other Business**

11.1 Correspondence re: Homelessness National Emergency

Councillor Carter thanked the Regional Chair for submitting a letter on behalf of the Regional Chair and eight Mayors of Durham Region to the Honourable Justin Trudeau, Pierre Poilievre, Leader of the Official Opposition of Canada, and Jagmeet Singh, Party Leader of NDP, to declare homelessness a national emergency.

Regional Chair Henry advised that the letter was sent electronically and by registered mail to their respective ridings and the Premier and follow up will take place to ask what actions are going to be taken. He stated that the letter will also be sent to the Premier of Ontario and the same steps will be taken to follow up.

12. Date of Next Meeting

The next regularly scheduled Health & Social Services Committee meeting will be held on Thursday, October 5, 2023 at 9:30 AM in the Council Chambers, Regional Headquarters Building, 605 Rossland Road East, Whitby.

13. Adjournment

Moved by Councillor Anderson, Seconded by Regional Chair Henry,
(42) That the meeting be adjourned.

CARRIED

The meeting adjourned at 10:38 AM

Respectfully submitted,

E. Roy, Chair

K. Smith, Committee Clerk

Region of Durham Paramedic Services

Service Overview

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Prepared by: Troy Chaseboro
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October, 2023



Region of Durham Paramedic Services Call Statistics

- Request for ambulance service are prioritized into the following categories by the Central Ambulance Communications Centre, which is operated by the MOHLTC.
 - Code 1 (Low priority that can be delayed up to 30 minutes)
 - Code 2 (Low priority inter-facility transfer, time sensitive)
 - Code 3 (Urgent requiring immediate response)
 - Code 4 (Life threatening requiring immediate response)
 - Code 8 (Standby to provide strategically deployed coverage)

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Region of Durham Paramedic Services Call Statistics

- We responded to 48,025 priority Code 1 to 4 calls and 18,803 Code 8 calls from Jan to June of 2023
- Call response times are improving with the additional approved resources

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Region of Durham Paramedic Services MOH Review

- RDPS has just completed our Provincial Service Review.
- MOH identified a couple of areas they would like to see adjusted but were very happy overall with service and advised the Municipality is to be commended.

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October, 2023



Programs in Community Paramedicine:

- HISH – Funding provided by MOH
- CPLTC – Funding provided by MOH CPLTC
- Primary Care Outreach Program (PCOP) – Regionally Funded

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October, 2023

Total Clients in Community Programs

- 1,509
- This includes:
- HISH – 117
- CPLTC – 1,199
- PCOP - 193

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Clients onboarded July 1 – Sept 25



- HISH – 5
- CPLTC – 90
- PCOP - 16

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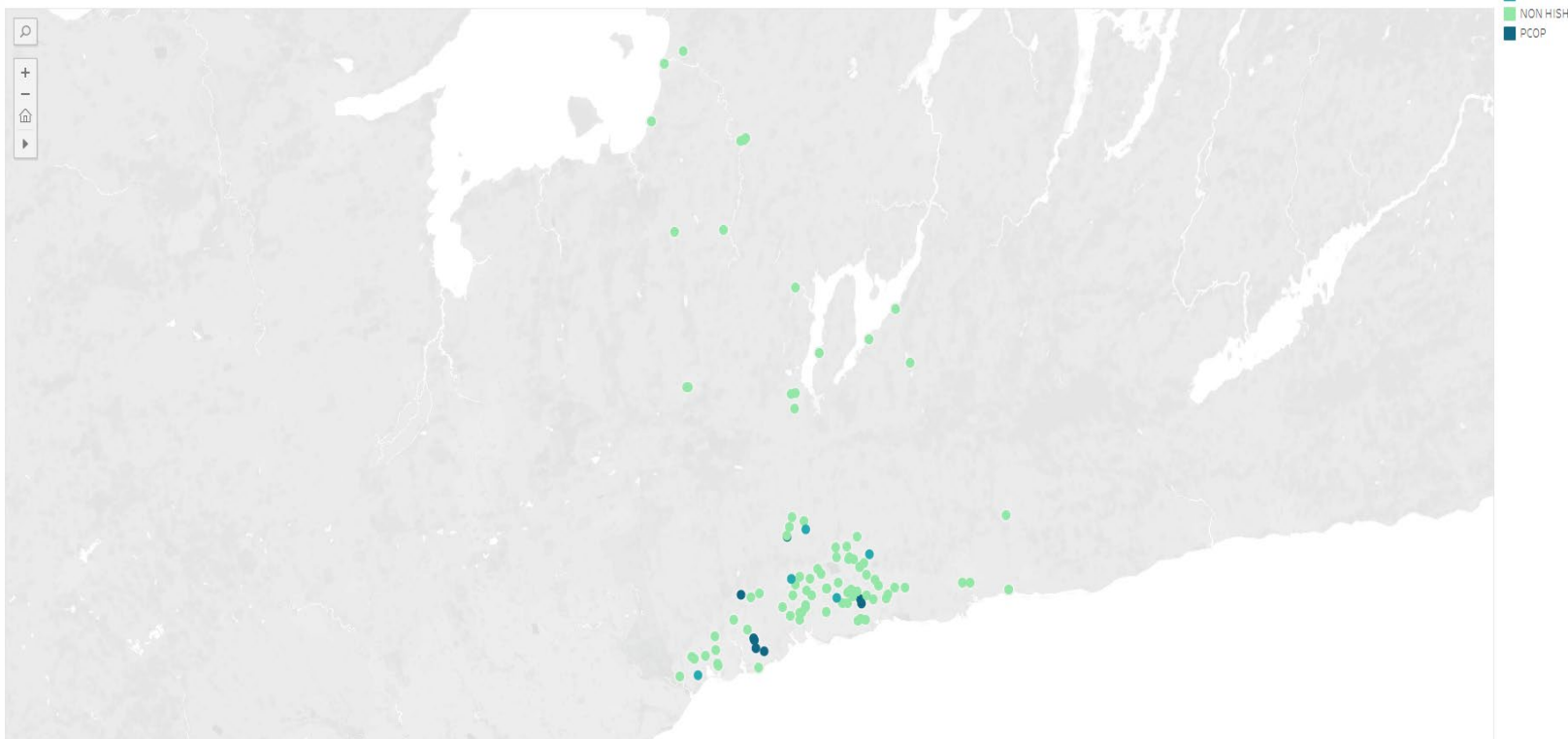
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New Clients by Geography



Map



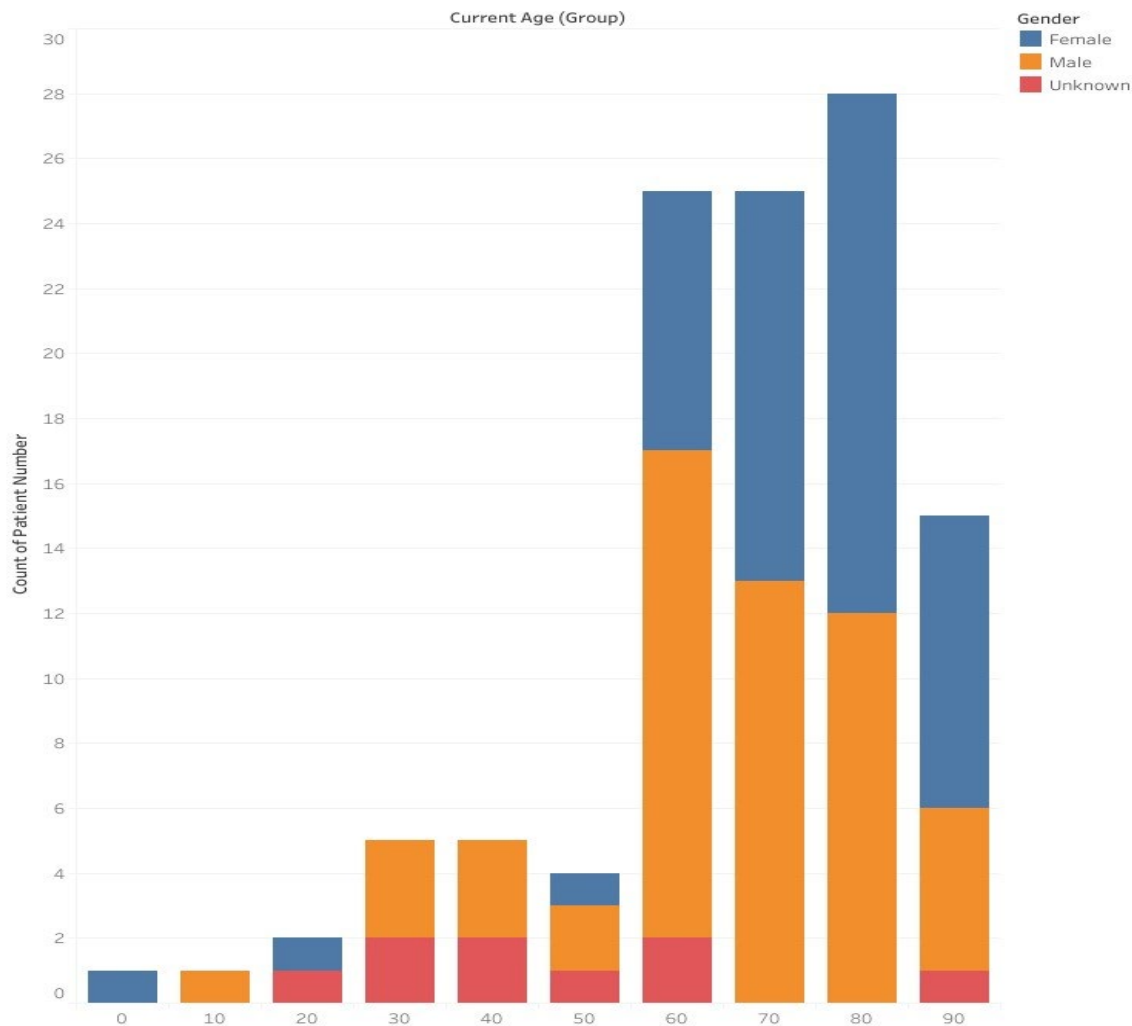
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New Clients by Age Group

Age groups



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Client Interactions by Program July 1st to Sept 25th



- Total Visits completed – 1461
- Patient put on RDPS Remote Patient Monitoring – 5
- Clinical notes sent to patients care team - 522
- Point of care bloodwork – 18
- Point of care urinalysis - 22
- Wound care – 93
- Patients care team consulted – 52
- CHF patients treated – 4
- Anti- psychotic injections (PCOP) – 15
- Antibiotics for UTI - 10
- Patients care team consulted - 52

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Region of Durham Paramedic Services



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The Regional Municipality of Durham Report

To: Health and Social Services Committee
From: Commissioner of Social Services
Report: #2023-SS-11
Date: October 5, 2023

Subject:

Standardization and Supply of Food Rethermalization Equipment for the Regional Municipality of Durham's Long-Term Care Homes

Recommendation:

That the Health and Social Services Committee recommends to Regional Council:

- A) That authorization be granted to award a sole source agreement to Burlodge Canada for the procurement of new and replacement Multigen rethermalization equipment and SDX ThermoBox meal delivery systems at a total estimated cost not to exceed \$411,914 and that the Multigenic rethermalization equipment and SDX ThermoBox meal delivery systems be the Regional standard for a period of five (5) years effective January 1, 2024, at the Regional Municipality of Durham's Long-Term Care Homes, subject to financing being approved in the annual Social Services Business Plans and Budgets; and
- B) That authorization be granted to award a sole source agreement to Burlodge Canada effective January 1, 2024, for a period of five (5) years for the ongoing preventative maintenance and service of Multigen rethermalization equipment and SDX ThermoBox meal delivery systems at a total estimated cost not to exceed \$44,300 at the Regional Municipality of Durham's Long-Term Care Homes, subject to financing being approved in the annual Social Services Business Plans and Budgets; and
- C) That the Commissioner of Finance be authorized to execute any necessary agreement.

Report:**2. Purpose**

- 2.1 The purpose of this report is to provide details and seek approval to standardize to Burlodge Canada's (Burlodge) Multigen rethermalization units and SDX ThermoBox meal delivery systems for new and replacement rethermalization and heated delivery units and negotiate a sole source agreement with Burlodge for ongoing preventative maintenance and service of the rethermalization equipment and heated delivery units at the Regional Municipality of Durham's (Region) Long-Term Care Homes (LTCH) for a five (5) year period.

3. Background

- 3.1 To continue to provide temperature-safe, nutritious and appetizing meals to the residents of the Region's LTCHs, there is a need for lifecycle management of rethermalization equipment and hot delivery units as well as ongoing preventative maintenance and service of the equipment.
- 3.2 Since 2002, the LTCHs have been purchasing Burlodge's Multigen rethermalization units. The LTCHs will continue to replace aging and obsolete units, at a total estimated cost not to exceed \$351,765 over the next five (5) years, to be funded from within the annual Social Services Business Plans and Budgets.
- 3.3 Two LTCHs have purchased Burlodge's SDX ThermoBox meal delivery systems and the other two (2) homes will be purchasing heated meal delivery systems, at a total estimated cost not to exceed \$60,149 over the next five (5) years, to be funded from within the annual Social Services Business Plans and Budgets.
- 3.4 Over the course of the next five (5) years, ongoing preventative maintenance and service of the rethermalization equipment and heated meal delivery systems is estimated to cost a maximum of \$44,300.
- 3.5 The current preventative maintenance support contract with Burlodge will expire on December 31, 2023.

4. Previous Related Reports

- 4.1 2019-SS-2: Supply and Service of Food Rethermalization Equipment for the Region of Durham's four (4) Long Term Care Homes.

5. Justification for Sole Source

- 5.1 Burlodge has been in the food service operation business for over 30 years. Through research and development, they have become innovative leaders and are an industry leader in utilizing advanced technology to ensure food arrives to the service location at an optimal and safe temperature, and is presented in an

appealing fashion. Burlodge designs, manufactures, and services their own Multigen brand of rethermalization units.

- 5.2 Burlodge is the exclusive distributor of the SDX ThermoBox meal delivery system. This equipment is innovative with the ability to maintain a higher degree of temperature regulation and hot holding. The door seal provides a more consistent hot holding temperature for ultimate food safety. The compartment is stainless steel and can be fully sanitized. The slim size makes the transportation of the unit more ergonomically suitable for staff when pushing and pulling and could reduce potential health & safety incidents associated with other heavier, bulkier units.
- 5.3 Resident satisfaction with food quality is important. Two (2) of the Region's LTCHs are using inferior hot boxes with a limited hot holding capability. As all the LTCH's transition towards more in-house cooking, it is vital to ensure the food can be delivered safely while maintaining the desirable temperature and integrity of the food for the resident's dining experience. SDX ThermoBox meal delivery system equipment has demonstrated the capacity to accomplish this.
- 5.4 The current preventative maintenance contract with Burlodge will expire on December 31, 2023. Burlodge is the manufacturer of the existing Multigen equipment and is the licensed provider of the SDX ThermoBox equipment. Burlodge is the only supplier of parts and services using Burlodge trained technicians in the Greater Toronto Area.
- 5.5 Throughout the 21-year relationship with Burlodge, they have demonstrated excellent customer service. Their qualified technicians are knowledgeable, responsive and have parts on hand for immediate repair. Burlodge has a specialized test kitchen for training LTC staff on the use of the Multigen equipment.
- 5.6 Burlodge is the only manufacturer that supplies mobile rethermalization service carts like the Multigen line in North America.

6. Financial Implications

- 6.1 The Region of Durham's Purchasing By-law #16-2020, Section 7.2 Limited tendering (sole/single source purchases) permits the acquisition of goods and services through limited tendering under specific circumstances outlined in Appendix C of the By-law. Section 1.1 of Appendix "C" permits sole source purchases where the goods or services can be supplied only by a particular supplier, to ensure compatibility with existing goods, or to maintain specialized goods that must be maintained by the manufacturer of those goods or its representative.
- 6.2 Financing for the acquisition of rethermalization equipment and heated meal delivery systems and the preventative maintenance agreement will be included in the annual Social Services Business Plans and Budget submissions.

7. Relationship to Strategic Plan

- 7.1 This report aligns with/addresses the following strategic goals and priorities in the Durham Region Strategic Plan:
- a. Goal 5: Service Excellence – To provide exceptional value to Durham taxpayers through responsive, effective, fiscally sustainable service delivery.

8. Conclusion

- 8.1 It is recommended that Burlodge Canada's Multigen rethermalization equipment and SDX ThermoBox be adopted as the standard for food rethermalization equipment within the Region's LTCHs.
- 8.2 Further, it is recommended that authorization be granted to award an agreement with Burlodge Canada for the provision of Multigen rethermalization equipment, SDX ThermoBox meal delivery systems and the ongoing preventative and corrective maintenance of this equipment at the Regional Municipality of Durham's Long-Term Care Homes for a five (5) year term commencing January 1, 2024, with the actual number of units purchased determined based on financing approved in the annual Social Services Business Plans and Budget.
- 8.3 This report has been reviewed by the Finance Department and the Commissioner of Finance concurs with these recommendations.

Respectfully submitted,

Original signed by

Stella Danos-Papaconstantinou
Commissioner of Social Services

Recommended for Presentation to Committee

Original signed by

Elaine C. Baxter-Trahair
Chief Administrative Officer



The Regional Municipality of Durham Report

To: Health and Social Services Committee
From: Commissioner of Social Services
Report: #2023-SS-12
Date: October 5, 2023

Subject:

Supply and Service of Lift Equipment for the Regional Municipality of Durham's Long-Term Care Homes

Recommendation:

That the Health and Social Services Committee recommends to Regional Council:

- A) That authorization be granted to award a sole source agreement to Handicare Canada Ltd. for the procurement of new and replacement lift equipment at a total estimated cost not to exceed \$590,750 and that the Handicare Canada Ltd. lift equipment be the Regional standard for a period of five (5) years effective December 1, 2023 at the Regional Municipality of Durham's Long-Term Care Homes, subject to financing being approved in the annual Social Services Business Plans and Budgets; and
 - B) That authorization be granted to award a sole source agreement to Handicare Canada Ltd. effective December 1, 2023 for a period of five (5) years for the ongoing maintenance, service, annual lift inspection and load testing of lift equipment at a total estimated cost not to exceed \$1,170,000 at the Regional Municipality of Durham's Long-Term Care Homes, subject to financing being approved in the annual Social Services Business Plans and Budgets; and
 - C) That the Commissioner of Finance be authorized to execute any necessary agreement.
-

Report:

1. Purpose

- 1.1 The purpose of this report is to provide details and seek approval to standardize to Handicare Canada Ltd. (Handicare) for new and replacement lift equipment and negotiate a sole source agreement with Handicare for ongoing maintenance,

service, annual lift inspection and load testing of lift equipment at the Regional Municipality of Durham's (Region) Long-Term Care Homes (LTCH) for a five (5) year period.

2. Background

- 2.1 To continue to support safe lift policies and practices in the Region's four (4) LTCHs, there is a need for continued purchase of new and replacement lift equipment as well as ongoing maintenance and service of this equipment.
- 2.2 Since 2006, all four (4) LTCHs have been purchasing Handicare lifts and ceiling tracks. The lifespan of a lift is approximately ten (10) years. The LTCHs will continue to replace aging and obsolete units, at a total estimated cost not to exceed \$590,750 over the next five (5) years, to be funded from within the annual Social Services Business Plans and Budgets.
- 2.3 Over the course of the next five (5) years, ongoing maintenance, service, annual lift inspection and load testing of lift equipment is estimated to cost a maximum of \$1,170,000.
- 2.4 The current corrective and preventative maintenance support contract with Handicare Canada Ltd. will expire on November 30, 2023.

3. Previous Reports and Decisions

- 3.1 2018-COW-18: Supply and Service of Lift Equipment for the Region of Durham's four (4) Long Term Care Homes.

4. Justification for Sole Source

- 4.1 Standardization of lift equipment in each of the homes through one manufacturer continues to be beneficial.
- 4.2 From an operational perspective, less training for staff is required and there is less chance of operator error.
- 4.3 From a risk management perspective, staff familiarity with the lifts and having only one type of sling reduces the chance of error. Consequences of error when totally supporting a resident's weight during a transfer could result in significant injury to the resident and employee and is a liability to the Region.
- 4.4 From an inventory perspective, when batteries and slings are standardized fewer are required to be on hand and motors can be interchanged when service or repair is needed.
- 4.5 Staff continue to be pleased with the equipment supplied by Handicare and recommend the continued deployment of this type of equipment exclusively in the Region's homes.

- 4.6 Handicare is the exclusive dealer and service provider for Handicare lifts in Ontario. The LTCHs have been pleased with the preventative and corrective maintenance provided to date. This equipment is essential to operations and the ability to have service staff on-site quickly is very important to staff at the LTCHs.

5. Financial Implications

- 5.1 The Region of Durham's Purchasing By-law #16-2020, permits the acquisition of goods and services through sole source negotiations under specific circumstances outlined in Appendix C of the By-law. Section 1.1 of Appendix "C" permits negotiations where the goods or services can be supplied only by a particular supplier, to ensure compatibility with existing goods, or to maintain specialized goods that must be maintained by the manufacturer of those goods or its representative.
- 5.2 Financing for the acquisition of lift equipment and the preventative maintenance agreement will be included in the annual Social Services Business Plans and Budget submissions.

6. Relationship to Strategic Plan

- 6.1 This report aligns with/addresses the following strategic goals and priorities in the Durham Region Strategic Plan:
- a. Goal 5: Service Excellence – To provide exceptional value to Durham taxpayers through responsive, effective, fiscally sustainable service delivery.

7. Conclusion

- 7.1 It is recommended that authorization be granted to negotiate an agreement with Handicare for the provision of Handicare lift equipment and the ongoing preventative and corrective maintenance of Handicare equipment at the Regional Municipality of Durham's Long-Term Care Homes for a five (5) year term commencing December 1, 2023, with the actual number of lifts purchased determined based on financing approved in the annual Social Services Business Plans and Budget.
- 7.2 This report has been reviewed by the Finance Department and the Commissioner of Finance concurs with these recommendations.

Respectfully submitted,

Original signed by

Stella Danos-Papaconstantinou
Commissioner of Social Services

Recommended for Presentation to Committee

Original signed by

Elaine C. Baxter-Trahair
Chief Administrative Officer