



The Regional Municipality of Durham

Health and Social Services Committee Agenda

Thursday, April 4, 2024, 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](#).

	Pages
1. Roll Call	
2. Declarations of Pecuniary Interest	
3. Adoption of Minutes	
3.1 Health and Social Services Committee meeting - March 7, 2024	3
4. Statutory Public Meetings	
There are no statutory public meetings	
5. Presentations	
5.1 Michele Brolly, Manager, Population Health Division Re: Immunization Program	11
6. Delegations	
There are no delegations	
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 #2024-SS-3
Region of Durham Community Security and Clean-up Policy

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, May 9, 2024 at 9:30 AM

13. Adjournment

Notice regarding collection, use and disclosure of personal information:

Written information (either paper or electronic) that you send to Durham Regional Council or Committees, including home address, phone numbers and email addresses, will become part of the public record. This also includes oral submissions at meetings. If you have any questions about the collection of information, please contact the Regional Clerk/Director of Legislative Services.

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

The Regional Municipality of Durham

MINUTES

HEALTH & SOCIAL SERVICES COMMITTEE

Thursday, March 7, 2024

A regular meeting of the Health & Social Services Committee was held on Thursday, March 7, 2024 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 Pickles* attended for part of the meeting
Councillor Schummer*
Councillor Woo*
*** denotes Councillors participating electronically**

Absent: None

Staff

Present: E. Baxter-Trahair, Chief Administrative Officer
C. Boyd, Solicitor, Chief Administrative Office – Legal Services
T. Cheseboro, Chief, Region of Durham Paramedic Services, Health
S. Danos-Papaconstantinou, Commissioner of Social Services
J. Dixon, Director, Business Affairs and Finance Management, Social Services
L. Fortuna*, Director, Health Protection, Health
J. Gaskin, Director, Children’s Services, Social Services
A. Harras*, Director, Legislative Services/Regional Clerk
B. Holmes*, Deputy General Manager, Durham Region Transit
R. Inacio, Systems Support Specialist, Corporate Services – IT
Z. Jaffer, Director, Business Affairs, Health
R.J. Kyle, Commissioner and Medical Officer of Health
M. Laschuk, Director, Family Services, Social Services

L. MacDermaid, Director, Long-Term Care and Services for Seniors, Social Services
L. McIntosh, Director, Income & Employment Support, Social Services
G. Muller, Director, Affordable Housing Development & Renewal
N. Pincombe, Director, Business Planning and Budgeting, Finance
A. Robins, Director, Housing Services
K. Smith, Committee Clerk, Corporate Services – Legislative Services
C. Taylor, Manager, Budgets & Finance, Social Services
N. Taylor, Commissioner of Finance
K. Thangaraj, Director, Population Health and Chief Nursing Officer, Health
T. Tyner Cavanagh, Manager, Strategic Initiatives and Partnerships
E. Valant, Area Manager, Income & Employment Support, Social Services
V. Walker, Committee Clerk, Corporate Services – Legislative Services
*** denotes staff participating electronically**

2. Declarations of Pecuniary Interest

There were no declarations of pecuniary interest.

3. Adoption of Minutes

Moved by Regional Chair Henry, Seconded by Councillor Dies,
(9) That the minutes of the regular Health & Social Services Committee meeting held on Thursday, February 8, 2024, be adopted.

CARRIED

4. Statutory Public Meetings

There were no statutory public meetings.

Moved by Councillor Carter, Seconded by Regional Chair Henry,
(10) That the agenda be altered to consider Item 6.1 A.J. Kehoe, Durham Resident, re: Durham Nuclear Health Committee (DNHC) Meeting Format, next.

CARRIED

6. Delegations

6.1 A.J. Kehoe, Durham Resident, re: Durham Nuclear Health Committee (DNHC) Meeting Format

A.J. Kehoe, Durham Resident, appeared before Committee with regards to the Durham Nuclear Health Committee (DNHC) Meeting Format.

A.J. Kehoe advised that he has observed every DNHC meeting since 2013 and is requesting that in-person public participation be restored at these meetings by upgrading them to a hybrid format.

A.J. Kehoe stated that the DNHC was created by Durham Region Council to study, analyze and report on nuclear issues in Durham Region and feels that instead it has been actively promoting the nuclear industry. He also stated that DNHC meetings were unique in that they invited observers to ask questions following presentations but that prior to September 2022, questions from observers and the responses were not included in the meeting minutes. He further stated that prior to June 2019, DNHC meetings were not webstreamed or recorded, and that in 2020 due to the COVID-19 pandemic, meetings were switched to virtual participation only and did not allow for observers to participate within the meetings. He added that observers have been provided with an email address to send in any questions they may have, but these questions are not addressed during the meetings.

A.J. Kehoe stated that with a hybrid format presenters could continue to participate remotely, and the public could again attend the meeting in person which would also help the public to know who is attending.

A.J. Kehoe requested that the Health and Social Services Committee consider restoring in-person public participation by offering DNHC meetings in a hybrid format.

5. Presentations

5.1 Dr. R.J. Kyle, Commissioner and Medical Officer of Health, re: 2024 Health Department Business Plan and Budget (2024-MOH-2)

Following introductory comments from N. Pincombe, Director, Business Planning and Budgets for the Health Department and Social Services Department, Dr. R.J. Kyle, Commissioner and Medical Officer of Health, provided a PowerPoint presentation with regards to the 2024 Health Department Business Plan and Budget.

Highlights of the presentation included:

- Overview
- 2023 Accomplishments
 - Restoration of Programs and Services and Continued COVID-19 Vaccine Efforts
 - Response to Community Needs
- 2024 Proposed Expenditures and Financing
- 2024 Strategic Investments
 - Public Health
 - Paramedic Services
- 2024 Business Plans and Budgets
 - Reductions and Deferrals
 - Risks and Uncertainties

- Beyond the 2024 Business Plans and Budget
 - Forecasted Pressures and Strategic Considerations

It was the consensus of the Committee to consider Item 7.2 A) Report #2024-MOH-2: 2024 Health Department Business Plan and Budget, next.

7.2 Reports

A) 2024 Health Department Business Plan and Budget (2024-MOH-2)

Report #2024-MOH-2 from R.J. Kyle, Commissioner and Medical Officer of Health, was received.

Staff responded to questions with regards to how the budget increases were recognized within the overall budget guideline; how the 2025 Strategic Plan will guide future budgets; how departments determined where budget cuts were needed to be made; with respect to overdose calls, whether there are appropriate resources and investments included within the budget for Emergency Medical Services to meet these challenges going forward; ways to provide continued support to paramedics including how to increase operational efficiencies to reduce offload delays and code zeros; whether there is sufficient funding in the Health Department budget in order to be prepared if there were to be another pandemic; whether the 1,543 rabies investigations conducted were primarily urban or rural; how the vaccination program for animals is being promoted; whether there have been any warnings from the Ministry of Natural Resources regarding specific animals or areas at risk for rabies; actions being taken to make people aware of where ticks may be prevalent such as trail systems and conservation areas; the 1% cap on the Provincial subsidy and whether it keeps up with the rate of inflation; the shift allocation for the 16 new positions for paramedics; whether any staffing or program requests were deferred in the budget; and whether a breakdown of where funding should be coming from that are now covered by property taxes could be appropriately displayed to residents.

Regional Chair Henry requested data from the last five years on the number of calls in relation to opioids, mental health and homelessness. T. Cheseboro advised he would provide this data to Chair Henry in a few weeks.

Moved by Councillor Foster, Seconded by Councillor Jubb,
(11) That we recommend to the Finance and Administration Committee for subsequent recommendation to Regional Council.

That the 2024 Business Plan and Budget of the Health Department be approved.
CARRIED

This item will be considered by the Finance and Administration Committee at their meeting to be held on March 19, 2024.

5.2 Stella Danos-Papaconstantinou, Commissioner of Social Services, re: 2024 Social Services Department Business Plan and Budget (2024-SS-2)

Stella Danos-Papaconstantinou, Commissioner of Social Services, provided a PowerPoint presentation with regards to the 2024 Social Services Department Business Plan and Budget.

Highlights of the presentation included:

- Overview
- 2023 Accomplishments
 - Children, Individuals and Families
 - Seniors Living in Community and Long-term Care Homes
 - Housing
 - Outreach Services to Vulnerable Citizens
- 2024 Proposed Expenditures and Financing
- 2024 Strategic Investments
- 2024 Business Plan and Budget
 - Risks and Uncertainties
- Beyond the 2024 Business Plans and Budgets
 - Forecasted Pressures and Strategic Considerations

It was the consensus of the Committee to consider Item 8.2 A) Report #2024-SS-2: 2024 Social Services Department Business Plan and Budget, next.

8.2 Reports

A) 2024 Social Services Department Business Plan and Budget (2024-SS-2)

Report #2024-SS-2 from S. Danos-Papaconstantinou, Commissioner of Social Services, was received.

Staff responded to questions with regards to the number of residents that are using homeless supports provided by the Region; whether there is an increase in work for case coordinators; the reasoning for why the debt charges under operating expenses increased from 2023 to 2024; efforts undertaken by staff to provide an explanation to residents on how much money the Region is required to spend on downloaded services that contribute to the increase of property taxes; whether there is a way to identify who should be paying for services if proper funding was being received from the Provincial and Federal governments; the number of individuals on the by-name list; the number of refugees that are currently unsheltered; groups that assist with getting unsheltered residents into housing; where the funding from the Pickering casino is being allocated and where future funding will be allocated; the number of asylum seekers in Durham Region; whether Durham Region saw asylum seekers prior to last year; whether Durham Region has received funding for asylum seekers and when the funding

application for asylum seekers was submitted; where the Ontario Works Provincial subsidy shortfall was reallocated from; the number of clients in receipt of Ontario Works and whether the number has grown over the last year; how the Ontario Works program and staffing is funded from the Province; whether discussions are taking place regarding increasing the basic income model for Ontario Works; who assisted with the 18 emergency Social Services incidents identified and if this is supported by funding from the Provincial government; whether the Primary Care Outreach Program (PCOP) interactions have increased; if there is a cost share between Social Services and Durham Region Transit (DRT) for the 2 outreach workers allocated for DRT; whether hiring Indigenous people as outreach workers for better peer to peer representation has been considered; whether there has been an increase in cases with mental health and addiction issues with those who apply for Ontario Works and whether they are being transferred to the Ontario Disability Support Program (ODSP); whether there has been any collaboration with other municipalities to assist with or accommodate residents on any waitlists; concerns for housing projects due to the impacts of Bill 23; and the impact of the \$10 per day childcare program on the budget.

Moved by Councillor Foster, Seconded by Councillor Anderson,
(12) That we recommend to the Finance and Administration Committee for subsequent recommendation to Regional Council:

That the 2024 Business Plan and Budget of the Social Services Department be approved.

CARRIED

This item will be considered by the Finance and Administration Committee at their meeting to be held on March 19, 2024.

6. Delegations

6.1 A.J. Kehoe, Durham Resident, re: Durham Nuclear Health Committee (DNHC) Meeting Format

This item was considered earlier in the meeting. [See pages 2 and 3 of these minutes]

7. Health

7.1 Correspondence

There were no communications to consider.

7.2 Reports

A) 2024 Health Department Business Plan and Budget (2024-MOH-2)

This item was considered earlier in the meeting. [See page 4 of these minutes]

8. Social Services

8.1 Correspondence

There were no communications to consider.

8.2 Reports

A) 2024 Social Services Department Business Plan and Budget (2024-SS-2)

This item was considered earlier in the meeting. [See pages 5 and 6 of these minutes]

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

There was no other business to be considered.

12. Date of Next Meeting

The next regularly scheduled Health & Social Services Committee meeting will be held on Thursday, April 4, 2024 at 9:30 AM in the Council Chambers, Regional Headquarters Building, 605 Rossland Road East, Whitby.

13. Adjournment

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

CARRIED

The meeting adjourned at 11:21 AM

Respectfully submitted,

E. Roy, Chair

K. Smith, Committee Clerk



Immunization Program Population Health Division

Durham Region Health Department
Health & Social Services Committee
April 4, 2024

Michele Brolly, Manager, Population Health Division



Immunization Program

Goal

- To reduce or eliminate the burden of vaccine preventable diseases through immunization.

The [Ontario Public Health Standards: Requirements for Programs, Services and Accountability](#) outline the requirements for immunization including:

- Ensuring children have up-to-date immunizations.
- Ensuring access to provincially funded vaccines for eligible persons, including underserved and priority populations.
- Ensuring effective inventory management of provincially funded vaccines.
- Investigating adverse events following immunizations.
- Increasing public confidence in vaccines.



Immunization Programs and Services

- [Immunization of School Pupils Act \(ISPA\)](#)
- [Child Care and Early Years Act, 2014 \(CCEYA\)](#)
- Vaccine Storage and Handling
- Adverse Events Following Immunization (AEFIs)
- Immunization Clinics
- Vaccine Promotion



Immunization of School Pupils Act (ISPA)

- ISPA is provincial legislation that aims to increase the protection of students against vaccine preventable diseases. This legislation applies to all students attending schools within Ontario, under the age of 18.
- The Act allows for parents/guardians and students to pursue exemptions due to conscience/religious beliefs or for medical reasons.
- In 2024, we have fully enforced ISPA in all Grades in high schools and Grades 2, 5, and 6 in elementary schools.



Child Care and Early Years Act (CCEYA)

- CCEYA is provincial legislation that aims to increase the protection of children against vaccine preventable diseases in licensed child care settings.
- We are planning to enforce CCEYA this year.



Vaccine Storage and Handling

- The Immunization Program manages and distributes publicly funded vaccine to healthcare providers within Durham Region.
- Each year, we inspect more than **480** vaccine fridges storing publicly funded vaccine to ensure vaccine is stored correctly.
- Nurses respond to after hour fridge temperature alarms for Health Department vaccine fridges.



Adverse Events Following Immunization (AEFIs)

- Any untoward medical occurrence in a vaccine recipient which follows immunization that cannot be clearly attributed to other causes.
- The Immunization Program investigates AEFIs and provides individualized vaccine recommendations to healthcare providers and clients.
- We completed **235** investigations from January to December 2023; this includes both COVID and non-COVID vaccines.



School Clinics

- We provide hepatitis B, meningococcal-C-ACYW-135 and human papillomavirus-9 (HPV9) vaccines to eligible Grade 7 and 8 students through immunization clinics in schools.
- During the fall campaign (Sep - Dec 2023) we followed up with 18,348 Grade 7 and 8 students, led **190** school clinics, provided **21,734** vaccines to 8,685 eligible students.



Catch-Up Clinics

- We offer routine immunization catch-up clinics for eligible residents at various locations across Durham Region.
- In 2023, **43** catch-up clinics were provided with **4,171** vaccines administered.
- To date in 2024, **41** catch-up clinics have been provided.



COVID Clinics

- In 2023, **169** community based COVID-19 clinics were provided by the Immunization Program, including **67** pop-up clinics to support identified priority populations; and **24** homebound clinics to support residents unable to leave home due to medical, physical, cognitive or psychosocial conditions.
- To date in 2024, we have provided **10** community and homebound clinics (**5** community and **5** homebound).



Vaccine Promotion

- Utilize social media platforms to promote immunizations and decrease vaccine hesitancy.
- Utilize durham.ca/health to provide up-to-date information about immunizations for both children and adults.
- Provide regular updates to healthcare providers to promote immunizations and communicate changes on publicly funded vaccine eligibility.



Challenges and Opportunities

- Higher demands for immunizations.
- Decrease or difficulty accessing primary care.
- Vaccine hesitancy.

The Immunization Program continues to modify and prioritize services to meet the increase in demand and to build public trust in the public's perceptions and view of vaccinations post-pandemic.



Thank you!

If this information is required in an accessible format, please contact 1-800-372-1102 ext. 2666



The Regional Municipality of Durham Report

To: Health and Social Services Committee
From: Commissioner of Social Services
Report: #2024-SS-3
Date: April 4, 2024

Subject:

Region of Durham Community Security and Clean-up Policy

Recommendation:

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

That Regional Council endorse the Community Security and Clean-up Policy (Attachment #1).

Report:

1. Purpose

1.1 The purpose of this report is to obtain Regional Council endorsement of the Community Security and Clean-up Policy (Attachment #1).

2. Background

2.1 Regular discussions have continued between the Regional Municipality of Durham (Region) and local area municipalities regarding measures to address complex issues surrounding homelessness, including provisions to mitigate community impacts.

2.2 The Region is the housing and homelessness Service System Manager responsible for planning, designing and delivering services to people either directly or through delivery partners with federal, provincial and local funding. The system is required to provide adequate housing, including shelters, for residents of Durham Region. The Region, in partnership with local area municipalities, shelter operators,

community partners, and residents, contributes to the safety, security and wellness of communities with a focus on mandated services for vulnerable populations.

- 2.3 The Region currently provides for mobile and on-site security for Regional facilities as appropriate for the particular operation. In the case of Region owned and funded shelters, on-site security is provided via service agreements with shelter operators, as required for shelter occupants. The Region provides mobile security patrol of Region owned and funded shelters.
- 2.4 Should clean-up external to shelter sites be required, this policy provides for the sharing of costs whereby the Region may share with local area municipalities on an equal cost sharing basis (50%-50%) up to an upset limit of \$200,000.00, costs of incremental clean-up services provided by the local area municipality, should it be required.
- 2.5 On November 29, 2023, Regional Council [endorsed](#) an agreement between the Region and the Town of Whitby related to the opening of a shelter at 1635 Dundas Street East, which includes cost sharing for incremental clean-up costs. As well, the Region has committed to meet security standards related to the shelter site.

3. Previous Reports and Decisions

- 3.1 [#2023-A-18](#) Agreement for the 1635 Dundas Street East shelter and other future housing and other uses between the Region of Durham and Town of Whitby

4. Relationship to Strategic Plan

- 4.1 This report aligns with/addresses the following strategic goals and priorities in the Durham Region Strategic Plan:
 - a. Goal 2, Community Vitality: To foster an exceptional quality of life with services that contribute to strong neighbourhoods, vibrant and diverse communities, and influence our safety and well-being.

5. Conclusion

- 5.1 It is recommended that the Health and Social Services Committee recommend that Regional Council endorse the Community Security and Clean-up Policy.
- 5.2 Implementation of this policy will begin upon Council endorsement of this policy.
- 5.3 The Region will review and amend this policy as necessary at least every two years to ensure it remains applicable to the changing housing and homelessness environments, including any relevant legislation.

6. Attachments

Attachment #1: Region of Durham Community Security and Clean-up Policy

Respectfully submitted,

Original Signed by Stella Danos-Papaconstantinou

Stella Danos-Papaconstantinou
Commissioner of Social Services

Recommended for Presentation to Committee

Original signed By Elaine C. Baxter-Trahair

Elaine C. Baxter-Trahair
Chief Administrative Office

Attachment #1: Region of Durham Community Security and Clean-up Policy

Title: Community Security and Clean-up Policy	Page number: 1 (of 7)
Approved by: Stella Danos-Papaconstantinou, Commissioner, Social Services Elaine Baxter-Trahair, Chief Administrative Officer	
Issued: <i>to be updated pending approval</i>	
Responsibility: Social Services	

1. Policy statement

Durham is experiencing a homelessness crisis. The Regional Municipality of Durham (the “Region”) has committed to reducing the number of people needing shelter support in Durham Region and ending chronic homelessness by 2025.

The Region is the housing and homelessness Service System Manager responsible for planning, designing and delivering services to people either directly or through delivery partners with federal, provincial and local funding. The system is required to provide adequate housing, including shelters, for residents of Durham Region. The Region, in partnership with local area municipalities, shelter operators, community partners, and residents, contributes to the safety, security and wellness of communities with a focus on mandated services for vulnerable populations.

The Region seeks to align policy, programming and services to be inclusive, accessible, and free of discrimination on the basis of any of the protected grounds under the Ontario Human Rights Code and other Ontario laws.

2. Purpose

The purpose of this policy is to:

- Outline the Region’s approach to funding and providing clean-up services within a defined area surrounding Regionally owned and Regionally funded emergency shelters.
- Contribute to the safety, security and wellness of communities with a focus on mandated services for vulnerable populations.
- Implement physical security aligned with the demand and needs of Regionally owned and Regionally funded shelters.
- Facilitate consistency and transparency between the Region and local area municipalities related to the responsibilities set out in this policy, for providing mandated housing and homelessness services in communities.

3. Definitions

By-Name List

A real-time, up-to-date list of people known to be experiencing homelessness and who have provided consent to allow for matching individuals to appropriate housing resources based on their unique needs.

Crime Prevention Through Environmental Design (CPTED)

A design approach based upon the theory and belief that the proper design and effective use of the built environment can lead to a reduction in the incidence and fear of crime, and an improvement in the quality of life.

Crime Prevention Through Environmental Design Canada

A non-profit, educational, and networking organization dedicated to the promotion of CPTED principles.

Coordinated Access System

The network of service providers that works together, using a shared information system and standardized processes to triage, assess and prioritize individuals experiencing homelessness consistently to access and receive supports.

Incremental clean-up services

Municipal clean-up services that are in addition to base maintenance and may include: litter removal and safe disposal of needles, sharps and other items and hazardous waste associated with illicit drug use on both public and private property.

Local area municipality

Refers to lower-tier municipalities in Durham Region.

Region

Refers to the Regional Municipality of Durham.

Shelter

A facility providing emergency room and board to individuals and families who are homeless. Within the scope of this policy, shelters are those that are Regionally owned and those that are Regionally funded via a service agreement and equipped to support individuals with high acuity needs. Warming centres, homelessness hubs,

transitional housing facilities, supportive housing facilities, and community housing are not included. For greater certainty, the shelters intended to be covered by this policy are those found in Appendix A which may be updated by the Region from time to time.

Shelter operator

An agency providing shelter services under a purchase of service contract with the Region.

4. Procedures

- 4.01 The Region, as the housing and homelessness Service System Manager in Durham, is required to provide adequate housing, including shelters, for residents of Durham Region.
- 4.02 The Region will meet its legislated mandates through partnerships and engagement with local area municipalities, community partners, and residents.
- 4.03 The Region will contribute to the safety, security, and wellness of communities with a focus on mandated services for vulnerable populations.
- 4.04 The Region will arrange for, implement, and fund activities and services as outlined below.
- 4.05 The Region will review and amend this policy as necessary at least every two years to ensure it remains applicable to the changing housing and homelessness environments, including any relevant legislation.

5. Roles and responsibilities

The Region is responsible for:

- 5.01 The provision of social services, police services, paramedic services, and regional transit.
- 5.02 Providing shelters and shelter assistance on properties designated for this purpose.
- 5.03 Providing on-site security inside Regionally owned and Regionally funded shelters via service agreements with shelter operators, as required for shelter occupants. Security may remain in place at a shelter for as long as the service is deemed necessary and/or for long as the shelter is in operation.
- 5.04 Providing mobile in-vehicle security patrol each day and night as required near shelters.
- 5.05 Designing, constructing, and maintaining shelter property to meet the principles of Crime Prevention Through Environmental Design (CPTED) to maintain the safety and security of Regionally owned shelter property, which may include lighting and

- security cameras. Other physical features, such as landscaping, could be determined per site. The Region will not design, construct or maintain private property.
- 5.06 Using physical design and operational strategies on shelter property to mitigate impacts to and maintain safety in areas and on property outside of and adjacent to Regionally owned shelter property.
 - 5.07 Consulting with and sharing costs as agreed upon with local area municipalities for physical design improvements on property outside of and adjacent to the Regionally owned shelter and owned by the local area municipality, up to an upset limit set in the sole discretion of the Region for such improvements as are reasonable in consideration of the overall cost of the Regional project and the benefit to the nearby community.
 - 5.08 Applying Regional Health, Safety and Workplace policies, programs and directives for Region employees working in housing and homelessness services.
 - 5.09 Continuing to conduct annual review and regular inspections of Region owned, operated and funded shelters, and maintain process for review and response to serious incidence reports.
 - 5.10 Engaging with community partners and residents on the development and implementation of mandated housing and homelessness services.
 - 5.11 Providing a housing-focused team of street outreach workers who seek out people experiencing unsheltered homelessness with the goal of developing trust, meeting basic needs, and ensuring people are included on Durham's By-Name List and connected to the Coordinated Access System. The outreach team will also engage with local residents and businesses.
 - 5.12 Working with local area municipalities to address concerns related to public areas in the community where a shelter is located, including but not limited to roads, sidewalks, boulevards, bus shelters and public parks, so that these are available for enjoyment and use of the public, that these are maintained, and free of additional refuse, shopping carts and personal belongings including but not limited to garbage, debris, temporary shelter materials, drug paraphernalia (including needle sharps) and portable heating implements.
 - 5.13 Sharing with local area municipalities the cost of any incremental clean-up services incurred by the local area municipality resulting from the additional work needed to address additional garbage, debris, etc. on an equal cost sharing basis (50%-50%) and within a radius of approximately 0.5 km of a shelter. The radius for the shared cost of incremental clean-up is subject to adjustments by the Region subject to an obligation to consult in good faith with the local area municipality to determine appropriate boundaries.

- 5.14 The upset limit for equal cost sharing of clean-up costs incurred by the local area municipality is up to a maximum \$200,000.00 annually. Should need for clean-up services generate costs that exceed the \$200,000.00 upset limit, the Region will consider adjustments made through good faith consultation with the local area municipality.
- 5.15 Should need for additional services or supports in community arise, the Region will evaluate demonstrated needs and appropriate responses through good faith consultation with the local area municipality.
- 5.16 Obtaining and utilizing reliable, publicly available data and information from multiple sources including Durham Regional Police Service, Region of Durham Paramedic Services, Health Neighbourhoods, local by-law, by-law enforcement, fire service, parks and public works and other available sources. Any information which can be made public in accordance with MFIPPA will be made public. In addition, the Region will provide information to the Health and Social Service Committee, as appropriate.

The local area municipality is responsible for:

- 5.17 Local by-law, local parks, fire protection and prevention.
- 5.18 Local area municipality by-law and other municipal staff teams work with the Region as the housing and homelessness Service System Manager to support needs for people who are experiencing homelessness or at risk of being homeless and any related issues that may arise in the community.
- 5.19 Undertaking a review of its municipal by-laws to determine whether current by-laws are adequate or if by-laws need to be amended to address current trends and issues that may arise.
- 5.20 Working with the Region to address concerns related to public areas in the community where a shelter is located, including but not limited to roads, sidewalks, boulevards, bus shelters and public parks, so that these are available for enjoyment and use of the public, that these are maintained, and free of additional refuse, shopping carts and personal belongings including but not limited to garbage, debris, temporary shelter materials, drug paraphernalia (including needle sharps) and portable heating implements.
- 5.21 Sharing with the Region the cost of any incremental clean-up services incurred by the local area municipality resulting from the additional work needed to address additional garbage, debris, etc. on an equal cost sharing basis (50%-50%) and within a 0.5 km radius of a shelter. The radius for the shared cost of incremental clean-up is subject to adjustments at the by the Region subject to an obligation to consult in good faith with the local area municipality to determine appropriate boundaries.

- 5.22 The upset limit for equal cost sharing of clean-up costs incurred by the local area municipality is up to a maximum \$200,000.00 annually. Should need for additional clean-up services generate costs that exceed the \$200,000.00 upset limit, adjustments may be made through good faith consultation with the Region.
- 5.23 Obtaining and utilizing reliable, publicly available data and information from multiple sources including Durham Regional Police Service, Region of Durham Paramedic Service, Health Neighbourhoods, local by-law, by-law enforcement, fire service, parks and public works and other available sources. Any information which can be made public in accordance with MFIPPA will be made public. In addition, work with the Region to provide information to the Health and Social Service Committee, as appropriate.

The shelter operator is responsible for:

- 5.24 Providing services according to respective service agreements with the Region and the Region of Durham Housing Focused Shelter Program Service Standards, as well as any other directives from the Region.

6. Application

This policy applies to all Regionally owned and Regionally funded shelters equipped to support individuals with high acuity needs, and to partnerships and related agreements with local area municipalities.

7. Related information

- Durham Region Housing Focused Shelter Programs Service Standards
- Records Retention By-Law and Corporate Classification Scheme
- Ontario Human Rights Code
- Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)

8. Inquiries

For further information regarding this policy, contact SSCommissioner@durham.ca.

Appendix A: List of Region Owned and Operated Shelters

Doors of Compassion, Christian Faith Outreach Centre, Ajax

Cornerstone, Oshawa

Durham Youth Services, Oshawa

1635 Dundas Street East Shelter, Whitby (covered under the Town of Whitby-Durham Region agreement relating to 1635 Dundas Street East)

Muslim Welfare Home, Whitby