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District of Parry Sound



Social Services  
Administration Board

# **Chief Administrative Officer's Report**

*October 2023*

## Mission Statement

To foster healthier communities by economically providing caring human services that empower and enable the people we serve to improve their quality of life.

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## Human Resources Update

This month we are celebrating the retirement of three long-standing DSSAB employees:

- Childcare Supervisor - Fairview ELCCC; 28 years of service
- Counsellor - Esprit Place; 30 years of service
- Supervisor - Income Support; 38 years of service

We wish all three the very best in retirement and thank them for their dedicated service to the DSSAB.

We also welcomed ten new employees to the organization throughout the last quarter.

After receiving feedback from employees that the current program was not meeting their needs, we are making a change to our Employee Assistance Program (EAP). The EAP is a voluntary and confidential service, to help employees and their family members (dependents), who have personal concerns that affect their personal well-being and/or work performance.

The new EAP offers the following resources that our staff have been looking for:

- Online and in-person counselling sessions
- An industry-leading mobile app that allows staff to book their appointments and connect with a counsellor in a timely fashion
- The app also has additional resources such as a newsfeed, well-being content and self-directed programs
- 24/7 crisis support
- Management support such as support for managing employees (depression, bullying, sexual harassment), employee performance, manager personal growth, and workplace safety

The EAP is one of many ways the DSSAB supports the well-being of our employees.

## Facebook Pages



A friendly reminder to follow our Facebook pages!

- ♦ [District of Parry Sound Social Services Administration Board](#)
- ♦ [Esprit Place Family Resource Centre](#)
- ♦ [EarlyON Child and Family Centres in the District of Parry Sound](#)
- ♦ [The Meadow View](#)

## Social Media

### Facebook Stats

<b>District of Parry Sound Social Services Administration Board</b>	<b>MAR 2023</b>	<b>APR 2023</b>	<b>MAY 2023</b>	<b>JUNE 2023</b>	<b>AUG 2023</b>	<b>SEPT 2023</b>
Total Page Followers	462	471	474	478	490	500
Post Reach this Period (# of people who saw post)	7,891	4,460	3,789	4,010	2,249	4,112
Post Engagement this Period (# of reactions, comments, shares)	757	505	241	692	234	428

<b>Esprit Place Family Resource Centre</b>	<b>MAR 2023</b>	<b>APR 2023</b>	<b>MAY 2023</b>	<b>JUNE 2023</b>	<b>AUG 2023</b>	<b>SEPT 2023</b>
Total Page Followers	132	131	131	131	132	133
Post Reach this Period (# of people who saw post)	124	116	29	203	62	55
Post Engagement this Period (# of reactions, comments, shares)	7	71	1	2	1	2

<b>DSSAB Twitter Stats</b> <a href="https://twitter.com/psdssab">https://twitter.com/psdssab</a>	<b>MAR 2023</b>	<b>APR 2023</b>	<b>MAY 2023</b>	<b>JUNE 2023</b>	<b>AUG 2023</b>	<b>SEPT 2023</b>
Total Tweets	13	8	8	10	N/A	19
Total Impressions	300	300	291	301	56	229
Total Profile Visits	217	130	137	128	N/A	135
Total Followers	28	27	27	30	31	32

<b>DSSAB LinkedIN Stats</b> <a href="https://bit.ly/2YyFHIE">https://bit.ly/2YyFHIE</a>	<b>MAR 2023</b>	<b>APR 2023</b>	<b>MAY 2023</b>	<b>JUNE 2023</b>	<b>AUG 2023</b>	<b>SEPT 2023</b>
Total Followers	399	410	416	434	437	441
Search Appearances (in last 7 days)	308	245	228	281	185	115
Total Page Views	31	30	41	56	33	22
Post Impressions	929	697	546	786	182	558
Total Unique Visitors	17	11	19	25	19	14

## DSSAB in the Community

On September 29<sup>th</sup>, our Communications Officer and I attended the District of Parry Sound Municipal Association meeting in Dunchurch, where we set up a table showcasing information about all DSSAB programs and services. There were approximately 100 people in attendance, primarily elected officials, Ministries, Agencies and municipal staff from all municipalities in the District of Parry Sound.

## Municipal Presentations

This month, myself and our Communications Officer, continued our road trip with presentations to several municipalities where we outlined the DSSAB’s programs and services and explaining to members of each Council how we can help members of their community. All Councils expressed their appreciation for the work done by DSSAB staff. These presentations were part of a series of Municipal presentations taking place over the next year.

Municipalities receiving presentations in September included:

- McKellar – September 19, 2023
- South River – September 20, 2023
- Tri-Council of Sundridge, Strong & Joly – September 25, 2023



## Licensed Child Care Programs

### Total Children Utilizing Directly Operated Child Care in the District August 2023

Age Group	Fairview ELCC	First Steps ELCC	Highlands ELCC	Waubeek ELCC	HCCP	Total
Infant (0-18M)	0	0	3	1	20	24
Toddler (18-30M)	15	8	9	12	25	69
Preschool (30M-4Y)	18	15	16	42	43	134
# of Active Children	33	23	28	55	88	227

All four Early Learning and Child Care Centres were operating at or slightly below the Ministry of Education licensed capacity for each program so that staff were able to take summer vacations and to help mitigate the challenges of securing casual staff to cover the regulated program ratios. Many preschool children prepared to make the transition to school in September and the older toddlers were moved to the preschool rooms. The Ministry of Education Licensing Advisor has been out to the centre-based programs to complete the licensing process for the 2023/2024 year, and we have received positive results showing we are in full compliance with the *Child Care and Early Years Act*. Some programs brought in community partners over the summer months and introduced more cultural diversity through visual displays and introducing a variety of materials for the children to explore.

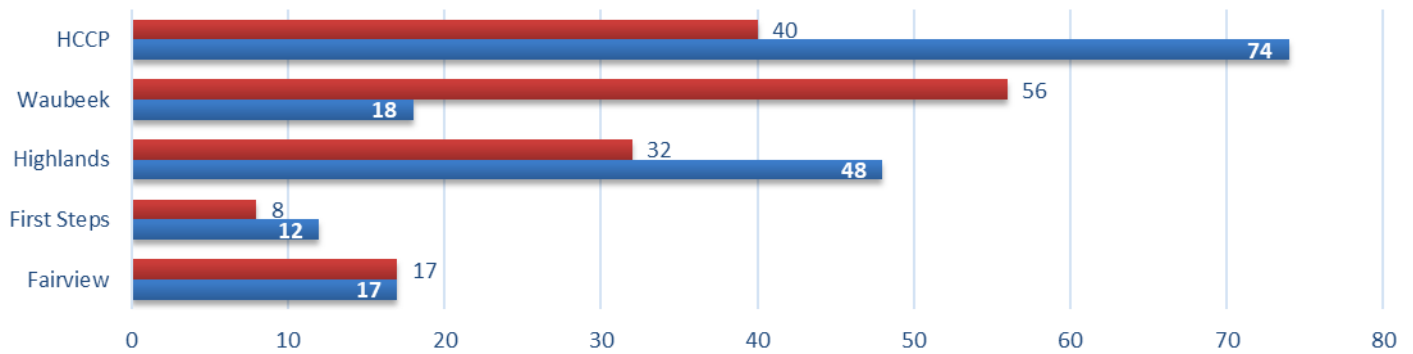
The Home Child Care Program has 19 active providers across the district and has 2 potential homes going through the approval process.

**School Age Programs**  
**August 2023**

Location	Enrollment	Primary	Secondary
Mapleridge After School	N/A		
Mapleridge Before School	N/A		
Mapleridge Summer Program	13		
St. Gregory's After School	N/A		
Sundridge Centennial After School	N/A		
Land of Lakes After School	N/A		
Home Child Care	46	19	1
# of Active Children	59	19	1

The Mapleridge Summer Program was very successful this year remaining at capacity. The children enjoyed exploring the Powassan community and engaging in interactive play-based activities based on their interests and outdoor environment. The staff included creative opportunities where a variety of art mediums were explored, science experiments designed, and excursions were taken.

## Directly Operated Child Care Waitlist by Program August 2023



As shown in the above chart, the blue bar reflects families that are currently seeking care and space is unavailable while the red bar indicates families that have requested a space after December 31, 2023. Many families are calling reporting that they are newly expecting and wanting to be added to the waitlists for 2025. Requests for infant spaces continue to be on the rise. Many preschoolers have moved on to school and toddlers will be moving to the preschool classrooms which will open spaces in the toddler rooms for new intakes to come from the current waitlists. Waubeeek has had the largest transition to school cohort of 27 children moving on and has been moving toddlers into the vacated spaces this past month. Even with this large transition, there is still a waitlist for infant and toddler spaces in all the directly operated programs.

## Inclusion Support Services August 2023

Age Group	EarlyON	Licensed ELCC's	Monthly Total	YTD Total	Waitlist	New Referrals	Discharges
Infant (0-18M)	0	0	0	0	0	0	0
Toddler (18-30M)	1	9	10	16	0	0	0
Preschool (30M-4Y)	6	35	41	54	1	1	1
School Age (4Y+)	4	26	30	39	1	0	1
Monthly Total	11	70	81	-	2	1	2
YTD Total	12	78	-	108	30	22	10

Statistics for the ISS Program have remained unchanged for the month of August. The Resource Consultants worked with all the child care programs across the district and summer recreational programs to assist with ensuring every child had the opportunity to participate to their fullest potential in the summer activities.

## EarlyON Child and Family Programs August 2023

Activity	August	YTD
Number of Children Attending	2,756	7,654
Number of New Children Attending	153	419
Number of Adults Attending	1,575	4,683
Number of Virtual Programming Events	5	32
Number of Engagements through Social Media	3,431	5,843
Number of Views through Social Media	27,920	76,786

The EarlyON team assembled “Getting Ready for Kindergarten” bags, 25 of which were distributed to families across the district and another 25 bags were provided to the ISS Resource Consultants to give to families on the caseload that were attending Kindergarten in the fall.

This summer, the EarlyON team was able to provide summer pop-up programs in Callander, Emsdale, Foley, Trout Creek, Magnetawan, and Powassan with a total of 79 adults and 137 children attending. We reconnected with returning families as well as new families who have recently moved to the area.

The Moms-to-Moms group continues to be a supportive program at the Parry Sound Community Hub for the new moms in the community. Over the summer we had 39 moms and 62 children in attendance.

EarlyON Facilitators prepared for the fall reopening of programs in Humphrey, Emsdale, Orrville, Magnetawan, Carling, Powassan, Foley, Sundridge, Rosseau, Callander, Trout Creek, and Port Loring.

## Funding Sources for District Wide Childcare Spaces August 2023

Active	# of Children	# of Families	Funding Source - New	# of Children	# of Families
CWELCC*	108	105	CWELCC	1	1
CWELCC Full Fee	178	177	Extended Day Fee Subsidy	1	1
Extended Day Fee Subsidy	11	11	Fee Subsidy	6	5
Fee Subsidy	101	78	Full Fee	1	1
Full Fee	12	10	Ontario Works	1	1
Ontario Works	14	12	<b>Total</b>	<b>9</b>	<b>8</b>
<b>Total</b>	<b>424</b>	<b>393</b>			

\* CWELCC – Canada-Wide Early Learning Child Care; eligible for children 0 - 6

<b>Funding Source - Exits</b>	<b># of Children</b>	<b># of Families</b>
CWELCC	5	5
Extended Day Fee Subsidy	2	2
Fee Subsidy	31	22
<b>Total</b>	<b>38</b>	<b>29</b>

### **Child Care Service Management Update**

As the Government of Canada identified child care as a national priority to enhance early learning and childhood development, support workforce participation and contribute to economic recovery, funding under the Canada-Wide Early Learning and Child Care Agreement (CWELCC) is being used to build upon and leverage the success of Ontario’s existing early learning and child care system. The Child Care Service Management team is thoughtfully creating strategies to increase quality, accessibility, affordability, and inclusivity in the early learning and child care sector. Listed below are some identified priorities and achievements:

- Revenue replacement funding is being allocated to licensed child care operators in the District of Parry Sound; striving to achieve an average base fee of \$10 a day by 2025-26 for licensed child care spaces accommodating children ages 0-6;
- Priority areas have been determined within our Directed Growth Plan to support expansion of licensed child care for community and school based spaces;
- Start-up grant processes and applications are being created to support expansion;
- Establish an updated early years network to better understand pressures, overcome challenges, prioritizing community needs while creating specific action plans.

### **Quality Assurance Update**

Throughout the months of July through to September, 12 Recreational and Skill building programs were visited. During those visits a Quest 2 assessment was completed on each program by the Quality Assurance Supervisor. The Quest 2 quality assurance assessment tool must be conducted by a High 5 trained trainer and is designed to measure program effectiveness and performance. It provides an evaluation and feedback to programs and administrators to assist in maintaining the highest quality programming at both the individual and organizational level. Upon completion of each assessment a copy of the assessment along with any recommendations was sent to each program. All programs supported by the DSSAB successfully passed their evaluation and did not require any follow-up.

One of the best ways to contribute to the quality of programming is to invest in our educators. Therefore, additional professional development training opportunities through the Early Childhood Community Development Centre (ECCDC) have been offered to educators for the fall of 2023 through the continued support of the workforce funding. The training offered will assist in providing educators with continued early learning seminars that support the importance of families in childcare, along with sessions that support high quality and engaging learning environments.





Additional funds have been used to send the Inclusion Support staff to Reaching IN... Reaching OUT (RIRO) training. This 12-hour evidence-based program, is a resiliency training that provides service providers working with early learning, child care, community/ mental health and other settings the knowledge and skills they need to model and teach resilience approaches to children 0-8 years of age. The skills learned in this training will help enhance self-regulation skills and promote a “resilient” perspective and flexible approach to handling stress, serious problems and everyday challenges for children and families. Along with the RIRO training the ISS staff have been funded to take a Self-regulation certificate program to assist in teaching new ways for educators to understand and respond to challenges in behaviour, temperament and learning. Following the training sessions the staff will share their new knowledge with the team of educators working with children in the centres.

### **Income Support & Stability Update**

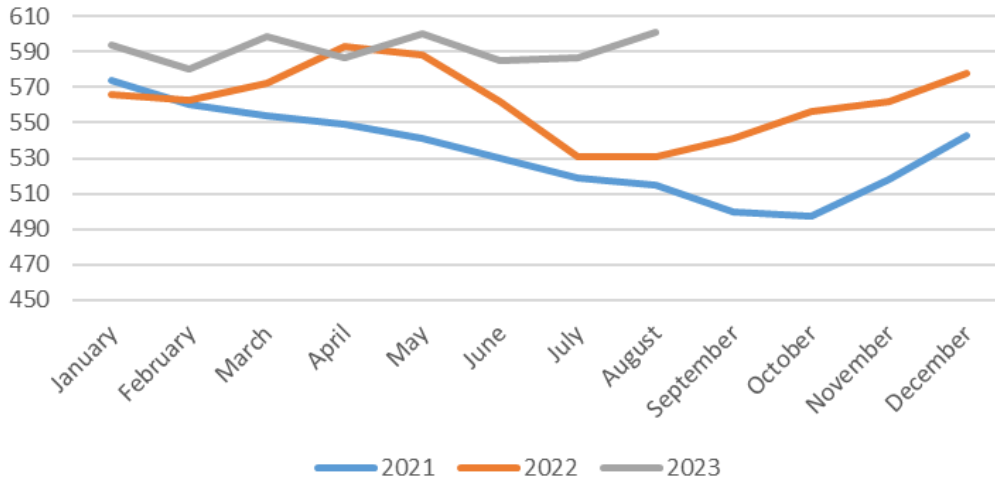
Beginning with the November meeting, the Director of Income Support and Stability will be co-chairing the Health & Social Services Network (HSSN) along with the Chief Nursing Officer at the WPSHC. The HSSN is a collaborative group of Health Care, Mental Health and Social Service Agencies in West Parry Sound that meets monthly and provides a platform to discuss issues that impact the community that intersect the Health Care and Social Services lenses and strategizes ways to address these problems in an integrated way. This group has also been supporting the WPSHC’s Ontario Health Team application. This is a very exciting evolution in our partnership with the Health Centre.

The Director of Income Support and Stability also attended a follow-up Geriatric Pathway session hosted by Ontario Health at the Best Western in Parry Sound.

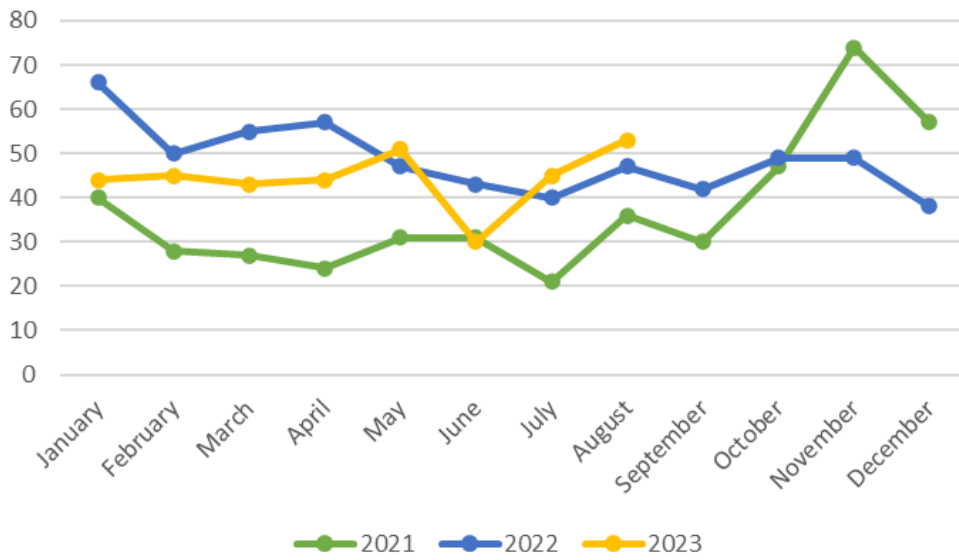
This past summer saw the beginning of weekly meetings between Ontario Works, Housing Stability and Esprit, with the goal of enhancing the support for visitors to the shelter and supporting a safe and successful transition. Income Support and Stability Team members continue to meet clients where they are at in offering supports. Recently we have partnered with Esprit Place and one staff member is based out of the shelter each morning. We use creative methods in connecting with clients, sometimes meeting at a local park, business or in their home. This contributes to the success of supporting a client with life stabilization.

In September, several staff from Ontario Works and Housing Stability attended a 2-day ASIST Training at Employment North in South River. Staff continued to enhance their knowledge by attending training on the BNL Prioritization, Matching and Referrals, and they continue to complete training provided by OAITH.

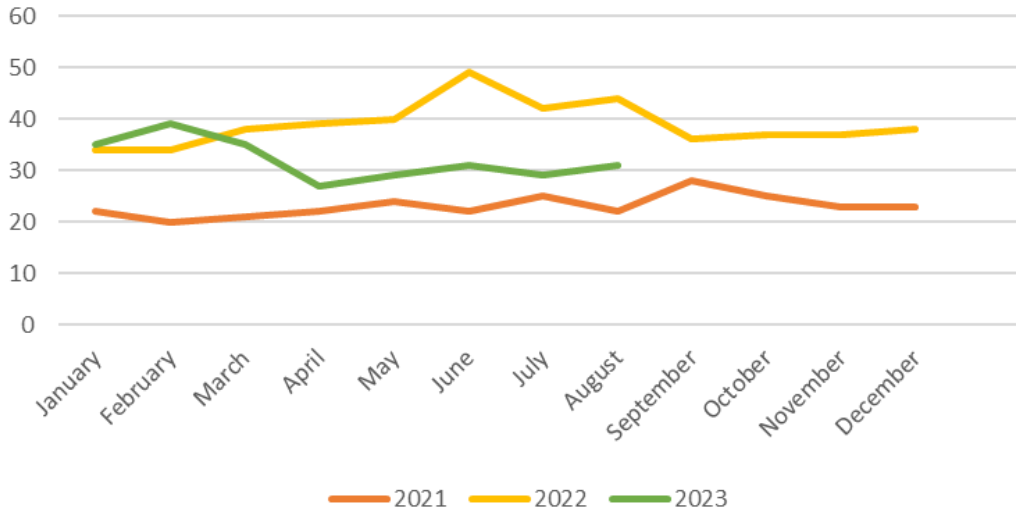
### Ontario Works Caseload



### Ontario Works Intake - Social Assistance Digital Application (SADA) & Local Office Ontario Works Applications Received



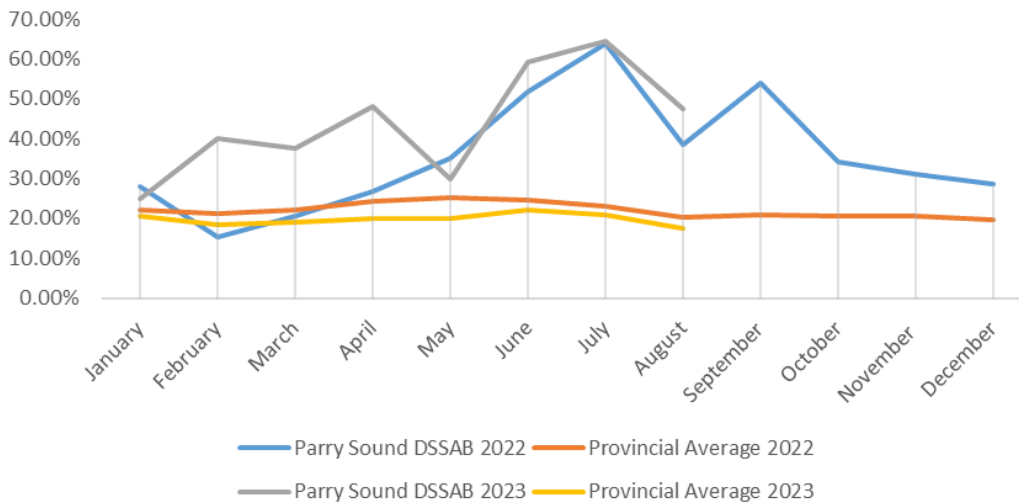
## ODSP Participants in Ontario Works Employment Assistance



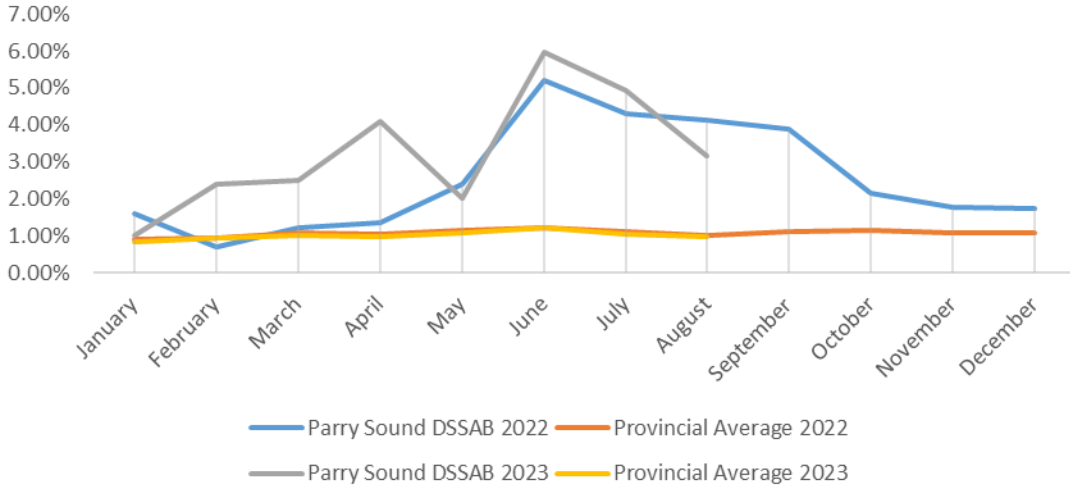
The OW Caseload as of the end of August has crept up to **601** (there are 963 beneficiaries in total). We are supporting **31** ODSP participants in our Employment Assistance program. We also have **57** Temporary Care Assistance cases. Intake also remains steady. We had **53** Ontario Works Applications and **29** applications for Emergency Assistance in August which is trending higher than historical norms.

## Employment Assistance & Performance Outcomes

% of Closures Exiting to Employment

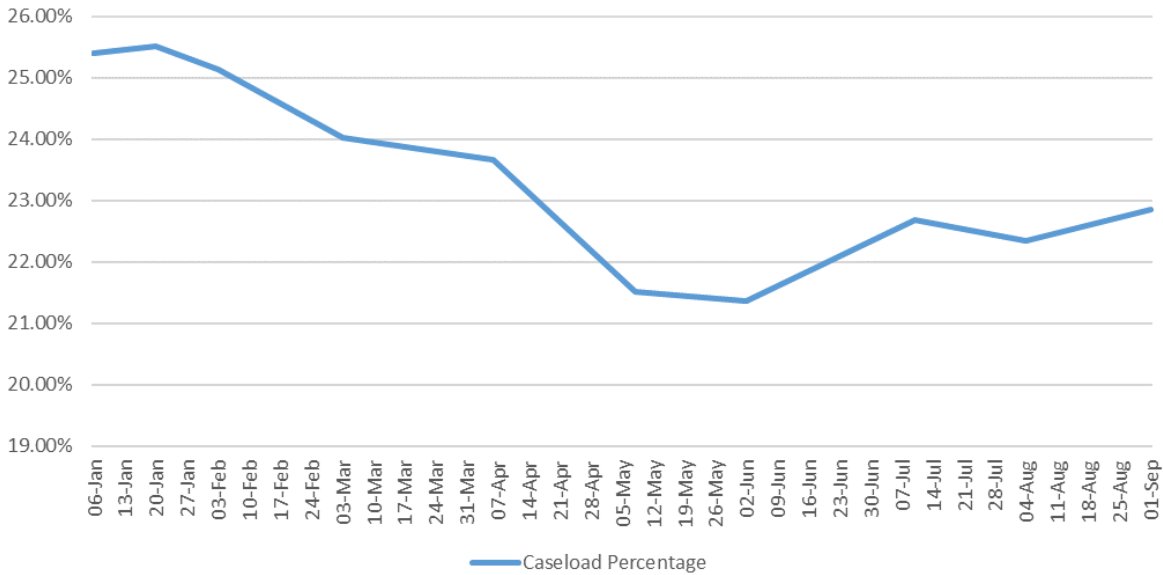


### % of Caseload Exiting to Employment



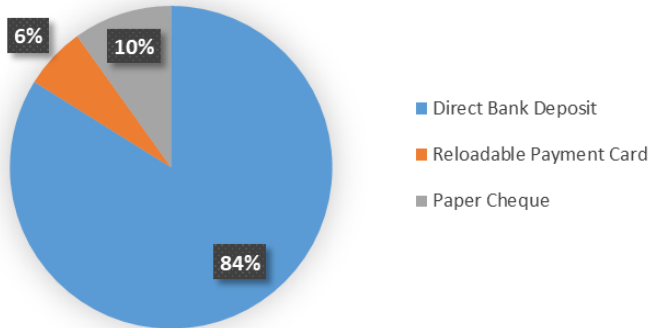
Our Employment Outcomes performance in August remains strong. We ranked #1 and #2 respectively in each area among our Northeast counterparts. We also exited 6.7% of the caseload for any reason in August. This is also very strong considering the continued reduction in job postings reported by the Labour Market Group, which saw a nearly 22% drop in postings in July (-36 total).

### MyBenefits Enrollment 2023



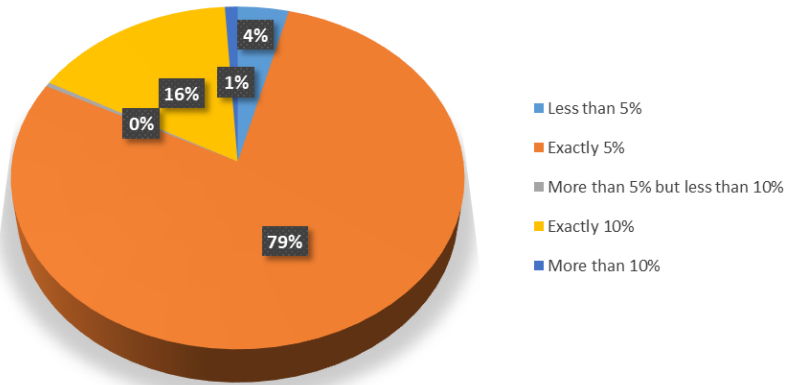
## DBD Enrollment

### Payment Receipt Method August 2023



## Overpayment Recovery Rate

### August 2023



## Ontario Works Update

The Supervisor of Income Support in Parry Sound met with the new Team Leader at YMCA to talk about our work together, initiatives and to organize a schedule where YMCA staff visit our Beechwood office once per month and for OW staff to visit the YMCA office once per month to visit and meet with mutual clients. This is beginning this month.

In September the Supervisor of Income Support in South River attended the Almaguin Highlands Community Partners meeting, which we hosted at our Toronto Avenue location. These meetings, that take place quarterly, are a valuable platform for information sharing on new programs, initiatives and networking.

Regarding Employment Services Transformation, as we await the selection of our Service System Manager in our District as well as the rest of the Northeast, the Income Support and Stability Management Team attended an information session hosted by College Boreal in North Bay. The goal of this session was to provide an update on where things are with the planned submission as well as gather feedback from stakeholders.

MCCSS has reinforced its commitment to Centralized Intake. They are working with a select group of municipalities to further increase the role and responsibilities of the Centralized Intake team (IBAU). Legislative amendments passed by the legislature in June 2021, have identified the Ministry as a Delivery Agent to support these changes. These changes include the Ministry taking responsibility for formal decision making for applications, notification to the client and Internal Reviews for all low and medium risk applications. This will continue to be trialed in the 3 municipalities before larger implementation across the province.

In the past few months, our Ontario Works Case Workers have been focused on improving our outreach efforts to help support our most complex clients, while fostering crucial relationships with community partners. These relationships have allowed us to tap into additional resources that we would not have known about otherwise, while relying on others with more expertise and ability to provide comprehensive stability supports. With our client centered approach, our Case Workers have made significant strides in improving the lives of our most vulnerable community members.

We have had recent success with an Ontario Works client completing our Employment Placement Initiative and reaching the 3<sup>rd</sup> Milestone in our program with Employment North and has since become self-sufficient and exited Ontario Works. We have a new client entering the placement program and have just hit Milestone #1.

Ontario Works Case Workers have been accessing all resources and rent supplements available through the province, the district and CMHA to continue to support our clients and keep them housed. These have been extremely beneficial in assisting clients with the gap between their shelter portion and actual rent costs. Case Workers have been working with clients to make sure they get access to foodbanks and attending local foodbanks with clients that are vulnerable and have food insecurity.

Our van, utilized in our South River office, has been crucial to supporting our clients with transportation barriers to access community supports, workshops, foodbanks, community kitchens, medical appointments and more. This contributes to improving the overall well-being and health outcomes for our community members.

## Housing Stability Program - Community Relations Workers

### Support

All services performed, provided, or arranged by the Homelessness Stability Program staff to promote, improve, sustain, or restore appropriate housing for individuals active with the Homelessness Stability Program, periodically within the month, not requiring intense case management.

### August 2023

#### Income Source      East      West

Senior	6	16
ODSP	10	28
Ontario Works	4	13
Low Income	18	33

### Intense Case Management

Intense Case Management involves the coordination of appropriate services and the provision of consistent and on-going weekly supports, required by the individual to obtain, and sustain housing stability.

### August 2023

#### Income Source      East      West

Senior	13	22
ODSP	9	14
Ontario Works	8	15
Low Income	9	44

### Contact/Referrals

August 2023	East	West	YTD
Homeless	2	9	42
At Risk	7	5	64
Esprit Outreach Homeless	0	1	6
Esprit Outreach at Risk	0	0	10
Esprit in Shelter	4		11
Program Total	133		

### Short Term Housing Allowance

	Active	YTD
July 2023	10	37

### Housing Stability: Household Income Sources and Issuance from HPP:

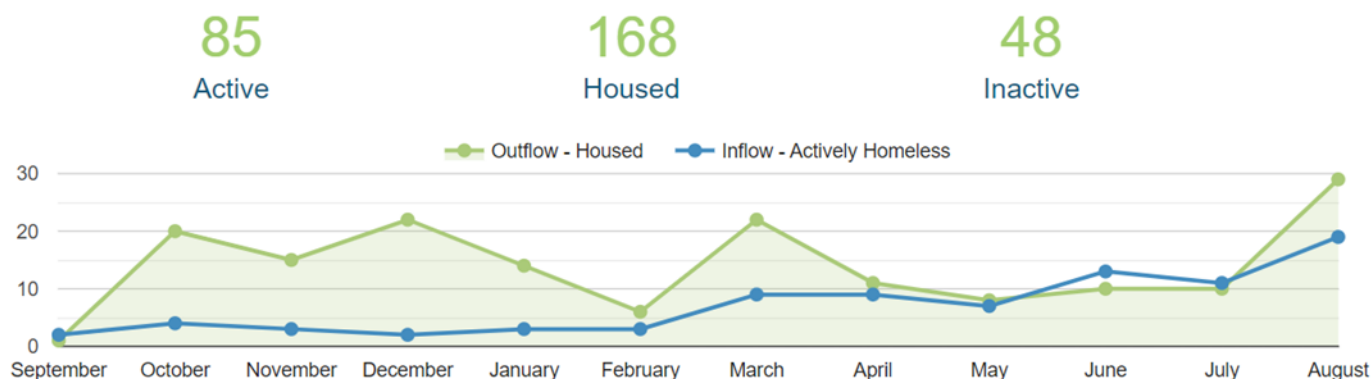
August 2023 Income Source	Total	HPP	August 2023 Reason for Issue	Total
Senior	5	\$2,119.26	Rental Arrears	\$275.00
ODSP	15	\$7,660.04	Utilities/Firewood	\$1,384.25
Ontario Works	8	\$3,928.38	Food/Household/Misc	\$12,290.95
Low Income	2	\$1,553.74	Emergency Housing	\$1,311.22
			Total	\$15,261.42

### Ontario Works: Household Income Sources and Issuance from HPP

August 2023 Income Source	Total	HPP
Senior	1	\$1,000.00
ODSP	3	\$2,200.00
Ontario Works	17	\$12,571.12

August 2023 Reason for Issue	Total
Rental Arrears	\$4,182.00
Utilities/Firewood	\$3,259.44
Food/Household/Misc.	\$8,329.68
Total	\$15,771.12

### By-Name List Data September 2021– August 2023



### Housing Stability Update

This August, in preparation for beginning our own transitional housing program, we visited our colleagues at Nipissing DSSAB, to tour their Northern Pines Transitional Housing program. We are grateful for their hospitality. Processes and policies are under development for the Transitional Unit that is scheduled to open early 2024.

By-Name List (BNL) Community of Practice sessions hosted by the Canadian Alliance for Ending Homelessness (CAEH), continue to be hosted monthly and are attended by various team members. Topics include Winter Response, Prioritization, Matching & Referrals, Analyzing BNL Data and Continuous Improvement. Our Supervisor of Housing Stability continues to work with our CAEH BNL coach to support our BNL work.

The Director of Income Support and Stability attended the DPSVAW Coordinating Committee meeting on September 20, 2023.

The Housing Stability Team are in the final stages of organizing an ID and Tax clinic for both our local offices on a regular basis. Clients without proper ID face numerous challenges and by hosting these clinics our goal is to remove any related barriers.

Caseloads remain steady for Housing Stability, however, the complexity of the client’s needs are raising. We are learning to shift, adapt and advocate with and for the client to get adequate support in place.



## Housing Programs

### Social Housing Centralized Waitlist Report August 2023

	East Parry Sound	West Parry Sound	Total
Seniors	47	113	160
Families	126	409	535
Individuals	507	192	699
Total	680	714	1,394
Total Waitlist Unduplicated			450

### Social Housing Centralized Waitlist (CWL) 2022 - 2023 Comparison Applications and Households Housing from the CWL

Month 2022	New App.	New SPP	Cancelled	Housed	SPP Housing	Month 2023	New App.	New SPP	Cancelled	Housed	SPP Housing
Jan	5			1		Jan	5	1	13		
Feb	9	1	2			Feb	5	1	10		
Mar	12		5	2	1	Mar	6		35		
Apr	12	1	1			Apr	11		17	6	
May	11	1		3		May	13	2	9	2	
June	15		3	2		June	9	1	2	1	
July	13	2	10	1		July	5	1	5	1	
Aug	5		17	2	1	Aug	14	1	3	1	
Sept	16		10	1	1	Sept					
Oct	14		12	6		Oct					
Nov	12	1	8	3		Nov					
Dec	1			5		Dec					
Total	125	6	68	26	3	Total	68	7	94	11	0

SPP = Special Priority Applicant

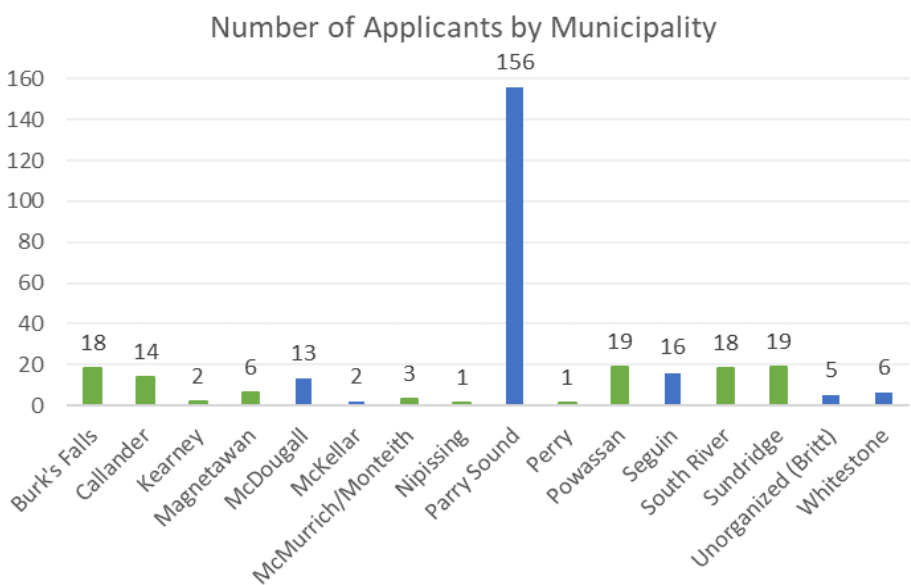
## Housing Programs Update

Housing Programs was able to start sending in COHB applications (Canada-Ontario Housing Benefit) beginning April 1<sup>st</sup> of this year. These applications were for the 2023-2024 benefit year. We began submitting applications immediately and received notification in early July that we had spent all our allocated funds. This was the fastest we have used this funding since the program began in 2020. We were able to assist just under 30 new households throughout the District of Parry Sound. Our team continues to receive calls and emails daily from other departments, community partners and clients inquiring about availability of COHB funding, which highlights the significant need for affordable housing in our district. Applications for the 2024-2025 year are not able to be submitted until April 1<sup>st</sup>, 2024.

Housing Programs has also seen an increase in requests for Ontario Renovates Accessibility grants. This program allows eligible homeowners to apply for a grant to assist with accessibility related repairs. This allows people to safely remain in their homes longer than they may have been able to without the repairs/renovations. We have been able to assist with a variety of requests including accessible bathtubs/showers, ramps, porch lifts, grab bars and widened doorways.

Housing Programs launched their second landlord survey mid-September. We saw several responses from area landlords come in within just a few days. The data we hope to collect from the responses will allow us to get a better understanding of the private housing stock within our district, as well as the current rents being charged. It also allows us to make connections with landlords for future working relationships.

We continue to collect waitlist data each month which allows us to gather real-time information on our applicants. The table below reflects the current location that applicants live in the District of Parry Sound. This table is slightly different than what was shown in the last report as it breaks down applicants by municipality rather than east or west. In the month of August, we saw 14 new applications, which is an increase from previous months. We have also seen an increase in special priority applications for priority placement on the centralized waitlist. There were several approved applications over this quarter.



This table shows the current location of CWL applicants that live in the District of Parry Sound. Blue represents West side municipalities and green represents East side municipalities. This shows that many of our waitlist applicants live in the Town of Parry Sound.

**Parry Sound District Housing Corporation  
August 2023**

Activity for Tenant and Maintenance Services

	Current	YTD
Move outs	2	26
Move in	4	22
L1/L2 forms	0	5
N4 - notice of eviction for non payment of rent	0	4
N5 - notice of eviction disturbing the quiet enjoyment of the other occupants	2	10
N6 - notice of eviction for illegal acts or misrepresenting income for RGI housing	0	0
N7 - notice of eviction for willful damage to unit	0	1
Repayment agreements	6	55
No Trespass Order	1	1
Tenant Home Visits	25	136
Mediation/Negotiation/Referrals	21	88
Tenant Engagements/Education	2	86

## Tenant Services Update

Over the summer months, Tenant Services has been working hard to get to ALL LHC/DSSAB tenants with a brand new and improved lease document. This involved having a lawyer review, writing out all leases for each tenant with custom rent calculation information in each one, and delivering them in person to workshop sessions we had planned in order to go through a generic template together as a group, answer any questions, and have signing completed on-site. All apartment buildings have been visited for this purpose now, and what's left to do are the family units. The new lease is much easier to follow, referencing updated relevant Legal Acts and removing some of the legal jargon and wordiness. Many tenants expressed appreciation for the time spent explaining and having conversations about tenancies. The signed return rate is likely about half, so some are preferring to stay on the old, original lease.

In September, we hosted a fire prevention workshop at our Callander building in partnership with the Callander fire department, and the Fire Chief came to present information to tenants. The tenants in attendance expressed having really enjoyed it and learned a lot of very valuable information from the event. We hope to expand this education to all buildings and as many tenants as possible in the future.

This fall we have been working hard to get all rental increase notices and letters out to all LHC/DSSAB and NOAH tenants before October 1<sup>st</sup>, in line with the Provincial guideline of a 2.5% increase.

Tenant Services sends out quarterly newsletters to tenants in order to share pertinent information or reminders, as well as new changes to contact people, or events that have taken place, or will. We also share recipes and word searches or colouring competitions – first person from each building to get them into the drop box with the most answers gets a gift card. This winter we plan to do a puzzle contest among the buildings, as many tenants enjoy using the common room to complete puzzles together.

Here are some snippets from the fall edition:

Living in a multiple unit dwelling may be challenging at times. Please be mindful of your actions so that they don't interfere with the reasonable enjoyment of others.

Tenants are responsible to work out their differences and if not resolved, a complaint form needs to be filled out in order for the complaint to be addressed.

We are asking all tenants who are permitted to smoke in their units, not to smoke during inspections or staff presence, unless you go outside. We appreciate your co-operation.

### Please Review the Following Steps for Tenant Issues

- (1) Collect as much information as you can about the problem. Date & Time.
- (2) **You are expected to be involved in the mediation and work together to come to a conclusion before contacting Tenant Services.**
- (3) If the problem persists complete the purple complaint form found in your building common room or laundry room and leave in the drop box.
- (4) If it is an emergency call Housing Office as soon as possible. If you ever feel your life is in danger call the police.
- (5) You may not be aware/informed of the actions we are taking to resolve the matter.

**Property Maintenance  
August 2023**

Pest Control		3 buildings are currently being inspected monthly for bedbugs; 28 units have been treated
Vacant Units	13	one-bedroom (8); multiple bedroom (5) (not inclusive of The Meadow View)
Vacant Units - The Meadow View	6	one-bedroom market units available
After Hours Calls	8	Smoke detector beeping, sink overflow causing flooding, OPP requested for video footage 4 staff participate in the on-call phone tree system
Work Orders	150	Created for maintenance work, and related materials for the month of August
Fire Inspections		Will provide in next month's report

**Capital Projects  
August 2023**

- The roof at 16 Toronto Ave. has been replaced
- The contract for the roof replacement at 66 Waubeek has been signed
- Consultant recommendations and architectural drawings for the 5-story building window replacement has been received, and currently reviewing for the 2024 budget
- The Queen St. and Broadway duplexes have undergone roof replacements, and the interior rough framing has been completed; the electrical and mechanical work is currently underway
- The kick-off meeting between engineers, architects, and consultants took place in September for a redesign of a tenant parking area for a west side building
- HVAC systems at 66 Waubeek St. have been replaced
- Dangerous trees have been removed from the Waubeek and Church Street properties
- Furnaces at some west side family unit properties have been replaced
- Extensive repairs within a unit after fire damage has finally been completed, and a new tenant has moved in

**Annual Inspections**

In August, we completed annual inspections for five units, and all buildings on the east side of the district had their annual fire inspections completed and passed. The purpose of these annual inspections is to document maintenance issues, update smoke detectors approaching expiry, change out batteries, and make sure fire extinguishers are in working order.

**Esprit Place Family Resource Centre  
August 2023**

<b>Emergency Shelter Services</b>	<b>August 2023</b>	<b>YTD</b>
Number of women who stayed in shelter this month	19	77
Number of children who stayed in the shelter this month	7	29
Number of hours of direct service to women (shelter and counselling)	231	1,147
Number of days at capacity	0	73
Number of days over capacity	5	36
Overall capacity %	80%	77%
Resident bed nights (women & children)	248	1,610
Phone interactions (crisis/support)	44	195

<b>Transitional Support</b>	<b>August 2023</b>	<b>YTD</b>
Number of women served this month	16	65
Number of NEW women registered in the program	8	13
Number of public ed/groups offered	0	3

<b>Child Witness Program</b>	<b>August 2023</b>	<b>YTD</b>
Number of children/women served this month	22	104
Number of NEW clients (mothers and children) registered in the program	11	31
Number of public ed/groups offered	1	6

## **Esprit Place Family Resource Centre Update**

Women's Services was thrilled to welcome our new Esprit Place Supervisor in August. She brings a wealth of knowledge and experience to our team. Her experience in OW and HSP will be highly valuable as we continue to create a comprehensive service delivery model for clients accessing Esprit services.

Esprit Place continues to be very busy supporting women and children fleeing violence, as well as women experiencing homelessness from across the District of Parry Sound. We have had several days at or over capacity during the summer months and only anticipate that this need will grow as the weather changes. Our focus continues to be "housing first" and as such, we are working to strengthen partnerships with our DSSAB programs, as well as with other community partners to ensure access to safe affordable housing for our clients.

For the last several months CMHA has supported an Addictions Counsellor to be present at the shelter a half day a week. This partnership has increased access to timely addiction and mental health support for our clients and has strengthened the relationship with this important community partner. The Director of Women's Services also had the pleasure of meeting with the Restorative Relationships Manager from the Parry Sound Friendship Centre. They had a productive discussion about potential areas of collaboration, and agreed to work together to ensure that Esprit Place services are culturally safe for Indigenous women and children. We look forward to welcoming the Friendship Centre into Esprit Place to provide input and suggestions and to deliver cultural programming.

The District of Parry Sound Violence Against Women Coordinating Committee has begun rebuilding its membership and is now meeting regularly. The Director of Women's Services will be co-chairing this committee with the Restorative Relationships Manager from the PSFC. We have drafted a workplan for the 23/24 fiscal year that focuses on strengthening membership and delivering violence prevention and healthy relationship programming to the community.