



## Community and Protective Services Committee

### Minutes 11

Thursday, 18 June 2020

9:30 a.m.

### Electronic Participation

This Meeting was held through electronic participation in accordance with Section 238 of the *Municipal Act, 2001* as amended by Bill 187, the *Municipal Emergency Act, 2020*.

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- Notes:*
- 1. Please note that these Minutes are to be considered DRAFT until confirmed by the Committee.*
  - 2. Underlining indicates a new or amended recommendation approved by Committee.*
  - 3. Except where otherwise indicated, reports requiring Council consideration will be presented to Council on 15 July 2020 in Community and Protective Services Committee Report 11.*

**Present:** Chair: J. Sudds  
Vice-Chair: K. Egli  
Councillors: E. El-Chantiry, M. Fleury, M. Luloff, C. McKenney, C. A. Meehan

### DECLARATIONS OF INTEREST

No declarations of interest were filed.

## CONFIRMATION OF MINUTES

Minutes 10 - 20 February 2020

CONFIRMED

## PRESENTATIONS

1. COMMUNITY AND SOCIAL SERVICES DEPARTMENTAL UPDATE ON IMPACTS OF COVID-19 PANDEMIC

### REPORT RECOMMENDATION

**That the Community and Protective Services Committee receive this verbal update for information.**

Donna Gray, General Manager, Community and Social Services and Dean Lett, Director, Long Term Care, gave a verbal update as well as a PowerPoint presentation. Both presentations are kept on file with the City Clerk's office.

Following the presentation, Committee Members asked the following, but not limited to, questions:

- Will the City continue with both the task force and Councillors' liaison since the it has been a valuable tool for Councillors? The plan is to keep the function going while in emergency response mode.
- Regarding the outbreaks at Long Term Care (LTC) facilities, do we know the origins of these outbreaks? The outbreaks at Peter D. Clark were brought in by a staff member, then transmitted to residents. In other home, was brought in by staff and was not shared to residents. Now screening staff before starting shifts and pass a questionnaire. Also doing temperature checks.
- Regarding childcare programs with non-city providers, what is status for

them to ensure they're able to continue or re-open? When the province announced guidelines, staff worked with the ministry to reiterate concerns of sector and to highlight impacts to childcare model and ability to deliver services. Community organizations should pursue all available support first through government COVID response programs.

Councillor Egli then presented the following motion:

**Motion CPS 2020 11/1**

**WHEREAS: The City of Ottawa's Medical Officer of Health, Dr. Vera Etches, has communicated that Long-Term Care Homes are vulnerable environments for individuals in our city and present a complex challenge; and**

**WHEREAS: Currently, two of the four City-run Long Term Care Homes are declared in an outbreak and Long-Term Care teams have worked collaboratively with Ottawa Public Health on mitigating and managing these outbreaks; and**

**WHEREAS: On May 19, 2020, the Honourable Merrilee Fullerton, Minister of Long-Term Care, announced an independent commission into Ontario's Long-Term care system beginning in September and their desire to conduct a thorough and expediated review and that membership will be finalized in the coming months; and**

**WHEREAS: The City of Ottawa would welcome the opportunity to support the Commission's work and provide valuable feedback in a thorough and expediated fashion for the betterment of residents and their families. This feedback would include successes learned and challenges that have risen due to the ongoing COVID-19 pandemic.**

**THEREFORE BE IT RESOLVED: That the Community and Protective Services Committee recommend Council request that the Mayor and Chair of Community and Protective Services Committee, in consultation with the Director of Long-Term Care and the Medical Office of Health, write to the Honourable Merrilee Fullerton, Minister of Long-Term Care, acknowledging that the City of Ottawa would welcome the opportunity to participate in any review that may arise of Long-Term Care Homes and that the letter provide**

**feedback on immediate next steps where mutual progress could be made.**

CARRIED

The report was RECEIVED and CARRIED as amended by the aforementioned motion.

## **COMMUNITY AND SOCIAL SERVICES**

### **HOUSING SERVICES**

2. LEGISLATED FIVE YEAR REVIEW OF THE 10-YEAR HOUSING AND HOMELESSNESS PLAN

ACS2020-CSS-GEN-0006

CITY WIDE

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### **REPORT RECOMMENDATIONS**

**That the Community and Protective Services Committee recommend:**

1. That Council approve the updated 10-Year Housing and Homelessness Plan 2020-2030 and its recommended actions as the framework to guide the City's efforts over the next 10 years to strategically and effectively address local housing and homelessness needs.
2. That the General Manager of Community and Social Services forward the approved 10-Year Housing and Homelessness Plan to the Federal Minister of Families, Children and Social Development, the Ontario Minister of Municipal Affairs and Housing and the Minister responsible for the Canada Mortgage and Housing Corporation, including a full list of recommended actions and estimated costs to:
  - a. Inform current and future housing policies, programs

**initiatives; and**

- b. Request the continuation of existing programs to 2030 as well as new and enhanced investments in the City of Ottawa to improve the housing, health and socio-economic well-being of Ottawa residents.**
- 3. That the Director, Housing Services be directed to report back to the Community and Protective Services Committee on the Long-Range Financial Plan for Housing currently under development that will be at Finance, Economic Development Committee in Q3 2020.**
- 4. That staff be directed to update the Community and Protective Services Committee annually on the 10-Year Plan's achievements and progress towards meeting targets.**

Donna Gray, General Manager, Community and Social Services gave a brief introduction and thanked staff for work, support and participation in updating this plan. She introduced and thanked Shelley Van Buskirk who gave a PowerPoint presentation with the assistance of the following staff and community representatives:

- Saide Sayah – Manager, Development Review – Planning, Infrastructure and Economic Development
- Paul Lavigne – Program Manager - Homelessness Programs and Residential Services
- Marion Connolly - Program Manager, Residential Service
- Larissa Silver – Youth Services Bureau
- Karina Skov – Tewegan Housing
- Tina Slauenwhite – Wabano Centre

Chair Sudds thanked all for their presentation and all work undertaken to date.

Following the presentation, Committee Members heard from the following delegations:

1. \*Katie Burkholder - Alliance to End Homelessness
2. Cora MacDonald - A Way Home Ottawa
3. \*Peter Tilley - The Mission
4. \*Deirdre Freiheit - Shepherds of Good Hope
5. Sally Rutherford - Somerset West Community Health
6. \*Marie-Josée Houle - Action Logement
7. \*Salma Al-Shehabi
8. \*Gisèle Doyle - Healthy Transportation Coalition
9. \*Céline Carrière - Ottawa Social Housing Network
10. Drew Dobson - SOS Vanier
11. Marc Maracle - The Registry
12. Laura Neidhart - Just Food Ottawa
13. \*Cheryl Parrott - Hintonburg Community Association

[ \* *All individuals marked with an asterisk either provided their comments in writing or by email; all such comments are held on file with the City Clerk. ]*

*Video and written submissions were received from:*

- *Colette St-Denis*
- *City for All Women Initiative*
- *Ottawa Salus*
- *Centretown Citizens Ottawa Corporation*
- *Dr. Tim Aubry*
- *Trevor Haché - <https://youtu.be/dR8UgQPmWUc>*

- *Vanier Community Association*
- *Lowertown Community Association*

Many of the delegations spoke on the following items and concerns:

- Homelessness at scale as seen currently is relatively new. Need to prioritize people's well-being. Ambitious targets needed to reduce homelessness.
- Paramount to reserve 30% for indigenous people.
- Homelessness is a changing process; new dynamics evolving. Need to move from annual reports to weekly problem-solving together; asking City to partner with community leaders.
- Appropriate housing helps develop independence. Marginal communities most at risk because of various factors. Mid-point review of 10-yr plan highlights achievements of partner agencies.
- Homelessness organizations are facing challenges due to COVID-19.
- All government levels need to work together with other sectors to reduce homelessness; preserves dignity and saves funds.
- When people get the support they need, police intervention is rarely needed; property values go up; people can contribute. City leadership needed to help solve chronic homelessness.
- Encouraged to see inclusionary zoning in plan to ensure that 25% of new development dedicated to affordable housing. Encouraged to see modular housing and micro-suites.
- This plan, if done right, will have a huge positive impact.
- Want to see land trusts and community benefits.
- Many thanked staff for consultation and work done on the issue.

Questions to staff included, but were not necessarily limited to:

- Plan is aspirational and ambitious and based on feedback from community. The previous plan was practical, without short/long and medium-term targets. Is there room for improvement? Yes. But there are achievable and do-able actions.
- The current wait list is 12 thousand and 3 thousand already live in community housing which brings wait list to 9 thousand. We know that a certain percentage are homeless, and others live somewhere in the city and are struggling and need subsidies, etc. Long range financial plan to provide rigours around numbers.
- In 2013, there were five different funding streams with different rules and requirements. The federal government streamed into one funding envelope and gave local service managers more flexibility. The problem was that before, funding was cost share. Now it comes out of one envelope and is not responsive to emerging and increasing demand.

Following questions to staff, members presented their motions and directions to staff.

The report recommendations were put to Committee and CARRIED as amended by the following motions.

#### **Motion CPS 2020 11/2**

Moved by Councillor K. Egli

**WHEREAS: on March 11, 2020 the World Health Organization declared COVID-19 a global pandemic and;**

**WHEREAS: on March 17, 2020 the Province declared an emergency under Subsection 7.0.1 (1) of the *Emergency Management and Civil Protection Act* and;**

**WHEREAS: on March 25, 2020 the City of Ottawa declared an emergency pursuant to Subsection 4(1) of the *Emergency Management and Civil Protection Act* and;**

**WHEREAS: on June 17, 2020 the Province extended all emergency orders currently in force under s.7.0.2 (4) of the *Emergency Management and Civil***



***Protection Act*** due to the ongoing COVID-19 pandemic and;

**WHEREAS:** These necessary measures continue to cause unprecedented financial pressures and constraints on current and future budgets, with the scale of impacts yet to be determined and;

**WHEREAS:** In addition to the unprecedented financial pressures the COVID-19 pandemic has resulted in City staff and community partners operating at a diminished capacity having redeployed staff and redirected resources towards the COVID-19 response, which continues to be the ongoing and top priority and;

**WHEREAS:** The City continues the operation of isolation, respite, and physical distancing centers, for at-risk people experiencing homelessness, creating a temporary depletion of current available staff resources for the implementation of workplans and certain priorities and;

**WHEREAS** A long-range financial plan will be presented in Q3 2020 outlining the funding required to maintain current service levels, respond to emerging demands, as well as the budgetary implications of the COVID-19 response for Housing Services, and identify potential sources of funding to meet commitments under the Plan.

**WHEREAS** the implementation of the 10-Year Housing and Homelessness Plan 2020-2030 will require significant City and community partner human and financial resources which are currently impacted by the COVID-19 pandemic;

**WHEREAS** the City worked closely with community partners via the Housing Systems Working Group, and 6 other planning tables to develop the 10-Year Housing and Homelessness plan, and will continue to collaborate on its implementation;

**THEREFORE BE IT RESOLVED** that staff be directed to develop an ambitious and achievable workplan in consultation with the Mayor, and Members of Council, for any matters that arise from the 10-Year Housing Plan 2020-2030, and that staff outline feasible targets, actions and priorities to be implemented over the remainder of this term of Council, to be presented for consideration by Council in Q1 2021;

CARRIED

**Motion CPS 2020 11/3**

Moved by Councillor M. Fleury

**WHEREAS the 10-Year Housing and Homelessness Plan 2020-2030 (The Plan) identifies three overarching goals: everyone has a home, people get the support they need, we work together.**

**WHEREAS the goal of *we work together* identifies the following tactic and strategic action: improve data collection methods, reporting and access for use by partners and system planning;**

**WHEREAS the Plan also identifies the need to: create a robust data strategy so that accurate and quality data is available for system planning, program development and funding decisions;**

**WHEREAS the Community and Social Services Department has a newly created team, Social Policy, Research and Analytics mandated to advance the use of data and analytics to enable evidence-based decision making, service planning, and social policy;**

**WHEREAS community consultations also highlighted the need for real time data to be readily available to support community planning and improve program delivery, in addition to more publicly available data in general;**

**WHEREAS improved data collection is needed to equip Council in making evidence-based decisions and to ensure proper oversight as it relates to housing priorities and investments;**

**THEREFORE BE IT RESOLVED that the Community and Protective Services Committee recommend Council direct the Community and Social Services Department to work with Ottawa Open Data and report back to the Community and Protective Services Committee by the end of Q1, 2021 on the inclusion of the data strategy into a workplan for the 10 Year Housing and Homelessness Plan for the remaining Term of Council.**

**BE IT FURTHER RESOLVED** this data strategy include the regular public reporting, in partnership with Ottawa Open Data, of data including, but not limited to: number of individuals and families using the emergency shelter system, per night; municipal, provincial and federal dollars spent on shelter and hotel/motel use, in Ottawa, per month (for all demographics), and number of individuals and families permanently housed, per month.

CARRIED

**Motion CPS 2020 11/4**

Moved by Councillor M. Fleury

**WHEREAS** Housing is one of the most fundamental human needs; and

**WHEREAS** it is well documented that poor housing conditions and high housing costs leads to stress for individuals and families, affecting their physical and mental health and resulting in increased use of health and social services. Children who experience housing insecurity due to frequent moves have been found to under-perform in school with lasting consequences on their capacity to participate in the labour market; and

**WHEREAS** as of December 2019, female led households represented over 56% of those households on the centralized wait list; and

**WHEREAS** the low vacancy rates for larger affordable rental units disproportionately affects lower income families who may need to pursue alternative options such as subsidized housing or emergency shelters; and

**WHEREAS** nightly demand surpasses the shelter systems permanent bed capacity, which results in shelter providers having to regularly resort to using overflow spaces. Specific to families, in 2019, family shelters were operating at 165% above permanent bed capacity; and

**WHEREAS** families experiencing chronic homelessness has grown by 320%, from 79 families in 2014 to 332 families in 2019; and

**WHEREAS** in 2019 chronic family units account for 28.1 % of all family

**units, the highest percentage of any category; and**

**WHEREAS the City's use of overflow options such as hotels and motels, when the family shelter system is at capacity, has increased by 191 per cent from 2014 to 2019 (from 98 families to 285 families); and**

**WHEREAS families are also experiencing the highest average length of shelter stay at 137 days in 2019, compared to single men, women and youth, whose average length of stay ranges from 56 to 72 days; and**

**WHEREAS the community housing stock also has a limited number of units for larger families, only 25 per cent of the stock is three, four and five-bedroom units; this further reduces to 5 per cent when only four and five-bedroom units are considered.**

**THEREFORE BE IT RESOLVED that the 10-Year Housing and Homelessness Plan 2020-2030 establish a family first priority and a family focused approach; and**

**BE IT FURTHER RESOLVED that the Community and Protective Services Committee recommend Council direct City staff to define goals, targets, tactics and outcomes to eliminate chronic homelessness for families, and report back to the Community and Protective Services Committee by the end of Q1, 2021 on the inclusion of this direction into a workplan for the 10 Year Housing and Homelessness Plan for the remaining Term of Council.**

CARRIED

### **DIRECTIONS TO STAFF**

Councillor M. Fleury

As the 10-Year Housing and Homelessness Plan 2020-2030 identifies the need to create new affordable housing incentive frameworks, that the City develop a toolkit to clearly engage with private landowners and developers with the goal of increasing the amount of rental units being built in Ottawa and leverage the opportunity to increase affordable units made available through consideration of new developments, notably as it relates to City owned lands near LRT Stations

(but not exclusively), in addition to an analysis and consideration of the City taking on head leases for first year of tenancies.

That staff report back to the Planning Committee and Community and Protective Services Committee (in addition to any other appropriate Standing Committee (s)) by the end of Q1 2021 on the inclusion of this direction into a workplan for the 10 Year Housing and Homelessness Plan for the remaining Term of Council. And that such direction include reporting on the toolkit of incentives to achieve these objectives, the financial costs of providing these incentives, the potential funding sources to achieve these objectives and the long term affordability that will be provided to low and moderate income residents of Ottawa through the provision of these incentives.

Councillor C. McKenney

On Page 32 of the report Under the Strategy to: Sustain and increase the mix of housing subsidies to increase affordability and meet evolving household need over time, a tactic includes: explore the development of a resident-based access system that efficiently provides one-stop intake for all social benefit and housing programs.

Councillor C. McKenney

That staff report back to Committee and Council on a consultation process before any decisions are made to move away from the current coordinated access approach to any successful housing programs such as the Social Housing Registry.

## **INFORMATION PREVIOUSLY DISTRIBUTED**

A REVIEW OF OTTAWA'S HOUSING FIRST PROGRAM

ACS2020-CSS-GEN-007

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ADJOURNMENT

The meeting adjourned at 3:50 p.m.

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**Committee Coordinator**

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**Chair**

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