



THE REGIONAL MUNICIPALITY OF NIAGARA  
PUBLIC HEALTH & SOCIAL SERVICES COMMITTEE  
FINAL AGENDA

PHSSC 12-2019

Tuesday, December 3, 2019

2:00 p.m.

Council Chamber

Niagara Region Headquarters, Campbell West

1815 Sir Isaac Brock Way, Thorold, ON

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|  | Pages   |
|--|---------|
| 1. <u>CALL TO ORDER</u>  |         |
| 2. <u>DISCLOSURES OF PECUNIARY INTEREST</u>  |         |
| 3. <u>PRESENTATIONS</u>  |         |
| 4. <u>DELEGATIONS</u>  |         |
| 5. <u>ITEMS FOR CONSIDERATION</u>  |         |
| 5.1 <u>COM-C 10-2019</u>   | 3 - 10  |
| Recommendations from the Niagara Regional Housing Board of Directors respecting Reappointment of Board Members |         |
| 6. <u>CONSENT ITEMS FOR INFORMATION</u>  |         |
| 6.1 <u>COM 42-2019</u>   | 11 - 16 |
| Senior Services Quality Improvement Report 2019  |         |
| 6.2 <u>COM-C 9-2019</u>  | 17 - 18 |
| Activities related to Niagara's 10-Year Housing and Homelessness Action Plan for October 2019                  |         |
| 6.3 <u>CWCD 399-2019</u>   | 19 - 21 |
| Seniors Services Homes and Childcare Centres – Holiday Celebrations  |         |

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|-----|---|---------|
| 6.4 | <u>PHD-C 07-2019</u><br>Cannabis Legalization Update  | 22 - 24 |
| 6.5 | <u>CWCD 429-2019</u><br>Opioid Update Memo  | 25 - 28 |
| 6.6 | <u>COM-C 11-2019</u><br>Niagara Regional Housing Quarterly Report July 1 to September 30,<br>2019 | 29 - 47 |

7. OTHER BUSINESS

8. CLOSED SESSION

9. NEXT MEETING

The next meeting will be held on Tuesday, January 14, 2020, at 1:00 p.m. in the Council Chamber, Regional Headquarters.

10. ADJOURNMENT

If you require any accommodations for a disability in order to attend or participate in meetings or events, please contact the Accessibility Advisor at 905-980-6000 ext. 3252 (office), 289-929-8376 (cellphone) or [accessibility@niagararegion.ca](mailto:accessibility@niagararegion.ca) (email).

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**MEMORANDUM**

**COM-C 10-2019**

**Subject: Recommendations from the Niagara Regional Housing Board of Directors respecting Reappointment of Board Members**

**Date: December 3, 2019**

**To: Public Health and Social Services Committee**

**From: Ann-Marie Norio, Regional Clerk**

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The Clerk's Office received correspondence from Niagara Regional Housing (NRH), dated November 15, 2019, respecting the Reappointment of Directors/Members 2019 (Report NRH 17-2019, attached as Appendix I). At their meeting held on November 15, 2019, the Niagara Regional Housing Board of Directors approved the following recommendation contained in Report NRH 17-2019:

That the Niagara Regional Housing (NRH) Board of Directors reviews the performance of its Members and **RECOMMENDS** to Regional Council for **APPROVAL**, the reappointment of those Members whose terms expire in 2020. Specifically that Betty Ann Baker, Karen Blackley, James Hyatt and Betty-Lou Souter **BE REAPPOINTED** for a term ending on October 31, 2021.

According to Niagara Regional Housing's Process for Reappointments of Retiring Directors (Appendix B of Report NRH 17-2019), the successful Director submits an Expression of Interest letter to the Clerk's Office for reappointment. The Clerk's Office can confirm receipt of expressions of interest from Betty Ann Baker, Karen Blackley, James Hyatt and Betty-Lou Souter.

A resolution of Committee is required to approve the recommendation from the Niagara Regional Housing Board of Directors. Suggested wording is as follows:

That the reappointment of Betty Ann Baker, Karen Blackley, James Hyatt and Betty-Lou Souter to the Niagara Regional Housing Board of Directors for a term ending on October 31, 2021, **BE APPROVED**.

Respectfully submitted and signed by

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Ann-Marie Norio  
Regional Clerk

COM-C 10-2019  
Appendix 1



**Mailing Address:**  
P.O. Box 344  
Thorold ON L2V 3Z3

Phone: 905-682-9201  
Toll Free: 1-800-232-3292  
(from Grimsby and beyond Niagara region only)

**Street Address:**  
Campbell East  
1815 Sir Isaac Brock Way  
Thorold ON

Main Fax: 905-687-4844  
Fax – Applications: 905-935-0476  
Fax – Contractors: 905-682-8301  
Web site: www.nrh.ca

November 15, 2019

Ann-Marie Norio, Regional Clerk  
Niagara Region  
1815 Sir Isaac Brock Way  
Thorold, ON L2V 4T7

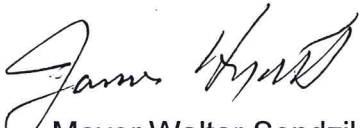
Dear Ms. Norio:

At their November 15, 2019 meeting, the Niagara Regional Housing Board of Directors passed the following motion as recommended in report NRH 17-2019 (attached):

That the NRH Board reviews the performance of its Members and **RECOMMENDS** to Council for **APPROVAL**, the reappointment of those Members whose terms expire in 2020. Specifically that, Betty Ann Baker, Karen Blackley, James Hyatt and Betty-Lou Souter be **REAPPOINTED** for a term ending on October 31, 2021.

Your assistance is requested in moving report NRH 17-2019 through appropriate channels to Council for approval.

Sincerely,

  
per Mayor Walter Sendzik  
Chair





**REPORT TO:** Board of Directors of Niagara Regional Housing  
**SUBJECT:** Reappointment of Members

**RECOMMENDATION**

That the NRH Board reviews the performance of its Members and **RECOMMENDS** to Council for **APPROVAL**, the reappointment of those Members whose terms expire in 2020. Specifically that, Betty Ann Baker, Karen Blackley, James Hyatt and Betty-Lou Souter be **REAPPOINTED** for a term ending on October 31, 2021.

**PURPOSE OF THE REPORT**

To seek Board recommendation on the reappointment of Members, have all end of term dates coincide to avoid the need to bring forward a similar report in three months for the same purpose, and to commence the rotation schedule for future years:

| 2020   | 2021  | 2022   | 2023  | 2024  | 2025  | 2026  | 2027  |
|--|---|--|---|---|---|---|---|
| 4 Community Directors<br>Retire<br>3 in March<br>1 in June<br><br>Appoint all till<br>Oct. 31 2021 | 4 Community Directors<br>Retire<br><br><b>Appoint for 2 Years to 2023</b><br><br>Nov 1 2021-<br>Oct 31 2023 | <b>Election Year</b><br>5 Councillor Directors<br>Retire<br>Nov 30 2022<br><br>Appoint for 4 years to 2026<br><br>Dec 2022-<br>Nov 30 2026 | 4 Community Directors<br>Retire<br><br>Appoint for 1 year<br><br>Nov 1 2023-<br>Oct 31 2024 | 4 Community Directors<br>Retire<br><br>Appoint for 1 year<br><br>Nov 1 2024-<br>Oct 31 2025 | 4 Community Directors<br>Retire<br><br><b>Appoint for 2 Years to 2027</b><br><br>Nov 1 2025-<br>Oct 31 2027 | <b>Election Year</b><br>5 Councillor Directors<br>Retire<br>Nov 30, 2026<br><br>Appoint for 4 years to 2030<br><br>Dec 2026-<br>Nov 30 2030 | 4 Community Directors<br>Retire<br><br>Appoint for 1 year<br><br>Nov 1 2027-<br>Oct 31 2028 |

**KEY FACTS**

- Continuity and knowledge of housing legislation and how changes effect housing, will be extremely important in 2020 and 2021 due to:
  - Alternate Service Delivery Review Implementation
  - Uncertainties regarding the Provincial Community Housing Renewal Plan
  - Planning for End of Housing Provider Mortgages (sustainability) & Operating Agreements, as Housing Providers represent half of the affordable housing units in Niagara

**REPORT**

NRH's By-Law #1, Section 3.03, Appointment and Election of Directors, indicates that an elected Directors may serve multiple one year terms provided they not be elected for more than twelve consecutive one year terms. Term dates for Community Directors are provided below:

| <b>DIRECTOR</b>  | <b>Area</b>               | <b>Date Appointed to Board - End of Current Term</b> | <b>Time Served to March 30, 2020</b> | <b>Additional time Eligible to Serve (after March 2020)</b> |
|------------------|---------------------------|--|--------------------------------------|---|
| Karen Blackley   | Thorold/ Region           | Aug. 27, 2010 -<br>March 30, 2020                    | 9 yr. 7 mo.                          | 2 yr. 5 mo.   |
| Betty Ann Baker  | Welland/Region            | Feb. 16, 2018 -<br>March 30, 2020                    | 2 yr.                                | 10 yr.  |
| James Hyatt      | St. Catharines/<br>Region | Jan. 31, 2014 -<br>March 30, 2020                    | 6 yr. 2 mo.                          | 5 yr. 10 mo.  |
| Betty-Lou Souter | St. Catharines/<br>Region | June 15, 2018 -<br>June 14, 2020                     | 1 yr. 8 mo.                          | 10 yr. 4 mo.  |

Bios for these Members can be found in Appendix A

According to Appendix B, Reappointment Process, the Board reviews performance to determine if it wishes to recommend Members for reappointment. Results are made known to the respective Members. Those interested in reappointment, would then submit an Expression of Interest to the Clerk's office.

**Evaluation Criteria**

The Board approved evaluation criteria for assessing performance:

**1. Meeting attendance**

80% attendance at all meetings with exceptions recognized for illness, family matters, vacations and meetings held outside regular schedule.

**2. Duration**

In attendance for the entire meeting with exceptions recognized for meetings running past scheduled end time.

**3. Contribution to other committees**

Consideration should be given if the member in question participates on any of the Board committees. It was agreed that this should be provided for information purposes only.

**4. Active participation**

The member should contribute to each meeting through discussion and questions

**5. Visionary**

Although difficult to measure, consideration should be given if a member is visionary and can add to discussions that move the Board and the Corporation forward



To assist the Board in its assessment of possible re-appointees, the attendance for all Directors is attached as Appendix C. For the Directors with terms expiring in 2020, the attendance results for one year are included in the chart below:

**September 1, 2018 to August 31, 2019**

| Director         | Board Meeting Actual Attendance | Board Meeting Adjusted Attendance | Contribution to other Committees   | Active Participation | Visionary |
|------------------|---------------------------------|-----------------------------------|--|----------------------|-----------|
| Karen Blackley   | 73%                             | 82%                               | <ul style="list-style-type: none"> <li>• Appeal Hearings</li> </ul>  |                      |           |
| Betty Ann Baker  | 100%                            | 100%                              | <ul style="list-style-type: none"> <li>• Provider Advisory</li> </ul>  |                      |           |
| James Hyatt      | 100%                            | 100%                              | <ul style="list-style-type: none"> <li>• Appeals Hearings</li> <li>• Sr. Staff Recruitment</li> <li>• ASD Taskforce</li> <li>• Tender Awards</li> <li>• Development</li> </ul> |                      |           |
| Betty-Lou Souter | 82%                             | 91%                               | <ul style="list-style-type: none"> <li>• Appeal Hearings</li> <li>• ASD Taskforce</li> <li>• Development</li> </ul>  |                      |           |

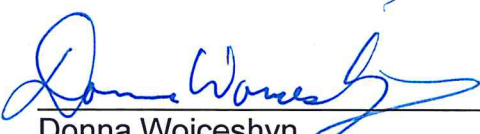
Please assess the performance of the perspective re-appointees based on the evaluation criteria and submit the completed voting ballots at the Board meeting. The perspective appointees do not vote for themselves but can vote for the others.

**Other Pertinent Reports**

NRH 16-2018 (18-176-4.4.) Reappointment of Directors/Members 2019  
12-113-3.4 – Board and Director Performance

Submitted by:

Approved by:

  
Donna Woiceshyn  
Chief Executive Officer

  
Walter Sendzik  
Chair

*This report was prepared by Virginia Amato, Executive Assistant to the Chief Executive Officer with review and comment by Donna Woiceshyn, Chief Executive Officer.*

## MEMBER BIOS

### **Karen Blackley**

A lifelong resident of Niagara, Karen has been a local Real Estate Broker for more than 20 years. She is very involved in the community as the present Secretary (past President) of the Thorold Credit Union and the Housing Liaison for the Thorold Age-Friendly Committee.

Previously Karen served on the Thorold Municipal Non-Profit Housing Board for 20 years, was the President of the Thorold Community Activities Group and a member of the Niagara Association of Realtors Ethics Committee and the Thorold Physician Recruitment Committee.

### **Betty Ann Baker**

A resident of Welland, Betty Ann is the Executive Director of Niagara Peninsula Homes, and sat with the former Coordinated Housing Access Niagara (CHAN) Board. She is a past chair of the Niagara Housing Authority and has more than 39 years experience in the co-operative and Non-Profit housing sectors both in development and management. She is the recipient of the CMHC award recognizing involvement in the Co-op Housing Sector. Betty Ann received the 2008 Business Woman of the Year Award. She was also recognized as one of Chatelaine's women of the year in 2000 for her work with Niagara Presents and Niagara Women's Enterprise Centre and Niagara Peninsula Homes. Served on the Niagara College Board of Governors.

### **James Hyatt**

James Hyatt has a BA in political science from the University of Manitoba and is a graduate of the Canadian Forces Staff College. He is fluent in French and German in addition to his native English.

James Hyatt enlisted in the Royal Canadian Artillery in 1964 and in 1968 he was offered the opportunity to undergo RCAF pilot training. He received his pilot wings and was commissioned as a Lieutenant in June, 1970. Over the next 28 years he was employed as a pilot in progressively more challenging flying and staff appointments in Canada and abroad. These appointments included Commandant of #3 Canadian Forces Flying Training School in Portage la Prairie, Manitoba and Deputy Secretary General of the Organization of American Air Forces in Washington, DC. His military service totaled more than 32 years at bases across Canada and overseas.

After retiring from the military, James worked for 10 years as a consultant conducting operational reviews, risk assessment audits and aviation management and safety studies for governments, international organizations and companies in Canada and overseas.

James Hyatt is retired and lives in St. Catharines, Ontario where he serves as a volunteer Director and Vice Chair on the Niagara Regional Housing Board of Directors. He is a member of the Royal Canadian Legion.

### **Betty-Lou Souter**

As Chief Executive Officer of Community Care, St. Catharines & Thorold, Betty Lou provides oversight to the 21 integrated programs and services that support the less advantaged on their journey to independence and self sufficiency including but not limited to food and shelter security, money management and other related life skills. She is a committed and dedicated volunteer with more than 40 years of experience in the voluntary sector and was one of 11 Ontarians who received the Ontario Medal for Good Citizenship in 2011.

Betty Lou serves on the Board of the Pathstone Foundation, the Niagara Workforce Planning Board, Hotel Dieu Shaver, FACS, and was recently appointed to the Federal Judicial Advisory Committee for the province of Ontario.

Recipient of an Honourary Doctorate in 2015 from Brock (LLD), an Honourary Bachelor of Applied Studies in 2019 from Niagara College (BAS) and a Lifetime Achievement Award from WIN (Inspirational Women in Niagara) in 2018.



**Appendix B**

**Process for Reappointments of Retiring Directors:**

- 1) The Chair of the NRH Board contacts the NRH Directors who are up for reappointment to see if they would like to renew for another term.
- 2) The Board reviews the performance of each Director who is being considered for re-appointment and based on this review the Board determines whether they can support that particular Director for reappointment.
- 3) The results of the Board's voting are provided to the Chair who then advises each Director of the results.
- 4) The successful Directors then submit an Expression of Interest letter to Clerk's Office for reappointment.
- 5) The Chair provides the Clerk's office with a list of the recommended reappointments.
- 6) A confidential report is submitted to Regional Council to approve the reappointment of the recommended Directors for Membership.
- 7) The approved reappointments are announced publically at Regional Council.
- 8) The Clerk's Office then contacts the Chair with the Council decision and the need for a Members' meeting.
- 9) The Clerk advises each Director of their successful or unsuccessful reappointment.
- 10) A Members meeting is held and a formal vote taken to approve the reappointment.



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**Subject: Senior Services Quality Improvement Report 2019**

**Report to: Public Health and Social Services Committee**

**Report date: Tuesday, December 3, 2019**

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## **Recommendations**

That this report **BE RECEIVED** for information.

## **Key Facts**

The purpose of this report is to provide Committee and Council with highlights of quality initiatives and outcomes for Seniors Services in 2019. Areas of focus in this quality update include:

- Northland Pointe Peritoneal Dialysis
- Decreasing ER visits:      Community Programs  
   Long-Term Care

## **Financial Considerations**

The activities highlighted in this report were funded within the 2019 approved operating budgets. The Ministry of Health and Long-Term Care (MOHLTC) and the Niagara Haldimand Brant Local Health Integration Network (HNHB LHIN) are the primary sources of funding for the Seniors Services division. Other funding sources include user fees and levy.

## **Analysis**

### **Northland Pointe Peritoneal Dialysis**

Dialysis is the process of removing waste products and excess fluid from the body. It is necessary when the kidneys are not able to filter the blood properly. There are two types of dialysis, hemodialysis and peritoneal dialysis.

**Hemodialysis** – In this treatment, blood is withdrawn from the body by a machine. The machine filters wastes, salts and fluid from the blood when kidneys are no longer healthy enough to do this work adequately. Hemodialysis treatments are provided in a hospital dialysis unit.

**Peritoneal Dialysis** – This treatment works on the same principle as hemodialysis, but the blood is cleaned while still inside the body rather than in a machine. This treatment can be provided in a long-term care setting using a cyclor as the resident is sleeping.

Currently across Niagara, long-term care (LTC) residents requiring dialysis only have the option of hemodialysis as a treatment. Each resident on hemodialysis goes to hospital two to three times per week for treatment. Residents are out of the home for up to eight hours on their treatment days. This treatment schedule and ongoing transfer to hospital significantly affects a resident's quality of life.

Seniors Services is collaborating with Niagara Health to introduce peritoneal dialysis as a new treatment option to long-term care residents with end-stage kidney failure requiring dialysis. This new pilot program will be starting at Northland Pointe in Port Colborne later this year.

Peritoneal dialysis has fewer side effects than hemodialysis because it is a more gentle type of treatment and does not require a transfer to hospital. Residents receive treatment each night, overnight, in the comfort of the long-term care home. This option supports residents to stay in the home and enjoy daily activities and meals.

The pilot program's effectiveness will be closely monitored and evaluated. If it is successful in achieving clinical goals and is a positive experience for Northland Pointe residents we will pursue the introduction of peritoneal dialysis services in our other seven long-term care homes.

### **Decreasing ER Visits: Community Programs**

Deer Park Suites is an assisted living program co-located with Deer Park Villa Long-Term Care Home in Grimsby. Tenants rent their suite and have access to supports including personal care, medication reminders, laundry, light housekeeping, and attendant care from on-site personal support workers.

Deer Park Suites, as is typical of assisted living programs, does not have a Registered Nurse on site and therefore if a medical situation arises, staff access 911. To ensure appropriate use of 911 calls, Deer Park Suites collaborated with Niagara Emergency Management Services on a pilot project to reduce unnecessary/avoidable 911 calls and avert first responders from low acuity, non-emergent calls.

The pilot project included the implementation of the "IStumble" tool, a decision making tool for use by unregulated health professionals as part of falls management. The tool allows staff who come upon a situation to apply a decision-making framework that will safely confirm the need for emergency services or not. Staff was also introduced to new equipment to safely assist tenants who have had a fall, from a floor position into a seated position. The equipment is an inflatable device that raises the individual to a seated position allowing for a safe one-person transfer.



Throughout Q1 2019, 58% of falls incidents at Deer Park Suites were successfully addressed using the decision framework and the lift assist device. Comparing Q1 2018 over Q1 2019 there was an overall reduction of 24% in non-emergent 911 calls.

The pilot project was showcased at the 2019 Ontario Community Support Association Annual conference in October 2019 through a poster board session. The early results of the pilot are indicating the positive potential impact for assisted living environments in reducing use of emergency medical services and emergency department use.

### **Decreasing ER Visits: Long-Term Care**

In support of minimizing the number of transfers to hospital from long-term care, a number of strategies have been implemented:

#### **Infusion Therapy Program**

Sixty (60) nurses have completed training and are now certified in managing intravenous (IV) infusion therapy. The ability to offer residents IV fluids in the LTC setting to prevent dehydration, to support palliative pain management through IV treatment and to provide IV antibiotics to address infections will all serve to decrease transfers to hospital.

#### **Nexsys Cabinets – Electronic Emergency Stock Cabinets**

Electronic emergency stock cabinets were implemented earlier in 2019 to provide the long-term care homes with 24/7 access to medications. This supports long-term care staff to provide a timely response to a change in status (such as palliative care associated pain medication, blood pressure medication or antibiotics) without relying on after-hour pharmacy resources. This effective new technology provided through the Pharmacy Contract is a recommended best practice identified in the Wettlaufer inquest recommendations.

#### **Introduction of Suture Kits**

Suture kits are now available at all the homes, to prevent a transfer to hospital for treating skin tears when there is a doctor or a nurse practitioner available.

### **Alternatives Reviewed**

Not Applicable.

### **Relationship to Council Strategic Priorities**

Healthy and Vibrant Community.

## Other Pertinent Reports

None.

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### Prepared by:

Kim Eros  
Associate Director Clinical & Support  
Services, Community Services

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### Recommended by:

Adrienne Jugley, MSW, RSW, CHE  
Commissioner, Community Services

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### Submitted by:

Ron Tripp, P. Eng  
Acting Chief Administrative Officer

This report was prepared in consultation with Gail Gill Administrator, Carol Rudel Administrator Seniors Community Programs and reviewed by Henri Koning, Director, Seniors Services.

## Appendices

Appendix 1            Seniors Services Report Card 2018 – 2019

Appendix 1 Seniors Services Report Card 2019

| Measures   | Definition  | 2019 Q1 | 2019 Q2 | 2019 Q3 | 2019 Q4 |
|--|---|---------|---------|---------|---------|
| <b>Seniors Long Term Care Home Metrics</b>               |   |         |         |         |         |
| <b>Cognitive Impairment</b>                              | This metric provides a percentage of residents whose diagnosis includes dementia, other than Alzheimer's or related neurologic diseases after the resident assessment has been completed.   | 66.7    | 66.1    | 65.79   |         |
| <b>Resident Satisfaction Survey</b>                      | This metric provides a measure of the residents' perception of the services and overall rating of a great place to live. The resident satisfaction survey is issued annually. The 2017 MBN median for upper-tier municipalities was 95%. In 2017 for all 8 Niagara Region LTC was 95% | 95      |         |         |         |
| <b>Pressure Ulcers</b>                                   | This is a measure of the # of worsened stage 2-4 pressure ulcers documented on their target assessment and the stage of pressure ulcer is greater on their target assessment than on their prior assessment (Prov. Avg. 2.6%)   | 3.7     | 3.73    | 3.25    |         |
| <b>Outbreaks</b>   | The resident home area may be declared in outbreak by Public Health if two or more residents residing in the same resident home area have two or more consistent infectious symptoms (2018 total was 15)  | 15      | 4       | 4       |         |
| <b>% of Resident who have fallen in the last 30 days</b> | This is a measure of the % of residents who sustained a fall in the last 30 days recorded on their target assessment. (Prov. Aver. 16.25%)  | 17.05   | 18.25   | 17.00   |         |
| <b>% of Residents with New Fractures</b>                 | This is a measure of the % of residents who sustained a fracture during this quarter on their most recent assessment. This total includes any fracture that may occur. The goal is to minimize all fractures. (Prov. Aver. 2.1%)  | 1.74    | 0.79    | 1.64    |         |

| Measures   | Definition   | 2019<br>Q1 | 2019<br>Q2 | 2019<br>Q3 | 2019<br>Q4 |
|--|--|------------|------------|------------|------------|
| <b>Seniors Community Programs</b>                  |  |            |            |            |            |
| <b>Number of unique individuals served in 2018</b> | Individual is counted once in a calendar year regardless of the number of services one individual may be accessing                   | 1682       | 1698       | 1748       |            |
| <b>% satisfied with overall services</b>           | Average across all SCP programs  | 97         |            |            |            |
| <b># of complex case consultations</b>             | Multi-agency collaboration is required to support the diverse needs of the individual in developing a community plan of support/care | 10         | 23         | 4          |            |

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## MEMORANDUM

COM-C 9-2019

**Subject:** Activities related to Niagara's 10-Year Housing and Homelessness Action Plan for October 2019

**Date:** December 3, 2019

**To:** Public Health and Social Services Committee

**From:** Jeffrey Sinclair, Homelessness Action Plan Advisor and Adrienne Jugley, Commissioner, Community Services

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Further to council direction in October (COM 40-2019), staff will be providing regular updates about activities, local targets, outcomes and challenges related to Niagara's 10-Year Housing and Homelessness Action Plan (HHAP), as new information is available.

The following highlights activities related to the HHAP in October 2019:

- An orientation was provided for community partners in the homeless serving system related to Built for Zero Canada (BFZ-C) and October saw the launch of Niagara's Built for Zero Home Team. The home team will advise local participation in the Built for Zero collective and support efforts to end chronic homelessness in Niagara.
- Work has begun to develop Niagara's (homeless) By Name List (client record system), to make homelessness services data available in real time and actionable on a systems level (Allowing Niagara to answer critical system questions as we implement changes to our local system – e.g. “Did homelessness decrease?”) and individual level (e.g. Did Larry get housed?). The By Name List will inform the creation of a coordinated access system, a standardized process for intake, assessment and referral across all providers within the homeless serving system.
- Niagara Region has received the final report from Canadian Centre for Economic Analysis (CANCEA), forecasting affordable housing need in Niagara out to 2041, and this invaluable data is supporting the current development of Niagara's affordable housing strategy, ensuring it is based on current and future need.
- Niagara Regional Housing's Scott Street site in St. Catharines has engaged students from Niagara College's recreation therapy and social service worker programs to support high needs residents to have more stable tenancies.
- Supporting continued public dialogue and engagement, information was provided on affordable housing and homelessness to the public through an information session

at the Grimsby Public Library and a panel discussion at the Niagara Falls Public Library.

- Niagara Regional Housing completed the build of 12 affordable and RGI (rent geared to income) housing units (including **eight net new units**) on Roach Avenue in Welland, supporting the goals of increasing both density and number of affordable housing units.

Respectfully submitted and signed by

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Jeffrey Sinclair, BBA  
Homelessness Action Plan Advisor

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Adrienne Jugley, MSW, RSW, CHE  
Commissioner

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**MEMORANDUM**

**CWCD 399-2019**

**Subject: Seniors Services Homes and Childcare Centres – Holiday Celebrations**  
**Date: November 1, 2019**  
**To: Regional Council**  
**From: Adrienne Jugley, Commissioner, Community Services**

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As the holiday season approaches, the directly operated child care centres and Seniors Services long-term care homes will be celebrating with their preschoolers, residents and family members.

Niagara Region's Community Services is pleased to be able to serve our clients and residents, in partnership with others, to make a difference in their lives. We hope that the celebrations, special events and get-togethers that are taking place in the Region's childcare centres and long term care homes will enhance their enjoyment of the holiday season.

This year our homes and child care centres are partnering to provide a holiday celebration for the children. Gifts, provided by staff, residents, volunteers and family members of the long-term care homes will be given to the children at the child care events.

You are cordially invited to join us. Please refer to the attached list of events, which includes RSVP information. We hope you can attend these celebrations as your schedule permits.

Thank you for your consideration.

Respectfully submitted and original signed by,

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Adrienne Jugley, MSW, RSW, CHE  
Commissioner, Community Services

**Holiday Celebrations - 2019**  
**Seniors Services Homes**

| HOME:  | DATE:  | TIME:                            | RSVP – MANAGER CONTACT  |
|--|--|----------------------------------|---|
| Gilmore Lodge<br>50 Gilmore Road<br>Fort Erie                      | December 2<br>December 3<br>December 4<br>December 5 | 2:00 - 3:30 pm                   | Antionietta Todd<br>905-871-6160 ext. 4660<br><a href="mailto:antionietta.todd@niagararegion.ca">antionietta.todd@niagararegion.ca</a>          |
| The Meadows of<br>Dorchester<br>6623 Kalar Road<br>Niagara Falls   | December 7<br>December 8                             | 2:00 - 3:30 pm                   | Aimie Taylor<br>905-357-1911 ext. 4360<br><a href="mailto:aimie.taylor@niagararegion.ca">aimie.taylor@niagararegion.ca</a>                      |
| Northland Pointe<br>2 Fielden Avenue<br>Port Colborne              | December 11<br>December 12                           | 1:30 - 3:00 pm<br>1:30 - 3:00 pm | Tammy Wright<br>905-835-9335 ext. 4760<br><a href="mailto:tammy.wright@niagararegion.ca">tammy.wright@niagararegion.ca</a>                      |
| Woodlands of Sunset<br>920 Pelham Street<br>Welland                | December 4   | 1:30 - 3:00 pm                   | Richard Van Huizen<br>905-892-3845 ext. 4560<br><a href="mailto:richard.vanhuizen@niagararegion.ca">richard.vanhuizen@niagararegion.ca</a>      |
| Rapelje Lodge<br>277 Plymouth Road<br>Welland                      | December 18  | 2:00 - 3:15 pm                   | Dave Stortz<br>905-714-7428 ext. 4260<br><a href="mailto:dave.stortz@niagararegion.ca">dave.stortz@niagararegion.ca</a>                         |
| Deer Park Villa<br>150 Central Avenue<br>Grimsby                   | December 5   | 6:00 - 7:30 pm                   | Charlene Ferns<br>905-945-4164 ext. 4802<br><a href="mailto:charlene.ferns@niagararegion.ca">charlene.ferns@niagararegion.ca</a>                |
| Deer Park Suites<br>150 Central Ave,<br>Grimsby                    | November 29  | 5:00 - 7:00 pm                   | Michael Nielson<br>905-945-4164 ext 4815<br><a href="mailto:michael.nielson@niagararegion.ca">michael.nielson@niagararegion.ca</a>              |
| Linhaven<br>403 Ontario street<br>St. Catharines                   | December 11  | 2:00 - 3:30 pm                   | Jeanette Beauregard<br>905-934-3364 ext. 4160<br><a href="mailto:Jeanette.Beauregard@niagararegion.ca">Jeanette.Beauregard@niagararegion.ca</a> |
| Upper Canada Lodge<br>272 Wellington Street<br>Niagara-on-the-Lake | December 4<br>December 5                             | 5:00 pm                          | Kristin Mechelse<br>905-468-4208 ext. 4460<br><a href="mailto:kristin.mechelse@niagararegion.ca">kristin.mechelse@niagararegion.ca</a>          |



**Holiday Celebrations - 2019**  
**Children's Centres**

| CENTRE   | DATE        | TIME     | RSVP CONTACT  |
|--|-------------|----------|---|
| Branscombe Early Learning and Family Centre<br>6271 Glengate Street<br>Niagara Falls   | December 11 | 3:00 pm  | Jennifer Greenland 905-735-2665<br><a href="mailto:jennifer.greenland@niagararegion.ca">jennifer.greenland@niagararegion.ca</a> |
| Fort Erie Child Care Centre<br><u>at Gilmore Lodge</u><br>50 Gilmore Road<br>Fort Erie | December 18 | 10:00 am | Brenda Steele 905-871-7706<br><a href="mailto:brenda.steele@niagararegion.ca">brenda.steele@niagararegion.ca</a>                |
| Port Colborne Child Care Centre<br>214 Steele Street<br>Port Colborne                  | December 23 | 3:00 pm  | Robin Cotton 905-835-2394<br><a href="mailto:robin.cotton@niagararegion.ca">robin.cotton@niagararegion.ca</a>                   |
| St. Catharines Child Care Centre<br>179 Carlton Street<br>St. Catharines               | December 20 | 3:00 pm  | Terry Barclay 905-684-9927<br><a href="mailto:terry.barclay@niagararegion.ca">terry.barclay@niagararegion.ca</a>                |
| Welland Child Care Centre<br>25 Bruce Street, Welland                                  | December 4  | 3:00 pm  | Leah Philbrick 905-356-7677<br><a href="mailto:leah.philbrick@niagararegion.ca">leah.philbrick@niagararegion.ca</a>             |

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## MEMORANDUM

PHD-C 07-2019

**Subject: Cannabis Legalization Update**  
**Date: December 3, 2019**  
**To: Public Health and Social Services Committee**  
**From: Renata Faber, Manager, Chronic Disease and Injury Prevention and  
Diana Teng, Manager, Chronic Disease and Injury Prevention**

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Report PHD 01-2019 Cannabis Legalization recommended that staff return with an update on the impacts of legalization in Q4 of 2019. Highlights are shared in this memo with a more fulsome report planned for 2020 when the Ontario Student Drug Use and Health Survey (OSDUHS) results are released.

### Regional By-law

Regional By-law 112-2013, a regional by-law to protect children and vulnerable persons from exposure to outdoor second-hand smoke was updated on August 1, 2019 to protect the community from exposure to second-hand smoke and aerosol from e-cigarettes, to enhance efforts at denormalizing smoking and using e-cigarettes, and to support efforts to quit. A collaborative effort by all 12 municipalities, new prohibited locations included in the by-law are

- Anywhere within nine metres of an entrance or exit of a publically accessible place, building or workplace
- Beaches
- Recreational trails

Since approval of the bylaw, Public Health has been educating the public about these changes through face-to-face contact, social media, and multiple traditional media channels.

Between the dates of August 1, 2019 to November 11, 2019, Public Health's Tobacco Hotline received

- 15 by-law inquiries
- 25 by-law complaints
- 123 requests for signage

The volume of inquiries, complaints, and signage have increased compared to 2018, but is consistent with past experiences after bylaw changes. Signage, including decals for no smoking, no vaping, and no cannabis are available and can be ordered through the Niagara Region website.

## **Acute Lung Injury**

An investigation into acute lung injury related to e-cigarette use has been ongoing in the United States and Canada. The US Centers for Disease Control (CDC) on November 5, 2019 reported 2,051 cases, with 39 confirmed deaths from lung injury related to e-cigarette use. Of these cases, 70% of patients are male and 79% of patients are under 35 years old. THC-containing products (i.e. cannabis-based products) are involved in most, but not all of the illnesses. Vitamin E Acetate has been implicated as a chemical of interest, based on samples from the lung fluid of a small number of cases. In Canada, the Public Health Agency of Canada (PHAC) on November 6, 2019 reported two confirmed cases in Quebec, two probable cases in New Brunswick, three probable case in British Columbia.

## **Local E-cigarette Use**

The Ontario Student Drug Use and Health Survey (OSDUHS) in 2017 found 21.6% of students Grades 7 to 12, in Ontario have ever used an e-cigarette product. We anticipate receiving updated use rates for Niagara students in Q3 of 2020 through OSDUHS. The *Smoke-Free Ontario Act, 2017* prohibits the use e-cigarettes on school property; between January 1, 2019 and November 11, 2019, Public Health conducted 239 inspections at secondary schools and provided one-on-one education to youth 182 times. Tobacco Control Officers issued the following for use of e-cigarettes on school property: 106 warnings, 37 tickets, and 25 summons to court.

E-cigarettes are not without risk. Public Health continues to recommend that if one is not currently a smoker, one should not start using e-cigarette products, especially not youth or pregnant women. If one currently uses e-cigarettes, one should not obtain them from illegal/unregulated sources, nor modify or add substances to them. However, Public Health currently does not advise smokers who are using e-cigarettes to quit smoking to return to smoking cigarettes.

## **Cannabis Edibles**

On October 17, 2019, cannabis edibles became legal in Canada. They will be available for purchase by the end of 2019. Public Health is working to ensure that residents understand the risks and ways to minimize harm if choosing to consume edibles. Several key messages in the comprehensive print and social media education plan include:

- It can take up to four hours to feel the full effects of edible cannabis. Consuming more within this time-period can result in overconsumption and adverse effects that may require medical attention.

- Delay using cannabis until later in life. Teenagers and young adults have greater risk from consuming cannabis because the brain continues to develop until around the age of 25.
- Avoid smoking cannabis. The smoke from cannabis contains the same harmful chemicals as tobacco smoke.
- Avoid frequent use. Frequent and prolonged use increases the risk of dependence and may bring on or worsen disorders related to anxiety and depression.
- Store all cannabis products safely by keeping them out of reach of children, youth and pets

Respectfully submitted and signed by

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Renata Faber, MEd, BSc  
Manager, Chronic Disease and Injury Prevention

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Diana Teng, MSc, BAsC, CPHI  
Manger, Chronic Disease and Injury Prevention

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## MEMORANDUM

CWCD 429-2019

**Subject: Opioid Work Update**

**Date: November 22, 2019**

**To: Board of Health**

**From: Dr. Andrea Feller, Associate Medical Officer of Health**

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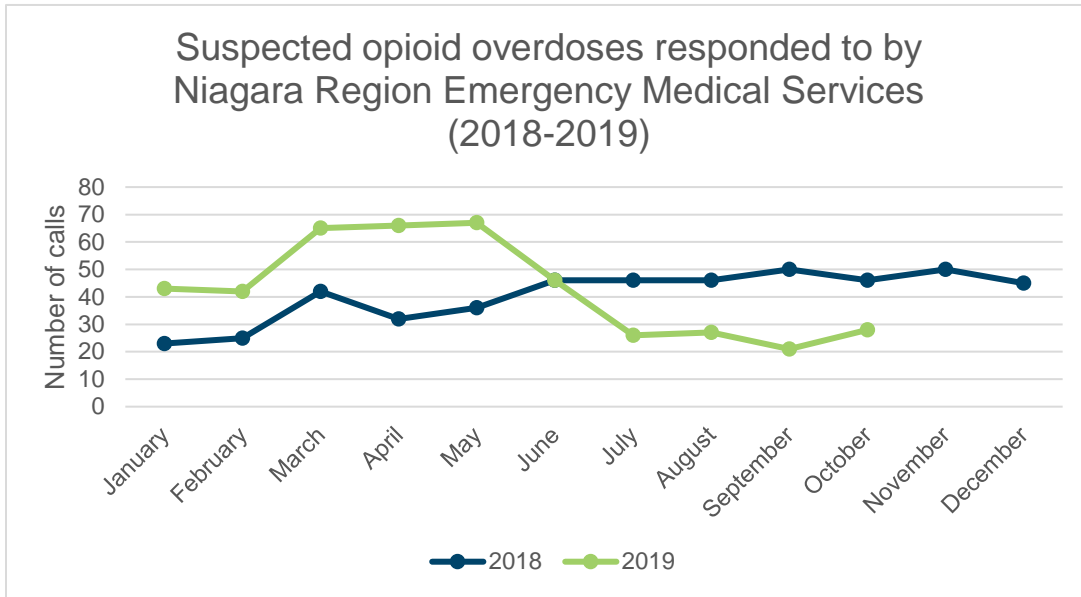
In our goal to continue to keep you updated around opioids, please see the following.

1. All eligible agencies that have chosen to be a public access point for Naloxone are listed at: <https://www.ontario.ca/page/where-get-free-naloxone-kit>
2. OPENN updates: An advisory system on toxic drug/adverse reaction sharing went live on October 1. So far, no alerts have needed to be sent out. The Community Prevention Substance Strategy is nearing the phase of report finalization. The [community survey](#) is still open until November 30, please encourage community members to fill it out.

There have been over 3,300 responses so far, about 76% female, 22% male and 0.4% other.

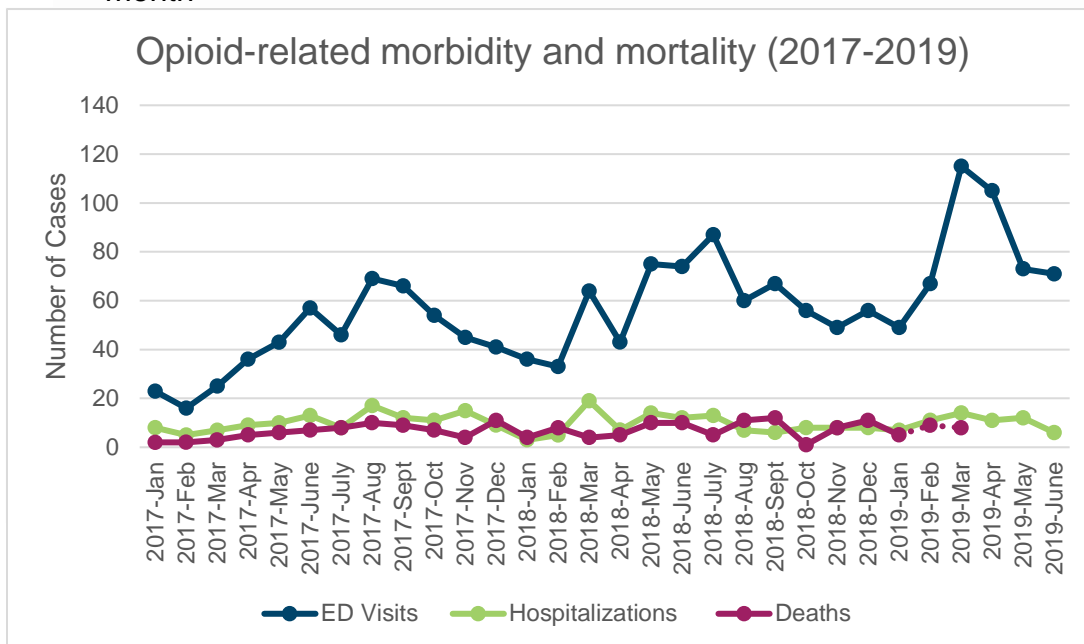
3. National Addictions Awareness Week is from November 25 to December 1 and the theme is “Stigma Ends with Me”. Community Addictions Services of Niagara (CASON) is hosting a trivia night on [November 30 at 630 PM](#) at the Meridian Centre in Fonthill, with community support and collaboration, including from NRPH.
4. Since June, we have been noting a decrease in EMS calls for suspected opioid overdose. That trend has continued, and our calls are actually at a 2-year low at this time. In addition, based on the preliminary data we are monitoring, ED visits for suspected overdose have decreased as well. Naloxone distribution has continued to increase, and we have been able to analyze data that reveals that the numbers of residents accessing medical therapy (opioid substitution therapy) has increased a small amount over the last two years, and significantly increased during the first 6 months of this year.
5. The website is updated as data becomes available. These updates are available through PH&ES site (in addition to elsewhere on the Region’s site). [https://www.niagararegion.ca/living/health\\_wellness/alc-sub-abuse/drugs/overdose-prevention.aspx](https://www.niagararegion.ca/living/health_wellness/alc-sub-abuse/drugs/overdose-prevention.aspx)

6. For this report, we have included some **preliminary** data (in broken lines) in addition to the data found on the website. A summary of opioid-related population health outcome and naloxone distribution data available to date follows. As expected, 2018 trends were higher than 2017.



Data source: EMS Edge [2019].

- In 2018, there were 487 suspected opioid overdoses that were responded to by EMS. This was an average of 41 calls per month
- From January to October 2019, there have been 431 suspected opioid overdoses that were responded to by EMS. This is an average of 43 calls per month



Data source: National Ambulatory Care Reporting System, 2017-2019; Discharge Abstract Database, 2017-2019; Office of the Chief Coroner of Ontario, 2017-2019.

Note: Death data for 2019 should be treated as preliminary and is subject to change

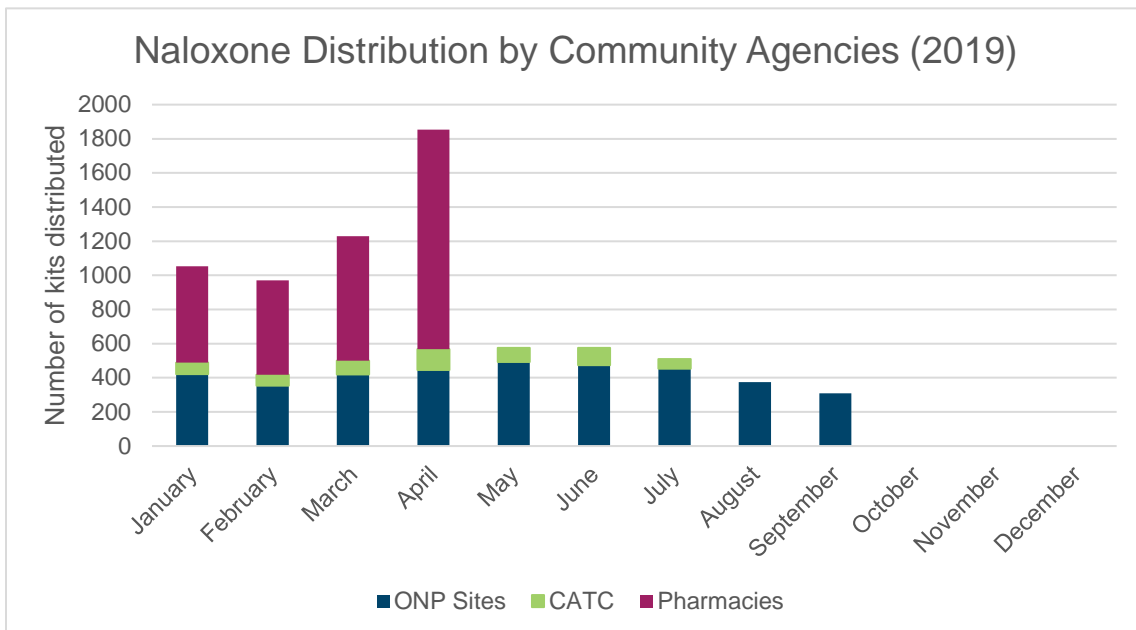
### Emergency Department Visits and Hospitalizations

- In 2017, there were a total of 521 opioid poisoning emergency department (ED) visits, and 124 hospitalizations. This was an average of 43 ED visits per month and 10 hospitalizations per month
- In 2018, there was a total of 700 opioid poisoning ED visits and 110 hospitalizations. This was an average of 58 ED visits per month and 9 hospitalizations per month
- From January to June 2019, there were a total of 480 opioid poisoning ED visits and 61 hospitalizations. This is an average of 80 ED visits per month and 10 hospitalizations per month

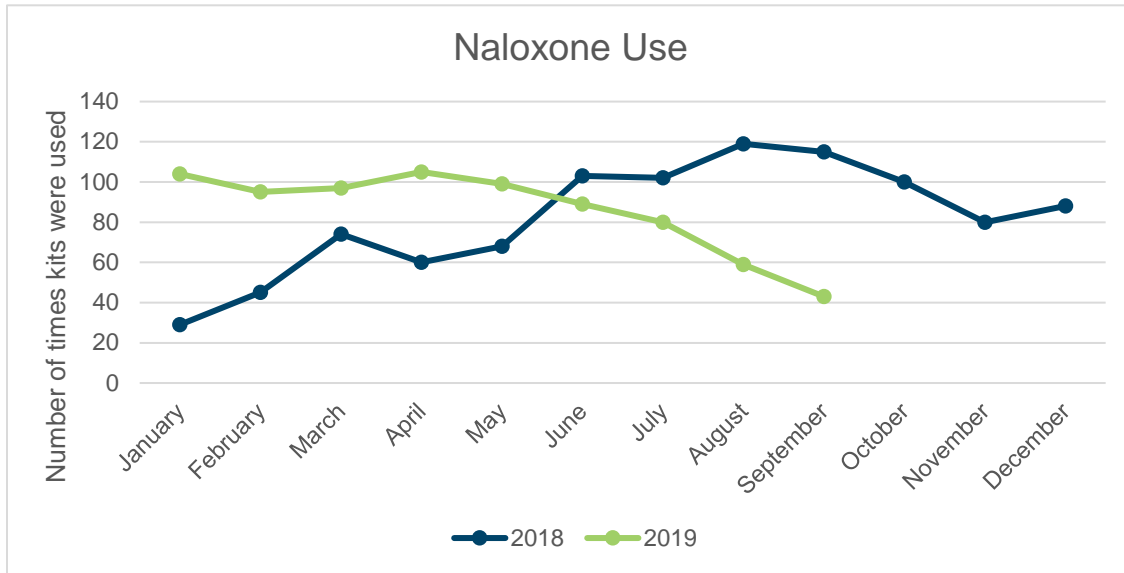
### Deaths

- In 2017, there were 74 opioid overdose deaths. This was an average of 6 deaths per month
- In 2018, there were 89 opioid overdose deaths. This was an average of 7 deaths per month
- From January to June 2019, there have been 40 opioid deaths.\* This is an average of 7 deaths per month

\*Findings are still preliminary and are subject to change



Data source: Niagara Region Naloxone Distribution and Use [2019].  
Note: Pharmacy and CATC data is still being updated



Data source: Niagara Region Naloxone Distribution and Use [2019].

- In 2018, there were more than 10,000 naloxone kits distributed by pharmacies, Ontario Naloxone Program sites, and the Canadian Addiction Treatment Centres.
- From January to September 2019, data shows that over 7,400 kits have been distributed
- In 2018, naloxone kits were reported to be used 983 times
- From January to September 2019, data shows that over 770 kits were reported to be used

We will continue to keep you updated. Other pertinent correspondence is listed below:

CWCD 131-2019  
CWCD 287-2019

Respectfully submitted and signed by

Andrea Feller, MD, MS, FAAP, FACPM  
Associate Medical Officer of Health





**Niagara Regional Housing**

1815 Sir Isaac Brock Way, PO Box 344, Thorold, ON L2V 3Z3  
Telephone: 905-682-9201 Toll-free: 1-800-232-3292  
Main Fax: 905-687-4844 Contractor Fax: 905-682-8301  
[www.nrh.ca](http://www.nrh.ca)

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November 15, 2019

Ann-Marie Norio, Regional Clerk  
Niagara Region  
1815 Sir Isaac Brock Way  
Thorold, ON L2V 4T7

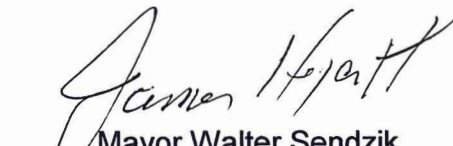
Dear Ms. Norio:

At their November 15, 2019 meeting, the Niagara Regional Housing Board of Directors, passed the following motion as recommended in attached report NRH 18-2019:

**That Niagara Regional Housing Quarterly Report July 1 to September 30, 2019 be APPROVED and FORWARDED to the Public Health and Social Services Committee and subsequently to Regional and Municipal Councils for information.**

Your assistance is requested in moving report NRH 18-2019 through proper channels to Regional Council.

Sincerely,

  
Walter Sendzik  
Chair



## Q3 (July 1 to September 30, 2019) to Board of Directors

### Recommendation:

**That Niagara Regional Housing Quarterly Report July 1 to September 30, 2019 be APPROVED and FORWARDED to the Public Health and Social Services Committee and subsequently to Regional and Municipal Councils for information.**

Submitted by:



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Donna Woiceshyn  
Chief Executive Officer

Approved by:



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James Hyatt  
Chair

### Directors:

**Walter Sendzik, Chair**  
Regional Councillor  
St. Catharines

**Gary Zalepa, Treasurer**  
Regional Councillor  
Niagara-on-the-Lake

**Tom Insinna**  
Regional Councillor  
Fort Erie

**James Hyatt, Vice-Chair**  
Community Director  
St. Catharines

**Betty Ann Baker**  
Community Director  
St. Catharines

**Betty Lou Souter**  
Community Director  
St. Catharines

**Karen Blackley, Secretary**  
Community Director  
Thorold

**Barbara Butters**  
Regional Councillor  
Port Colborne

**Leanne Villella**  
Regional Councillor  
Welland



**HIGHLIGHTS:**



**VISION**

That the Niagara community will provide affordable, accessible and quality housing for all residents

**MISSION**

To expand opportunities that make affordable housing an integral part of building healthy and sustainable communities in Niagara

As the administrator of social housing for Niagara Region, Niagara Regional Housing (NRH) works to fulfill our vision and mission through six main areas of responsibility:

1. [Public Housing \(NRH Owned Units\)](#)
2. [Non-Profit Housing Programs](#)
3. [Rent Supplement Program](#)
4. [Affordable Housing Program](#)
5. [Service Manager Responsibilities](#)
6. [Housing Access Centre and Centralized Waiting List](#)



**Definitions** can be found in the attached Reference Sheet.

**1. Public Housing (NRH Owned Units)**

**DAY-TO-DAY MAINTENANCE:**

In Q3, **3,111 work orders** were issued, representing \$947,578.06. \$63,676.44 of this amount was charged back to tenants who were held responsible for damages.

|                                | 2018-Q3 | 2018-Q4 | 2019-Q1 | 2019-Q2 | 2019-Q3 |
|--------------------------------|---------|---------|---------|---------|---------|
| <b># of work orders issued</b> | 3,216   | 3,203   | 2,500   | 3,084   | 3,111   |

**CAPITAL PROGRAM:**

The Capital Program is responsible for maintaining the Public Housing (NRH Owned Units) asset and planning for future sustainability.



In Q3, 52 contract orders were issued, seven public tenders closed and purchase orders issued \$4,012,345.

The Capital Program was responsible for seven capital projects valued at \$4,300,000 including:

- 2 projects - pavement retrofits
- 1 project - booster pump replacements
- 1 project - sealant replacements
- 1 project - balcony repairs
- 1 project - shingle roof replacement
- 1 project - concrete repairs
- 52 RFP's and RFQ's - various investigations, health and safety repairs, emergency repairs, structural repairs and pavement retrofits

As of September 30, 2019, \$7,203,207 of the \$11.7 budgeted (excluding emergency) has been committed and or actually spent (61%).

**TENANT MOVE OUTS:**

**Move Outs By Reason**

|                               |    |                             |           |
|-------------------------------|----|-----------------------------|-----------|
| Health                        | 3  | NRH Transfer                | 4         |
| Long Term Care Facility       | 7  | Moved to Coop or Non-Profit | 1         |
| Deceased                      | 17 | Bought a House              | 1         |
| Private Rental                | 4  | Left Without Notice         | 1         |
| Voluntarily Left Under Notice | 4  | Other/None Given            | 8         |
| Eviction – Tribunal           | 6  | Cease to Qualify            | 1         |
|                               |    | <b>TOTAL</b>                | <b>57</b> |

In Q3, there were **57 move outs**. Six involved eviction orders granted under the Ontario Landlord Tenant Board (LTB) – Arrears (four), Disturbances N5 (two). Two of the evictions were enforced by the Sherriff.

|                       | 2018-Q3 | 2018-Q4 | 2019-Q1 | 2019-Q2 | 2019-Q3 |
|-----------------------|---------|---------|---------|---------|---------|
| <b># of move outs</b> | 89      | 65      | 51      | 86      | 57      |

**ARREARS:**

NRH Housing Operations actively works to reduce rent arrears which have remained consistent from 2018-Q3 to 2019-Q3.

|                                   | Sept 30, 2018  | Dec 31, 2018   | Mar 31, 2019   | Jun 30, 2019   | Sept 30, 2019  |
|-----------------------------------|----------------|----------------|----------------|----------------|----------------|
| <b>Rent charges for the month</b> | \$1,165,765.00 | \$1,187,770.00 | \$1,203,317.00 | \$1,257,090.00 | \$1,267,460.00 |
| <b>Accumulated rent arrears</b>   | \$23,378.86    | \$24,135.76    | \$35,736.89    | \$34,004.39    | \$35,549.21    |
| <b>Arrears %</b>                  | 2.01%          | 2.03%          | 2.97%          | 2.71%          | 2.80%          |

**INSURANCE:**

Nothing to report in Q3.

**COMMUNITY RESOURCES AND PARTNERSHIPS:**

In Q3, we had partnerships with **46 community agencies** across Niagara. As a result of these partnerships, more than 200 support and enrichment activities were offered to tenants at NRH sites. Each partnership contributes to tenant lives and, in turn, the success of the Public Housing community as a whole:

- NRH joined with partners – March of Dimes, Community Support Services Niagara and Niagara Region Senior Programs – to celebrate the 10 Year Anniversary of the Wellness Supportive Living Program (WSLP). This program runs out of NRH communities at Buckley (Niagara Falls), Gale Crescent and Carlton Street (St. Catharines) and King Street (Welland). Offering support ranging from a bathing station to medication prompts to wellness workshops to social activities, WSLP has made an enormous difference in the lives of NRH tenants and reduced their dependence on emergency services. This program has been featured in numerous publications and at conferences as a best practice to help seniors live independently and age at home more successfully.

Also during Q3, NRH Community Programs Coordinators (CPCs) offered support to **294 new referrals of tenants in need of assistance**. Of those new referrals, **57% were considered medium-high need**, (e.g. child safety concerns, eviction, social issues, cognitive concerns). In particular, there was an increase in the number of tenants needing help with clutter and bed bugs.

**2. Non-Profit Housing Programs**

As administrator of social housing for Niagara Region, NRH provides legislative oversight for **60 Non-Profit Housing Programs (non-profit and co-operative)**. Operational Reviews are conducted to determine the overall health of each.

|  | 2018-Q3   | 2018-Q4   | 2019-Q1   | 2019-Q2   | 2019-Q3   |
|--|-----------|-----------|-----------|-----------|-----------|
| <b>Healthy</b>                         | 41        | 40        | 40        | 40        | 40        |
| <b>Routine Monitoring</b>              | 18        | 17        | 18        | 17        | 17        |
| <b>Intensive Monitoring</b>            | 1         | 2         | 0         | 1         | 1         |
| <b>Pre-PID (Project in Difficulty)</b> | 1         | 1         | 1         | 1         | 1         |
| <b>PID (Project in Difficulty)</b>     | 1         | 1         | 1         | 1         | 1         |
| <b>TOTAL</b>                           | <b>62</b> | <b>61</b> | <b>60</b> | <b>60</b> | <b>60</b> |

NRH Housing Programs staff continue to work with Federal Housing Providers as they move toward End of Operating Agreements (EOA).



### 3. Rent Supplement Program

In Q3, there were **1,440 Rent Supplement/Housing Allowance units** across Niagara. In the Rent Supplement program, tenants pay 30% of their gross monthly income directly to the private landlord and NRH subsidizes the difference up to the market rent for the unit. The Housing Allowance program is a short-term program that provides a set allowance to help applicants on the wait list.

|                             | 2018-Q3      | 2018-Q4      | 2019-Q1      | 2019-Q2      | 2019-Q3      |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|
| <b>Fort Erie</b>            | 28           | 28           | 26           | 32           | 32           |
| <b>Grimsby</b>              | 26           | 26           | 34           | 26           | 24           |
| <b>Lincoln (Beamsville)</b> | 12           | 11           | 11           | 11           | 11           |
| <b>Niagara Falls</b>        | 230          | 230          | 235          | 239          | 240          |
| <b>Niagara-on-the-Lake</b>  | -            | -            | 4            | 5            | 5            |
| <b>Pelham</b>               | 22           | 21           | 20           | 19           | 19           |
| <b>Port Colborne</b>        | 51           | 53           | 67           | 62           | 65           |
| <b>St. Catharines</b>       | 719          | 732          | 741          | 780          | 773          |
| <b>Thorold</b>              | 54           | 53           | 57           | 61           | 56           |
| <b>Welland</b>              | 197          | 201          | 209          | 203          | 200          |
| <b>West Lincoln</b>         | 15           | 15           | 15           | 15           | 15           |
| <b>TOTAL</b>                | <b>1,354</b> | <b>1,370</b> | <b>1,419</b> | <b>1,453</b> | <b>1,440</b> |

Variance in the Rent Supplement program are a reflection of fluctuation between agreements ending and new agreements taken up with landlords.

In Q3, an **In-Situ Rent Supplement Program** was developed to engage new landlords and offer applicants on the Centralized Waiting List an opportunity to receive Rent-Geared-to-Income assistance where they currently live. This removes the need for moving related expenses and broadens the network of landlords in business with NRH.

### 4. Affordable Housing Program

#### NIAGARA RENOVATES PROGRAM:

The Niagara Renovates program provides assistance to low-to-moderate income homeowners for home repairs, accessibility modifications and the creation of secondary suites in single family homes.

Niagara Renovates inspections for 2019-2020 funding are underway. Inspections include all areas inside and outside of the home to ensure compliance with program guidelines. Issues are identified and a detailed Inspection Report is provided to the homeowner.

NRH received \$600,000 through the Investment in Affordable Housing - Extension (IAH-E) program for homeowner and secondary suite repairs and \$311,015 for multi-unit repairs, totaling \$911,015 for the 2019/2020 period. NRH received an additional \$376,370 through the Ontario Priorities Housing Initiative (OPHI) for homeowner and housing provider renovations and repairs for the 2019/2020 period.

**46 homeowners** have been approved for funding.

**HOMEOWNERSHIP PROGRAM – “WELCOME HOME NIAGARA”:**

The Homeownership program assists low-to-moderate income rental households to purchase their first home by providing a down payment loan.

NRH received \$180,000 through the Investment in Affordable Housing - Extension (IAH-E) program for the 2019/2020 period, with \$100,000 of that allocated to Habitat for Humanity Niagara.

In Q3, **six homeowners** received assistance through Welcome Home Niagara.

|                                 | 2018-Q3 | 2018-Q4 | 2019-Q1 | 2019-Q2 | 2019-Q3 |
|---------------------------------|---------|---------|---------|---------|---------|
| <b># of homeowners assisted</b> | 14      | 19      | 0       | 4       | 6       |

**HOUSING FIRST PROGRAM:**

The Housing First program helps people move quickly from homelessness to their own home by providing supports to help difficult to house individuals find and keep housing.

In Q3, **15 individuals/families** were housed through the Housing First program. Since 2012, Housing First has helped 422 individuals/families.

|  | 2018-Q3 | 2018-Q4 | 2019-Q1 | 2019-Q2 | 2019-Q3 |
|--|---------|---------|---------|---------|---------|
| <b># of individuals/families housed</b>          | 9       | 27      | 10      | 23      | 15      |
| <b># of Housing First units (at quarter end)</b> | 178     | 184     | 189     | 198     | 197     |

17 of these Housing First units were created with NRH’s new development at 527 Carlton Street in St. Catharines.



**RENTAL HOUSING (NEW DEVELOPMENT):**

**NRH New Development**

| <b>Carlton Street, St. Catharines COMPLETE</b>             | <b>Amount</b>       | <b>Units</b> |
|--|---------------------|--------------|
| Investment in Affordable Housing-Extension (IAH-E), Year 3 | \$5,806,000         | 45           |
| Investment in Affordable Housing-Extension (IAH-E), Year 4 | \$2,888,000         | 23           |
| Social Infrastructure Fund (SIF), Year 1                   | \$2,387,817         | 17           |
| <b>Roach Avenue, Welland</b>                               |                     |              |
| Social Infrastructure Fund (SIF), Year 3                   | \$1,200,000         | 8            |
| <b>TOTAL</b>   | <b>\$12,281,817</b> | <b>93</b>    |

**Roach Avenue**

- 2nd floor – finishing trades 98% complete, minor deficiencies and cleanup outstanding
- 1st floor – finishing trades 90% complete, finish carpentry and final painting in progress
- Sprinkler and mechanical commissioning in progress
- Building envelope complete
- Site Services – complete, parking lot paved and lines painted, sidewalk incomplete
- Landscaping has not started
- Project approximately 95% complete
- Project forecast completion November 1, 2019

**Additional New Development**

Investment in Affordable Housing-Extension (IAH-E), Year 2 funding has been allocated to three non-profit organizations and will result in the creation of 40 units for seniors and mental health consumers in Niagara:

|   | <b>Amount</b>      | <b>Units</b> |
|---|--------------------|--------------|
| Gateway Residences of Niagara, Huron Street, Niagara Falls<br><b>COMPLETE</b> | \$720,000          | 9            |
| Thorold Municipal Non-Profit, Ormond Street, Thorold<br><b>COMPLETE</b>       | \$1,228,912        | 14           |
| Stamford Kiwanis, Barker Street, Niagara Falls                                | \$1,089,088        | 17           |
| <b>TOTAL</b>  | <b>\$3,038,000</b> | <b>40</b>    |

**Stamford Kiwanis**

- Expected substantial completion December 1, 2019

## 5. Service Manager Responsibilities

### APPEALS:

In Q3, **10 appeals** were heard (five less than in 2018-Q3).

- Four related to ongoing RGI eligibility
  - One Housing Provider appeal for former tenancy arrears – UPHELD with conditions
  - One for former rent arrears and subsidy overpayment – UPHELD with conditions
  - One for failure to report income change – UPHELD with conditions
  - One regarding illegal occupant – OVERTURNED with conditions
- One related to review of rent increase – UPHELD – tenant brought in more payroll information; NRH will recalculate rent
- Five for decisions made by Housing Access
  - Four (Urgent Status) – UPHELD
  - One (extra bedroom) – UPHELD

|                     | 2018-Q3 | 2018-Q4 | 2019-Q1 | 2019-Q2 | 2019-Q3 |
|---------------------|---------|---------|---------|---------|---------|
| <b># of appeals</b> | 15      | 12      | 10      | 12      | 10      |

### INVESTMENTS:

See Appendix A – Investment Report

## 6. Housing Access Centre & Centralized Waiting List

### APPLICATION ACTIVITY:

|  |     |                              |     |
|--|-----|------------------------------|-----|
| # of Applications Received & Processed               | 773 | # of Eligible Applications   | 738 |
| # of Special Provincial Priority Status Applications | 103 | # of Ineligible Applications | 35  |
| # of Urgent Status Applications                      | 131 | # of Cancelled Applications  | 386 |
| # of Homeless Status Applications                    | 136 | # of Applicants Housed       | 128 |

In Q3, **386 households were removed** from the Centralized Waiting List because they were no longer eligible, they found alternate housing or we were unable to make contact.



## Q3 (July 1 to September 30, 2019)

### CENTRALIZED WAITING LIST:

|           |  | 2018-<br>Q3     | 2018-<br>Q4   | 2019-<br>Q1   | 2019-<br>Q2   | 2019-<br>Q3   |
|-----------|--|-----------------|---------------|---------------|---------------|---------------|
|           |  | # of households |               |               |               |               |
| <b>A</b>  | <b>Rent-Geared-to-Income (RGI) waiting list:</b>   |                 |               |               |               |               |
|           | Niagara resident RGI waiting list  | 4,642           | 4,616         | 4,715         | 4,926         | 5,012         |
|           | Applicants from outside of Niagara   | 758             | 761           | 793           | 849           | 897           |
|           | <b>TOTAL RGI waiting list:</b>   | <b>5,400</b>    | <b>5,377</b>  | <b>5,508</b>  | <b>5,775</b>  | <b>5,909</b>  |
|           | <b>Housing Allowance:</b> a set allowance to help applicants on the waiting list with affordability in the private market until housed in an RGI unit                                  | 618             | 639           | 704           | 742           | 747           |
| <b>A1</b> | <b>RGI waiting list demographics:</b>  |                 |               |               |               |               |
|           | Seniors  | 2,236           | 2,218         | 2,257         | 2,344         | 2,362         |
|           | Adults no dependents   | 1,764           | 1,761         | 1,805         | 1,881         | 1,922         |
|           | Adults with dependents   | 1,400           | 1,398         | 1,446         | 1,550         | 1,625         |
| <b>A2</b> | <b>RGI list further segmented (#'s included in A &amp; A1):</b>  |                 |               |               |               |               |
|           | <b>SPP – Special Provincial Priority (Ministry Priority):</b> helps victims of violence separate permanently from their abuser   | 129             | 131           | 128           | 148           | 165           |
|           | <b>URG – Urgent (Local Priority):</b> for applicants with mobility barriers and/or extreme hardship where their current accommodation puts them at extreme risk and/or causes hardship | 123             | 116           | 117           | 109           | 130           |
|           | <b>HML – Homeless (Local Priority):</b> provides increased opportunity for placement to homeless households  | 947             | 954           | 971           | 1,012         | 1,007         |
|           | <b>SUP – Supportive/Transitional:</b> provides targeted, provisional services to assist individuals to transition beyond basic needs to more permanent housing                         | 13              | 13            | 15            | 11            | 12            |
| <b>B</b>  | <b>In addition, NRH manages:</b>   |                 |               |               |               |               |
|           | <b>Overhoused:</b> households who are living in subsidized accommodation with more bedrooms than they are eligible for   | 171             | 168           | 180           | 176           | 181           |
|           | <b>Transfer:</b> households who are currently living in subsidized accommodation and have requested a transfer to another provider   | 547             | 535           | 564           | 573           | 603           |
|           | <b>TOTAL RGI households on waiting list managed by NRH:</b>  | <b>6,118</b>    | <b>6,080</b>  | <b>6,252</b>  | <b>6,524</b>  | <b>6,693</b>  |
| <b>C</b>  | <b>NRH maintains a waiting list for market rent units (62 Non-Profit Housing Programs):</b>  |                 |               |               |               |               |
|           | <b>Market:</b> applicants who have applied for a market rent unit in the Non-Profit Housing Programs portfolio   | 629             | 647           | 667           | 723           | 752           |
|           | <b>TOTAL households on waiting list managed by NRH:</b>  | <b>6,747</b>    | <b>6,727</b>  | <b>6,919</b>  | <b>7,274</b>  | <b>7,445</b>  |
|           | <b>TOTAL individuals on waiting list managed by NRH:</b>   | <b>11,496</b>   | <b>11,488</b> | <b>11,884</b> | <b>12,577</b> | <b>13,059</b> |

**Note:** the above chart includes only those who apply to the Centralized Waiting List and does not capture the full number of those in need of affordable housing in Niagara.



## HOW LONG WILL IT TAKE FOR ME TO BE HOUSED?

Estimated Wait Times for Housing in Niagara

| CITY                | SENIORS<br>Age 55 and older |           | SINGLES<br>Age 16-54 |           | HOUSEHOLDS<br>WITH DEPENDENTS |           |           |           |
|---------------------|-----------------------------|-----------|----------------------|-----------|-------------------------------|-----------|-----------|-----------|
|                     | Bachelor                    | 1 Bedroom | Bachelor             | 1 Bedroom | 2 Bedroom                     | 3 Bedroom | 4 Bedroom | 5 Bedroom |
| YEARS               |                             |           |                      |           |                               |           |           |           |
| Fort Erie           | -                           | 10        | 3                    | 10        | 2                             | 2         | 5         | -         |
| Grimsby             | -                           | 5         | -                    | -         | -                             | -         | -         | -         |
| Lincoln             | -                           | 4         | -                    | 9         | 10                            | 9         | -         | -         |
| Niagara Falls       | 5                           | 6         | -                    | 17        | 8                             | 3         | 11        | 15        |
| Niagara on the Lake | -                           | 5.5       | -                    | -         | -                             | -         | -         | -         |
| Pelham              | -                           | 10        | -                    | -         | -                             | -         | -         | -         |
| Port Colborne       | -                           | 5         | -                    | 11        | 4                             | 4         | 3         | -         |
| St. Catharines      | -                           | 6.5       | 9                    | 13        | 3.5                           | 4         | 10        | 11        |
| Thorold             | -                           | 9         | -                    | 11        | 6                             | 10        | -         | -         |
| Welland             | -                           | 5.5       | 6                    | 15        | 7                             | 2.5       | 7         | 6         |
| West Lincoln        | -                           | 4.5       | -                    | -         | 7                             | 5         | -         | -         |

- No units of this size available in this community

January 2019

Please call 905-682-9201 if you need this information in a different format.



|          |   |
|----------|---|
| <b>A</b> | <p><b>AFFORDABLE HOUSING RENTS:</b> Rents are established at 80% market of Canada Mortgage and Housing Corporation (CMHC) Average Market Rent, with no ongoing rental subsidy.</p>  |
|          | <p><b>APPEALS:</b> Social Housing tenants/members can request reviews of decisions related to applicant eligibility, priority status, transfer requests, overhoused status, ongoing Rent-Geared-to-Income (RGI) eligibility and rent calculation issues. The NRH Appeal Committee makes decisions on appeals from applicants and tenants in Public Housing, Social Housing (where they have not established an Appeal Committee) and Rent Supplement units. All appeal decisions are final, per legislation.</p>  |
|          | <p><b>ARREARS:</b> To assist with arrears collection, tenants/members are provided the option of entering into a repayment agreement but are still expected to pay full rent on time.</p>   |
| <b>B</b> |   |
| <b>C</b> | <p><b>CANADA-ONTARIO COMMUNITY HOUSING INITIATIVE (COCHI):</b> A program that provides funding to protect affordability for households in social housing, support the repair and renewal of existing social housing supply and expand the supply of community housing over time.</p>  |
|          | <p><b>CAPITAL PROGRAM:</b> Responsible for maintaining the Public Housing (NRH-owned) asset and planning for future sustainability, as well as issuing tenders for service contracts.</p>   |
|          | <p><b>CENTRALIZED WAITING LIST:</b> Is comprised of almost 200 subsidiary lists of Public Housing, Social Housing and private units through the Rent Supplement program. It is maintained on a modified chronological basis (i.e. in order to ensure that applicants are treated fairly, units are offered based on the date of application). The needs of particularly at-risk populations are addressed through Priority Status groups that are offered units before other applicants on the Centralized Waiting List:</p> <ul style="list-style-type: none"> <li>• Special Provincial Priority (SPP) Status</li> <li>• Urgent Status</li> <li>• Homeless Status</li> </ul> |
|          | <p>The <i>Housing Services Act, 2011</i> (HSA) requires that the Centralized Waiting List is reviewed on a regular basis. Applicants are asked to confirm their continued interest and to update information annually (# of household members, total household income) so that NRH can verify ongoing eligibility for housing subsidy. If a household is no longer interested or is deemed ineligible the application is cancelled and removed from the list.</p>   |
|          | <p>The Centralized Waiting List includes various types of households (i.e. families, seniors and singles/adults without dependents) from both within and outside Niagara, the priority groups mentioned above, RGI and Market applicants and existing tenants who are overhoused (have more bedrooms than they need).</p>   |
|          | <p><b>COMMUNITY HOUSING:</b> Housing owned and operated by non-profit, co-operatives and municipal governments or district social services administration boards including subsidized or low-end-of market rents.</p>   |



*Quarterly Report Reference Sheet*

|          |   |
|----------|---|
|          | <p><b>COMMUNITY PROGRAMS:</b> NRH's community partners offer events, presentations, activities and programs to help mitigate the effects of poverty by building community pride, offering life skills training and enhancing the lives of the tenants. While NRH does not deliver these services directly to tenants, NRH's Community Resource Unit facilitates partnerships by identifying evolving community and tenant needs, connecting with appropriate programs and supporting their ongoing success.</p>   |
| <b>D</b> |   |
| <b>E</b> | <p><b>END OF OPERATING AGREEMENTS (EOA):</b> EOA refers to the expiry of federally signed operating agreements. NRH is working with these providers to find innovative solutions to maintain the existing number of social housing units in Niagara and protect existing tenants/members from losing subsidy.</p>   |
|          | <p><b>END OF MORTGAGE (EOM):</b> Federal/provincial and provincial housing providers (non-profits and co-ops) legislated under the Housing Services Act (HSA) do not have operating agreements that expire when the mortgage matures. The relationship between service manager and housing provider continues with the housing provider still obliged to follow the HSA. The obligation of service manager to pay a mortgage subsidy ends.</p>  |
|          | <p><b>EVICTION PREVENTION/SUPPORT:</b> Supports to help NRH tenants stay in their homes through identification of tenant needs and connection with supports and services (ex. Mental health issues, cognitive decline, addiction, family breakdown etc).</p>  |
| <b>F</b> |   |
| <b>G</b> |   |
|          | <p><b>HOMEOWNERSHIP PROGRAM – "WELCOME HOME NIAGARA":</b> The Homeownership program assists low-to-moderate income rental households to purchase their first home by providing a down payment loan. The loan is forgivable after 20 years if the household remains in the home.</p>   |
|          | <p><b>HOUSING AND HOMELESSNESS ACTION PLAN (HHAP):</b> Niagara's 10-year Community Action Plan to help everyone in Niagara have a home.</p>   |
|          | <p><b>HOUSING ACCESS CENTRE:</b> Housing Access is the gateway to affordable housing in Niagara. All applications for housing are processed through the Housing Access Centre including initial and ongoing eligibility assessment as well as management of the Centralized Waiting List. Options include accommodation with Non-profit and Co-operative housing providers (Social Housing), NRH owned units (Public Housing and two mixed income communities), or for-profit/private landlord owned buildings (Rent Supplement/Housing Allowance).</p> |
|          | <p><b>HOUSING ALLOWANCE PROGRAM:</b> A variation of the Rent Supplement program that provides a set allowance of up to \$300 per month to private landlords to assist applicants who are on the Centralized Waiting List.</p>   |
|          | <p><b>HOUSING FIRST:</b> Helps people move quickly from homelessness to their own home by providing supports to help difficult to house individuals find and keep housing. NRH partners with Niagara Region Community Services and community agencies to provide rent supplement to landlords while agency staff provide a range of personalized</p>  |



*Quarterly Report Reference Sheet*

|          |   |
|----------|---|
|          | supports to encourage successful tenancies and, if the tenant chooses, address personal challenges.   |
| <b>I</b> | <p><b>IN-SITU RENT SUPPLEMENT PROGRAM:</b> A program developed to engage new landlords and offer applicants on the Centralized Waiting List an opportunity to receive Rent-Geared-to-Income assistance where they currently live. This removes the need for moving related expenses and broadens the network of landlords in business with NRH.</p> <p><b>INVESTMENT IN AFFORDABLE HOUSING PROGRAM – EXTENSION (IAH-E):</b> Provincial and federally funded program designed to improve access to affordable housing that is safe and suitable, while assisting local economies through job creation generated by new development and home repairs/modifications, including:</p> <ul style="list-style-type: none"> <li>• Niagara Renovates</li> <li>• Homeownership (Welcome Home Niagara)</li> <li>• Rent Supplement/Housing Allowance</li> <li>• Rental Housing (New Development)</li> </ul> |
| <b>J</b> |   |
| <b>K</b> |   |
| <b>L</b> | <b>LOCAL HOUSING CORPORATION (LHC):</b> Also called “Public Housing”, LHC refers to the communities that Niagara Regional Housing owns and manages.   |
| <b>M</b> |   |
| <b>N</b> | <p><b>NIAGARA RENOVATES PROGRAM:</b> Provides assistance to low-to-moderate income homeowners for home repairs, accessibility modifications and the creation of secondary suites in single family homes. Assistance is provided in the form of a forgivable loan, written off over a 10-year period, as long as the homeowner continues to live in the home.</p> <p><b>NON PROFIT HOUSING PROGRAMS (FORMERLY “SOCIAL HOUSING”):</b> Includes Non-Profit and Cooperative Housing Providers, who own and manage their own housing communities and have their own independent Boards. NRH provides legislative oversight to ensure they are in compliance with the <i>Housing Services Act (HSA)</i>. Generally, 25% of these units are designated as market rent units. The remaining 75% of units are offered to households on the Centralized Waiting List that pay RGI.</p>                    |
| <b>O</b> | <p><b>ONTARIO PRIORITIES HOUSING INITIATIVE (OPHI):</b> A program to address local housing priorities, including affordability, repair and new construction.</p> <p><b>OPERATIONAL REVIEWS:</b> In order to ensure that non-profit housing providers are in compliance with legislation and local policies, NRH investigates overall health by analyzing many factors including finances, vacancy losses, governance issues, condition of buildings etc. NRH then works with them to bring them into compliance and provide recommendations on best business practices.</p>   |
| <b>P</b> | <b>PORTABLE HOUSING ALLOWANCE:</b> Direct financial assistance given to the household (tenant) on the Centralized Waiting List; not tied to a housing unit.   |
|          | <b>PRIORITY STATUS GROUPS:</b> Priority Status groups are offered units before other applicants on the Centralized Waiting List:  |

*Quarterly Report Reference Sheet*

|          |  |
|----------|--|
|          | <ul style="list-style-type: none"> <li>• <b>Special Provincial Priority (SPP) Status</b> is the only legislated priority and is intended to help victims of violence separate permanently from their abuser</li> <li>• <b>Urgent Status</b> is intended for applicants with (1) Mobility Barriers (i.e. physical limitations that require barrier-free units) and/or (2) Extreme Hardship (i.e. where the applicants' current accommodations puts them at extreme risk and/or causes hardship and relocation would reduce the risks and/or alleviate the hardship)</li> <li>• <b>Homeless Status</b> provides an increased opportunity for placement to households that are homeless (1 in every 10 households offered housing)</li> </ul> |
|          | <b>PUBLIC HOUSING (ALSO CALLED "LOCAL HOUSING CORPORATION"):</b> NRH owns and manages 2,660 units of Public Housing stock in 9 of the 12 Niagara municipalities. Tenants pay 30% of their income for rent. <i>*Note: NRH owns and manages an additional 91 units that have affordable (80% market) and market rents.</i>   |
| <b>Q</b> |  |
| <b>R</b> | <b>RENT SUPPLEMENT PROGRAM:</b> Tenants pay 30% of their gross monthly income directly to the private landlord and NRH subsidizes the difference up to the agreed market rent for the unit. <i>*See also Housing Allowance Program and Housing First Project.</i>  |
| <b>S</b> | <b>SERVICE MANAGER:</b> As administrator for affordable housing on behalf of Niagara Region, NRH's main responsibilities include: administering Rent Supplement Programs, oversight of Non-Profit and Cooperative Housing Providers, determining RGI eligibility, maintaining Centralized Waiting List, establishing Local Policies etc.   |
|          | <b>SOCIAL HOUSING (FORMERLY "AFFORDABLE HOUSING"):</b> All NRH programs and services, including Public Housing (NRH-owned), Non-Profit Housing Programs, the Rent Supplement Program and the Affordable Housing Program  |
| <b>T</b> |  |
| <b>U</b> |  |
| <b>V</b> |  |
| <b>W</b> | <b>WELCOME HOME NIAGARA:</b> Assists low-to-moderate income rental households to purchase their first home by providing a down payment loan. The loan is forgivable after 20 years if the household remains in the home.   |
| <b>X</b> |  |
| <b>Y</b> |  |
| <b>Z</b> |  |



## Quarterly Report on Cash / Investments for Period Ending September 30, 2019

|  | This Quarter<br>Balance | Last Quarter<br>Balance | Variance<br>\$    | Variance<br>% | Comments  |
|--|-------------------------|-------------------------|-------------------|---------------|---|
| <b>BANK ACCOUNTS</b>   |                         |                         |                   |               |   |
| <b>Current Bank Account:</b><br>Royal Bank account used for day-to-day operations for the owned units. Also to cash flow various short terms programs funded by Prov and Fed gov't usch as development, homeownership and capital repair programs. | \$3,671,011.87          | \$3,266,271.72          | 404,740.15        | 12.39%        | Since the February 2016 transition to PeopleSoft, day-to-day accounts payable transactions are paid by the Region through PeopleSoft. Reconciliation of the due to the Region account will be performed on a quarterly basis to transfer amounts due to the Region. |
| <b>Investment Bank Account:</b><br>Used to hold funds "In Trust" for designated Housing Providers for capital work.  | \$386,734.77            | \$384,549.92            | 2,184.85          | 0.57%         | Interest earned at a rate of RBC Prime minus 1.70% on balances in bank and investment accounts. Approved for Closure.   |
| <b>Total Bank Account</b>  | <b>\$4,057,746.64</b>   | <b>\$3,650,821.64</b>   | <b>406,925.00</b> | <b>11.15%</b> |   |

| <b>INVESTMENT VEHICLES - FUND ACCOUNTING</b>  |  |                     |                  |              |  |
|---|--|---------------------|------------------|--------------|--|
| Various investment vehicles are used to protect and optimize the cash that is held for specified purposes. Investments are both short-term and long-term in nature. These funds are intended to ensure continued growth without capital erosion by inflation. |  |                     |                  |              |  |
| Current Instruments:  | 2 Year GIC, \$188,000; due date is 08/17/2020; interest rate of 2.65% to 2.74% |                     |                  |              |  |
| RBC High Interest Savings Account = \$5,547,920.17  | 2 Year GIC, \$376,000; due date is 08/20/2020; interest rate of 2.60% to 2.65% |                     |                  |              |  |
|   | 2 Year GIC, \$264,280; due date is 08/21/2020; interest rate of 2.53%          |                     |                  |              |  |
| <b>Total</b>  | <b>6,401,362.89</b>  | <b>6,376,264.44</b> | <b>25,098.45</b> | <b>0.39%</b> |  |

Q3 Report on Reserves as at September 30, 2019

| Description  | Balances at December 31, 2018 | Year-to-date Net Transfers from (to) Operating | Year-to-date Capital Transfers | Balance at September 30, 2019 | Net Transfers Forecast from (to) Operating | Forecasted Balance at December 31, 2019 |
|--|-------------------------------|--|--------------------------------|-------------------------------|--|---|
| <b>NRH Owned Units Public/Local Housing 503 Corp:</b>  |                               |  |                                |                               |  |   |
| Jubilee/Broadoak   | 215,569                       | 54,000   | -                              | 269,569                       | 18,000                                     | 287,569                                 |
| Fitch Street   | 261,040                       | 66,750   | -                              | 327,790                       | 22,250                                     | 350,040                                 |
| Carlton  | -                             | 157,500  | -                              | 157,500                       | 52,500                                     | 210,000                                 |
| Other Owned Units  | 3,644,207                     | 457,817  | (794,555)                      | 3,307,469                     | 1,052,606                                  | 4,360,075                               |
| <b>NRH Owned Units Public/Local Housing 503 Corp TOTAL</b>                                     | <b>4,120,816</b>              | <b>736,067</b>                                 | <b>(794,555)</b>               | <b>4,062,328</b>              | <b>1,145,356</b>                           | <b>5,207,684</b>                        |
| <b>502 Niagara Regional Housing:</b>   |                               |  |                                |                               |  |   |
| Emergency Capital Funding for Housing Providers  | 1,924,871                     | 955,798  | -                              | 2,880,669                     | 318,599                                    | 3,199,268                               |
| Title Normalization for NRH Owned Units  | 712,381                       | -  | -                              | 712,381                       | -  | 712,381                                 |
| New Initiatives, other social housing purposes and any new deposits are added to this category | 3,403,047                     | -  | (410,415)                      | 2,992,632                     | -  | 2,992,632                               |
| <b>502 Niagara Regional Housing TOTAL</b>  | <b>6,040,299</b>              | <b>955,798</b>                                 | <b>(410,415)</b>               | <b>6,585,682</b>              | <b>318,599</b>                             | <b>6,904,281</b>                        |
| <b>Total NRH Capital Reserves</b>  | <b>\$ 10,161,115</b>          | <b>\$ 1,691,865</b>                            | <b>\$ (1,204,970)</b>          | <b>\$ 10,648,010</b>          | <b>\$ 1,463,955</b>                        | <b>\$ 12,111,965</b>                    |
| <b>533 NRH Rent Supplement:</b>  | 278,301                       | (9,000)  | -                              | 269,301                       | (3,000)                                    | 266,301                                 |
| <b>NRH Stabilization Reserves TOTAL</b>  | <b>\$ 278,301</b>             | <b>\$ (9,000)</b>                              | <b>\$ -</b>                    | <b>\$ 269,301</b>             | <b>\$ (3,000)</b>                          | <b>\$ 266,301</b>                       |
| <b>561 NRH Employee Future Benefits:</b>   | 792,733                       | -  | -                              | 792,733                       | -  | 792,733                                 |
| <b>NRH Future Liability Reserves TOTAL</b>   | <b>\$ 792,733</b>             | <b>\$ -</b>                                    | <b>\$ -</b>                    | <b>\$ 792,733</b>             | <b>\$ -</b>                                | <b>\$ 792,733</b>                       |
| <b>Total</b>   | <b>\$ 11,232,149</b>          | <b>\$ 1,682,865</b>                            | <b>\$ (1,204,970)</b>          | <b>\$ 11,710,044</b>          | <b>\$ 1,460,955</b>                        | <b>\$ 13,170,999</b>                    |

Interest no longer applied by approval of Regional Council (CSD 02-2013).

503 NRH Owned Units Public/Local Housing Corp: This reserve was set-up by the Board of Directors as a Reserve Fund in September 2004 for capital expenses related to the NRH owned units. This reserve includes specific reserve balances to support 3 properties (Jubilee/Broadoak, Fitch, Carlton) based on the reserve fund studies completed to ensure sustainable. The balance is for all other owned units. Forecasted \$900,000 to be transferred from current 2019 operating budget to support 2020 Niagara Falls development.



**502 Niagara Regional Housing**

This reserve includes three major elements: (1) Emergency Capital Funding for Housing Providers - *intent to support capital repair program for housing providers; surplus from housing programs should be directed to this component of the reserve* (2) Title Normalization for NRH Owned Units (3) New Initiatives / New Development - *\$2.29M is restricted to future development/intensification in Niagara Falls (see 2017 Year-End Transfer); remainder unrestricted.*

NRH Rent Supplement: This fund was set-up by the Board of Directors in December 2008 (year end) for a new Rent Supplement program. This Rent Supplement program is budgeted annually and withdrawal from the Reserve matches that year's expenditures.

NRH Employee Future Benefits: This fund was set-up by the Board of Directors in 2011 to fund Employee Future Benefits. (retiree benefits, sick leave, vacation. etc.).