

# Community and Protective Services Committee

## Report

The 8th Meeting of the Community and Protective Services Committee  
July 15, 2020

PRESENT: Councillors S. Lewis (Chair), M. van Holst, M. Salih, P. Squire,  
S. Hillier, Mayor E. Holder

ALSO PRESENT: J.Bunn, M. Schulthess and J. Taylor

Remote attendance: Councillor E. Pelozza; C. Cooper, K. Dickins,  
L. Hancock, O. Katolyk, D. Popadic, D. Purdy, C. Smith and B.  
Somers

The meeting was called to order at 12:00 PM; it being noted that  
the following Members were in remote attendance: Mayor E.  
Holder, Councillors S. Hillier, M. Salih and M. van Holst

### 1. Disclosures of Pecuniary Interest

That it BE NOTED that no pecuniary interests were disclosed.

### 2. Consent

Moved by: M. van Holst

Seconded by: P. Squire

That Items 2.1 to 2.4 BE APPROVED.

Yeas: (6): S. Lewis, M. van Holst, M. Salih, P. Squire, S. Hillier, and E. Holder

**Motion Passed (6 to 0)**

#### 2.1 Housing Quarterly Report

Moved by: M. van Holst

Seconded by: P. Squire

That, on the recommendation of the Acting Managing Director, Housing,  
Social Services and Dearness Home, that the following actions be taken  
with respect to the Housing Quarterly Report:

a) the staff report dated July 15, 2020 BE CIRCULATED to  
stakeholders, agencies, and community groups including, but not limited  
to: Middlesex County, London Housing Advisory Committee, and the  
London Homeless Coalition; and,

b) the above-noted report BE RECEIVED. (2020-S11)

**Motion Passed**

#### 2.2 2019-2022 Multi-Sector Service Accountability Agreement - Dearness Home Adult Day Program and the South West Local Health Integration Network - Declaration of Compliance - April 1, 2019-March 31, 2020

Moved by: M. van Holst

Seconded by: P. Squire

That, on the recommendation of the Acting Managing Director, Housing,  
Social Services and Dearness Home, the Acting Managing Director,

Housing, Social Services and Dearness Home BE AUTHORIZED to execute the Declaration of Compliance, as appended to the staff report dated July 15, 2020, for the reporting period April 1, 2019 to March 31, 2020 with respect to compliance with the terms of the 2019-2022 Multi-Sector Service Accountability Agreement for the Dearness Home Adult Day Program. (2020-S12)

**Motion Passed**

2.3 Urgent Transitional and Modular Supported Housing Development

Moved by: M. van Holst  
Seconded by: P. Squire

That, on the recommendation of the Acting Managing Director, Housing, Social Services and Dearness Home, the following actions be taken with respect to the staff report dated July 15, 2020 to support a strategy to secure and develop up to 26 temporary transitional supportive units and up to 150 supported affordable housing units:

- a) the Civic Administration BE AUTHORIZED to implement the short term temporary transitional supportive elements of the strategy; it being noted that these activities will be funded within existing approved Community Homeless Prevention Initiative (CHPI) funding; and,
- b) the Civic Administration BE DIRECTED to continue preliminary investigation of the modular and stick build supportive housing development strategy including discussions with other levels of government about potential funding support. (2020-S11)

**Motion Passed**

2.4 Long Term Care Service Agreement with Lifelabs for the Provision of Laboratory Services at the Dearness Home

Moved by: M. van Holst  
Seconded by: P. Squire

That, on the recommendation of the Acting Managing Director, Housing, Social Services and Dearness Home, the proposed by-law, as appended to the staff report dated July 15, 2020, BE INTRODUCED at the Municipal Council meeting to be held on July 21, 2020, to:

- a) approve the Long-Term Care Services Agreement, as appended to the above-noted by-law, to be entered into between The Corporation of the City of London and Lifelabs regarding services to be provided to the residents of the Dearness Home;
- b) authorize the Mayor and the City Clerk to execute the above-noted Agreement; and,
- c) authorize the Civic Administration to undertake all administrative acts in connection with the above-noted Agreement. (2020-S03)

**Motion Passed**

**3. Scheduled Items**

None.

**4. Items for Direction**

4.1 Joan's Place New Addition Campaign - S. Cordes, Youth Opportunities Unlimited - Request for Council Endorsement

Moved by: P. Squire  
Seconded by: S. Hillier

That the Mayor BE REQUESTED to advocate the capital campaign of the Youth Opportunities Unlimited Joan's Place New Addition to the Provincial and Federal governments; it being noted that the communication from S. Cordes, Youth Opportunities Unlimited, dated June 23, 2020, with respect to this matter, was received. (2020-S11)

Yeas: (6): S. Lewis, M. van Holst, M. Salih, P. Squire, S. Hillier, and E. Holder

**Motion Passed (6 to 0)**

4.2 Residential Video Surveillance By-law - D. Johnstone - Request for Delegation Status

Moved by: P. Squire  
Seconded by: M. Salih

That the communication, dated July 2020, from D. Johnstone, with respect to a by-law to protect individuals being video recorded in their own private residential backyards BE REFERRED to the Civic Administration for review and a report back at a future meeting of the Community and Protective Services Committee with a delegation from D. Johnstone at that time. (2020-P00)

Yeas: (6): S. Lewis, M. van Holst, M. Salih, P. Squire, S. Hillier, and E. Holder

**Motion Passed (6 to 0)**

**5. Deferred Matters/Additional Business**

5.1 Deferred Matters List

Moved by: S. Lewis  
Seconded by: M. van Holst

That the following actions be taken with respect to the Deferred Matters List, as at June 23, 2020:

- a) item number 10, with respect to Tow Truck Operator Licence – Business Licence By-law L.131-16, BE UPDATED to reflect a report back to the Community and Protective Services Committee in Q4 of 2020; and,
- b) the above-noted Deferred Matters List BE RECEIVED.

Yeas: (6): S. Lewis, M. van Holst, M. Salih, P. Squire, S. Hillier, and E. Holder

**Motion Passed (6 to 0)**

**6. Confidential**

Moved by: E. Holder  
Seconded by: M. van Holst

That the Community and Protective Services Committee convene In Closed Session for the purpose of considering the following:

#### 6.1. Solicitor-Client Privilege / Litigation / Potential Litigation

A matter pertaining to advice that is subject to solicitor-client privilege, including communications necessary for that purpose, litigation and potential litigation and directions and instructions to officers and employees or agents of the municipality with respect to the construction contract and construction of the East London Community Centre.

Yeas: (6): S. Lewis, M. van Holst, M. Salih, P. Squire, S. Hillier, and E. Holder

#### **Motion Passed (6 to 0)**

The Community and Protective Services Committee convened In Closed Session from 12:27 PM to 12:50 PM.

#### **7. Adjournment**

The meeting adjourned at 12:52 PM.

<b>TO:</b>	<b>CHAIR AND MEMBERS COMMUNITY and PROTECTIVE SERVICES COMMITTEE MEETING ON, JULY 15, 2020</b>
<b>FROM:</b>	<b>KEVIN DICKINS ACTING MANAGING DIRECTOR HOUSING, SOCIAL SERVICES AND DEARNESS HOME</b>
<b>SUBJECT:</b>	<b>HOUSING QUARTERLY REPORT</b>

<b>RECOMMENDATION</b>
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That, on the recommendation of the Acting Managing Director, Housing, Social Services and Dearness Home, that the following actions be taken with respect to this report:

- a) That this report **BE RECEIVED** for information; and,
- b) That this report **BE CIRCULATED** to stakeholders, agencies, and community groups including, but not limited to: Middlesex County, London Housing Advisory Committee, and the London Homeless Coalition.

<b>PREVIOUS REPORTS PERTINENT TO THIS MATTER</b>
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- Housing Quarterly Report (CPSC: April 28<sup>th</sup>, 2020)
- Municipal Council Approval Of The Housing Stability Plan 2019 to 2024, as Required Under The Housing Services Act, 2011 (CPSC: December 3, 2019)
- City of London Housing Services Review: Proposed Action Plan (SPPC: September 16<sup>th</sup>, 2019)
- Homeless Prevention and Housing Plan 5 Year Review and Update – Process (CPSC: June 17, 2019)

<b>LINK TO STRATEGIC PLAN 2019-2023</b>
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City Council's 2019 – 2023 Strategic Plan for the City of London identifies 'Strengthening Our Community' and 'Building a Sustainable City' as strategic areas of focus.

The City of London's Housing Stability Action Plan and the City of London's Housing Services Review is aligned with the strategic plan by focusing on increasing affordable and quality housing options for individuals and families, reducing the number of individuals and families experiencing homelessness, and supporting improved access to mental health and addiction services.

<b>OVERVIEW</b>
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This report is the third Housing Quarterly Report to City Council which intends to provide an update on housing and homeless prevention related activities, including those priorities that were identified through the Housing Stability Action Plan, the Housing Services Review and the Multi-Year Budget, 2020-2023. This report will also provide an update on the impact of COVID-19 on the housing system and current efforts underway to maintain current service levels by adjusting practices.

**HOUSING ACTIVITIES TO DATE**

**COVID-19 Impact to the Housing Stability System**

The COVID-19 pandemic has had significant impact on London’s local economy, labour force, and housing market. In regular conversations with the homeless prevention, housing, and tenant communities, civic administration is learning that the important measures to control the spread of COVID-19 continues to compound housing stability challenges. In addition to the pandemic, Individuals and families in the London-Middlesex community are still facing precarious housing challenges, such as unresolved homelessness, relationship breakdowns forcing, and sudden and unexpected loss of income forcing individuals to look for more affordable housing options. In response, there have been concerted efforts to prioritize and intensifying our work within the Housing Stability Action Plan.

Within the homeless prevention network, the risk of congregate living environments required London’s emergency shelter system and Housing First programs to adjust in-person programming and temporarily rehouse vulnerable members of the community into a mix of housing options. These options include reduced emergency shelter beds, motel beds and an isolation space. These efforts were put in place in order to protect individuals and families experiencing homelessness, and volunteers, community members and staff. Comfort stations were also established within city parks to help individuals sleeping unsheltered to meet their hygiene and hand washing needs. In addition, CIR relaxed its response to urban encampments during the pandemic given the lack of capacity within the emergency shelter system to support these individuals during COVID-19.

Within the social housing community, where the rent is geared to the household’s income, there has been four confirmed cases of COVID-19. Housing providers worked closely with the Middlesex Public Health Unit to resolve these cases. Housing providers also invested in PPE for staff, hospital-grade sanitization practices and e-payment methods for rent collection. There has been an increase in rental arrears. This has mainly been driven by misinformation as it pertains to the current suspension of eviction orders from the Landlord and Tenant Board. There has been a trend of tenants believing their rental obligations are suspended during COVID-19. This is not accurate and the Service Manager is working closely with providers to issue communication to tenants to provide the correct information. The Service Manager is currently working to understand the level of evictions once the suspension is lifted in an effort to mitigate a spike in housing instability.

In terms of measuring impacts of COVID-19 within the housing market, the housing stability system has been working closely with Canada Mortgage and Housing Corporation (CMHC) to share experiences related to the rapidly changing environment. CMHC is actively monitoring markets locally and across Canada with a heightened focus on housing indicators that align with

What is a ‘Service Manager’ and how is it different than housing providers?

The Service Manager is responsible for carrying out the funding and administrative responsibilities of the Housing Services Act (HSA) for management of rent-geared-to-income (RGI) housing and affordable housing development.

The Service Manager is primarily responsible for determining RGI eligibility for applicants and issuing capital and operational funding to 64 housing providers, including London Middlesex Community Housing.

The Service Manager delegates some of the HSA responsibilities further to the housing providers, such as calculating a tenant’s rent amount, completing Annual Reviews for eligibility and/or maintaining community policies like guest visitation policies.

In London, the Service Manager of RGI housing and affordable housing is split between Housing Services and HDC, respectively.

those who are experiencing housing instability, but this information is only starting to emerge.

To date, neither CMHC nor those involved in municipal housing services have seen any reduced market pressure for individuals and families experiencing housing instability. Although there has been some relaxing of the very active local housing market as a whole, there is only growing concern that the impact of the pandemic will increase local needs related to accessing housing affordability. The City's Municipal Housing Strategy Table will continue to monitor the market, including through regular updates with CMHC, to identify emerging challenges and, where needed, adjust priorities in efforts to respond. These market factors and any related changes to priorities or local measures will be highlighted in future update reports as this information becomes available.

In terms of issuing funding to support affordable housing development, all new City loans under the Affordable Housing Community Improvement Plan is delayed as a result of the COVID-19 public health emergency. However, loans are still being issued through HDC and CMHC to support affordable housing development. Staff are preparing the documentation and loan administration materials in order to prepare for recovery from COVID and expected demand for these programs.

Moving forward, in terms of COVID-19 recovery planning, the housing stability community will continue to move in lockstep with the City of London, senior governments, and with the Middlesex-London Health Unit. At this time, individuals and households can continue to connect with staff from Homeless Prevention and the Housing Access Centre through telephone or email. Beginning June 15th, LMCH have reopened their office to the public for rent payments and the collection of tenant documents. LMCH staff are following social distancing guidelines to ensure tenants' and staff's safety. The HDC office remains closed to the public, but arrangements can be made by appointment only as staff continue to work remotely.

### Multi-Year Budget – HSAP Impact

Through the multi-year budget process, the housing stability system received \$73.3M in total gross investment to support multiple new initiatives aimed at supporting London and Middlesex's most vulnerable with their housing stability challenges.

Case Ref #	Case Description	Approved Additional Investments				Gross Investment (000's) 2020 - 2023	Net Budget (000's) 2020-2023
		Gross Investment (000's)					
		2020	2021	2022	2023		
2	Affordable Housing CIP	3,187	1,187	195	203	4,772	772
6	Coordinated Informed Response (Homeless Prevention)	1,613	1,655	1,697	1,738	6,703	6,703
7	Core Area Action Plan - Note 1 (Homeless Prevention)	7,200	1,000	1,000	1,000	10,200	4,000
10	HDC Funding for Affordable Housing	500	770	1,080	1,300	3,650	3,650
12	LMCH Infrastructure Gap	1,792	3,042	4,542	6,142	15,518	5,000
18	CMHC Co Investment	4,973	5,030	5,084	5,142	20,229	7,777
19	LMCH Operating Staffing & Security	1,306	1,651	1,872	2,112	6,941	5,675
21	LMCH Regeneration (Housing)	500	500	1,750	2,500	5,250	5,250
<b>Total</b>		<b>21,071</b>	<b>14,835</b>	<b>17,220</b>	<b>20,137</b>	<b>73,263</b>	<b>38,827</b>

Note 1 Portion of Core Area Action Plan Associated with Housing

## HOUSING STABILITY ACTION PLAN – IMPLEMENTATION UPDATE

### Housing Stability Action Plan – Implementation Update & COVID-19

Since City Council received their last update with regards to the HSAP in April 2020, Civic Administration has adjusted the implementation of the plan to adjust for current needs within the community as it relates to COVID-19 pressures. Civic administration continues to work within a City-wide working group with the intention of supporting the delivery of priority actions for each service and expected timelines. Civic Administration also continues to meet with key partners from our homeless prevention sector and housing sector to support their potential contributions to HSAP.

The following provides an overview of initiatives and progress as it relates to the four strategic pillars of the HSAP, the Housing Services Review and the Multi-Year Budget

(Schedule 1).

### **Respond to the Homeless Crisis**

#### **Coordinated Informed Response- HSAP Alignment: 1.2.b.; 1.2.c; 1.4.c.**

- London's Coordinated Informed Response works with multiple service areas and organizations to support individuals who are street involved, sleeping rough and urban camping in finding safe alternative solutions focused on housing.
  - Response partners include London Police Service, London Cares and City Services such as Homeless Prevention, Municipal Bylaw Enforcement, Parks, Roads and Transportation, Social Services, Corporate Security and Service London.
  - The program started as a 16-week pilot program in September 2018, however, with investment provided through the multi-year budgetary process, this program will continue until 2023.
- With approval through the Multi-Year Budget process, the services offered through the pilot will become longer term programming managed by Homeless Prevention.
- CIR continues to provide a caring and compassionate response to the unpredictable and disruptive behaviours of individuals experiencing unsheltered homeless in London aimed at connecting individuals with the right supports and the right housing.
- CIR is establishing a greater working relationship with our community businesses and partners to work toward community strong solutions; this includes actively supporting the Core Area Action Plan (CAAP),
- With additional staff, CIR has expanded to be able to serve a greater area of London, based on need and demand.
- Additional staff include Outreach workers, Bylaw Officers, Roads Crew members and a Housing Navigator.
- Through knowledge gained due to interactions with CIR, the program able to adapt and strengthen the strategies and actions needed to better serve all community members of London.

### **Create More Housing Stock**

#### **Community Improvement Plan (CIP) for Affordable Housing- HSAP Alignment: 2.1.c**

- The Affordable Housing CIP allows the City to take certain actions that are otherwise not permitted by Provincial legislation, including offering City incentive programs to private businesses.
- To encourage the development of affordable housing units and additional residential units (formerly known as "secondary dwelling units") the CIP includes two (2) loan programs.
- Affordable Housing CIP - Business Case # 2 – was approved in the multi-year budget with a gross investment of \$4.8 million. Of the \$4.8 million \$4 million will fund the program in the form of a revolving loan fund.
- The CIP programs are also considered the City's contribution for the purposes of Federal "co-investment" funding programs offered by the Canada Mortgage and Housing Corporation (CMHC).
  - Therefore the CIP programs may allow applicants access to additional Federal affordable housing funding.



- As a result of COVID-19, loans have yet to be issued, however this funding is expected imminently as part of COVID recovery and the ongoing need for affordable housing in the community.

**Housing Development Corporation Funding for Affordable Housing - HSAP Alignment: 2.1.a**

- HDC [reported to the shareholder](#) in June 2020 with updates and ongoing future plans. This report also attracts HDC activities related to Housing Stability for All Plan and the City’s Multi-Year Strategy.
- Subsequent to this report, HDC has closed on its purchase for the former surplus school land on 18 Elm Street, London.
- HDC continues to be on track with meeting its goals and objectives to assist in creating approximately 100 units per year of affordable housing.
- HDC recently approved funding for [744 Dundas Street](#), London which will provide 72 units of specialized housing with supports.

**LMCH Housing Infrastructure Gap**

- City Council approved Business Case # 12 - LMCH Infrastructure Gap in the multi-year budget with a gross investment of \$15.52 million.
- This initiative will increase capital investment to LMCH assets and reduce the size of the infrastructure gap.
- LMCH’s Board of Directors approved allocating Business Case #12 funding under the LMCH 2020 Capital Budget.
- The 2020 Capital Budget funds 32 new high priority capital projects including boiler replacement, elevators, life safety systems and generator replacement.

**LMCH application for CMCH Co-Investment Funding**

- City Council approved Business Case # 18 – LMCH Co-Investment with Canadian Mortgage and Housing Corporation (CMHC) in the multi-year budget with the City providing a gross investment of \$7.78 million.
- This investment is crucial to LMCH’s ability to secure funding from CMHC.
- Investment will focus on improvements to energy efficiency, accessibility, and building condition and will focus on seven (7) high rise and five (5) town house sites.
- LMCH awarded a contract for preliminary engineering review and energy modelling of proposed projects with work commencing in June.
- LMCH anticipates spending for the engineering and energy modeling to start in late July.
- Additional expenditures for further project preparation are expected in late Q3 and early Q4.

How is rent-geared-to-income housing different than affordable housing?

When the housing sector is working well, the marketplace should be able to meet most people’s housing needs.

But not everyone has the financial means to access the housing market. In these cases, governments, community organizations, non-profits and the private sector work together to provide affordable housing.

The terms ‘affordable housing’ and ‘social housing’ are often confused.

While all social housing is affordable, the term ‘social housing’ refers more specifically to rent-geared-to-income housing that is subsidized by a level of government.

Affordable housing is a much broader term and includes housing that is below average market rent provided by the private, public and not-for-profit sectors.

### **Regeneration of LMCH - HSAP Alignment: 2.2.a**

- LMCH Regeneration was approved in the multi-year budget with a gross investment of \$5.3 million.
- These additional funds are intended to accumulate sufficient capital to cash flow the first stage of development
- Regeneration is planned to be a multi-phased approach with approximately 20 units completed per phase. LMCH's target is the completion of 50 units by 2023.
  - Anticipation of new units and timelines are subject to funding, site feasibility, and the compatibility for intensification in the surrounding neighbourhood. LMCH, HDC and the City are working together to ensure maximum value and minimize any impacts to tenants and communities.
- LMCH identified three sites as candidates for regeneration based upon social, financial, asset management, and planning metrics.
- LMCH is developing internal policies such as Tenant Relocation Policy, Affordable Rental Rate, Eligibility Policy, and Tenant Engagement Strategy that will guide development and related operational decisions.
- LMCH and HDC are developing site-specific goals and financial models to provide a framework for community sustainability.

### **Provide Housing Supports**

#### **LMCH Increasing Operating Staff and Security - HSAP Alignment: 3.4.c.**

- LMCH Operating Staffing and Security was approved in the multi-year budget with a gross investment of \$6.9 million.
- This initiative will add 25 staff to strengthen LMCH across various departments.
- Over the next four years, LMCH will strengthen staff in Security (4), Tenant Services (6), Property Services (11), Finance and IT (3), and Community Development (1).
- The immediate focus of the organization is to enhance security to relieve strain on Police and site staff at high acuity buildings by providing increased tenant services through reductions in Community Relations Workers (CRWs) caseload, increased maintenance staffing to address work orders and a continuation of managing vacancy levels efficiently.
- The important measures to control the spread of COVID-19 has delayed LMCH's hiring process.
- LMCH has opened competitions for Security Manager, Community Relations Worker, Procurement Officer, Human Resources Assistant, Information Systems Coordinator, and Project and Facilities Coordinator.

#### **Canada-Ontario Housing Benefit - HSAP Alignment: 3.4.c.**

- The Canada-Ontario Housing Benefit (COHB) is a portable financial benefit program where grant funding is paid directly to low-income households that are on, or eligible to be on, the centralized social housing waiting list, and to households in financial need living in private market housing.
- COHB is an alternative for households looking to enter into social housing, as the recipient is able to use COHB funding to help make their private rental market unit more affordable.
- COBH is jointly funded by the federal and provincial governments as announced through the National Housing Strategy.

- In alignment with the City of London’s Strategic Plan 2019-2023, the Housing Stability Action Plan, and the Core Area Action Plan, COHB funding was allocated towards the following program priority groups in Year 1 and 2 of the program:
  - Survivors of domestic violence and human trafficking; and,
  - Persons experiencing or at-risk of homelessness.
- As of June 25<sup>th</sup>, 47 COHB benefits have been allocated to households within the priority groups. Civic administration anticipates that current funding will enable London to issue approximately 200 COHB benefits.
- The COHB monthly entitlement is averaging at approximately \$500 per household.
- The important measures to control the spread of COVID-19 has presented challenges regarding the increased uptake of this program, including difficulties gathering documentation amid business closures, limited vacant units on the market to rent due to the lack of unit turnover, and difficulties getting information to clients without a fixed address.
  - Civic administration, in partnership with the homeless prevention network and violence-against-women sector, will continue to find creative and flexible means to continue to grow the COHB program.

**Transform System Service**

**Full Operational Review of LMCH’s vacancy and unit restoration progress - HSAP Alignment: 3.4.c.**

- LMCH continues to improve its vacancy process and tenant placement activities.
- LMCH has increased the number of units where repairs or restoration have been completed, thus increasing the active rental stock.
- As of June 18<sup>th</sup>, the vacancy rate with LMCH for rentable units was 2% in active rental stock and a total vacancy rate of 3.6%, with the goal of reaching a 2% active repair and a 3% total vacancy rate.
- Despite the restrictions of COVID-19 and operating on a reduced staffing model, LMCH prioritized repair and restoration of vacant units.
  - LMCH restored 81 units from March – May of 2020.
- As of June 18<sup>th</sup>, LMCH achieved 1.6% of units in active repair, surpassing the target of 2%.

**NEXT STEPS**

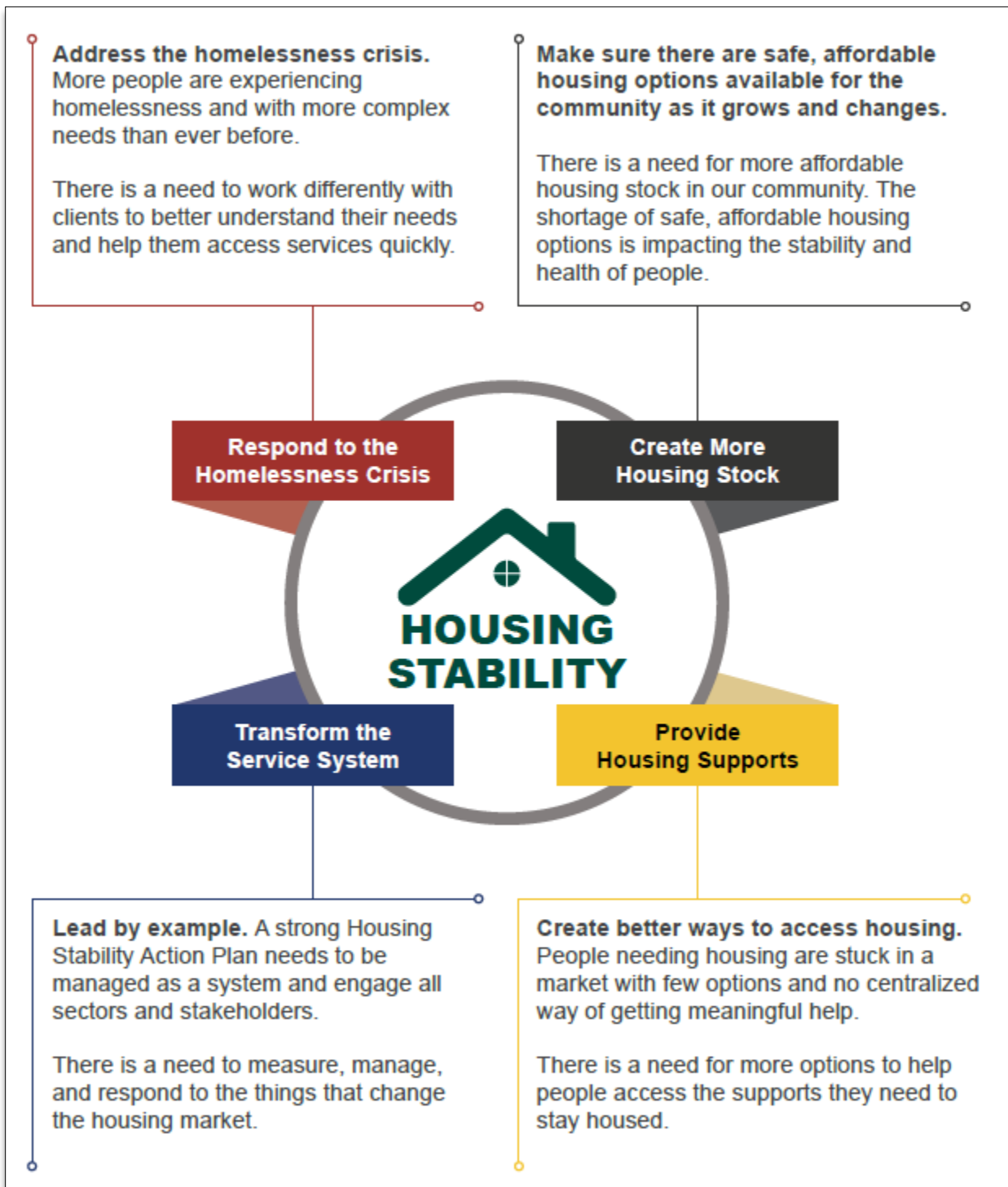
All related housing services areas will continue to deliver core operational responsibilities, as well as continue to shift operations to mitigate COVID-19 disruption and align with the recommendations within the Housing Service Review and the Housing Stability Action Plan

The next update for City Council is currently scheduled for October 6<sup>th</sup>, 2020.

<b>SUBMITTED BY:</b>	<b>RECOMMENDED BY:</b>
<b>DOUG CALDERWOOD-SMITH MANAGER, STRATEGIC PROGRAMS AND PARTNERSHIPS</b>	<b>KEVIN DICKINS ACTING MANAGING DIRECTOR, HOUSING, SOCIAL SERVICES AND DEARNESS HOME</b>

- CC:  
Dave Purdy, Manager, Housing Services  
Craig Cooper, Manager, Homeless Prevention  
Gregg Barrett, Director, City Planning and City Planner  
Bryan Baar, Senior Business Administrator  
Stephen Giustizia, CEO, Housing Development Corporation, London  
Andrea Mackenzie, CEO, London Middlesex Community Housing

## SCHEDULE 1



### Housing Stability for All – Strategic Pillars

- The Housing Stability Action Plan sets a strategic vision of Housing Stability for All.
- Within the vision, there are four strategic areas of focus noted above.
  - Each strategic area of focus has a goal, result, strategies, actions, and measures that will guide the work of the community now and in the future.
- It is important to note that these pillars are interconnected and must be advanced in unison to advance the objectives of the Plan.

<b>TO:</b>	<b>CHAIR AND MEMBERS COMMUNITY AND PROTECTIVE SERVICES COMMITTEE MEETING ON JULY15, 2020</b>
<b>FROM:</b>	<b>KEVIN DICKINS ACTING MANAGING DIRECTOR, HOUSING, SOCIAL SERVICES AND DEARNESS HOME</b>
<b>SUBJECT</b>	<b>2019-2022 MULTI-SECTOR SERVICE ACCOUNTABILITY AGREEMENT DEARNESS HOME ADULT DAY PROGRAM AND THE SOUTH WEST LOCAL HEALTH INTEGRATION NETWORK DECLARATION OF COMPLIANCE – APRIL 1, 2019 - MARCH 31, 2020</b>

<b>RECOMMENDATION</b>
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That, on the recommendation of the Acting Managing Director, Housing, Social Services and Dearness Home, regarding compliance with the terms of the 2019-2022 Multi-Sector Service Accountability Agreement for the Dearness Home Adult Day Program, the Acting Managing Director, Housing, Social Services and Dearness Home **BE AUTHORIZED** to execute the Declaration of Compliance (substantially in the form attached as Schedule 1) for the reporting period April 1, 2019 to March 31, 2020.

<b>PREVIOUS REPORTS PERTINENT TO THIS MATTER</b>
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- 2017-19 Multi-Sector Service Accountability Agreement Dearness Home Adult Day Program and the South West Local Health Integration Network – Declaration of Compliance April 1, 2018 – March 31, 2019. (Community and Protective Services Committee – May 28, 2019)
- 2017-18 Multi-Sector Service Accountability Agreement Dearness Home Adult Day Program and the South West Local Health Integration Network – Declaration of Compliance April 1, 2017 – March 31, 2018. (Community and Protective Services Committee – May 29, 2018)
- 2017-18 Multi-Sector Service Accountability Agreement Dearness Home Adult Day Program and the South West Local Health Integration Network – Declaration of Compliance April 1, 2016 – March 31, 2017. (Community and Protective Services Committee – May 24, 2017)

<b>BACKGROUND</b>
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It is a requirement of the *Local Health System Integration Act, 2006* that a Local Health Integration Network (LHIN) have a service accountability agreement (SAA) in place with each Health Service Provider (HSP) that it funds. The SAA for the Dearness Home Adult Day Program is called the Multi-Sector Service Accountability Agreement (M-SAA).

On April 10, 2019 Council approved 2019-2022 Multi-Sector Accountability Agreement (M-SAA) for the period April 1, 2019 to March 31, 2020, to be entered into with the South West Local Health Integration Network (LHIN) for the provision of funding with respect to the Adult Day Program. Mayor and City Clerks executed the document.

Article 8.1 (d) of the Agreement sets out the requirement for the Board of the HSP to issue a declaration that the HSP has complied with the terms of the Agreement. Under Article 1.0 of the Agreement (Definitions and Interpretations) with respect to a municipality, “Board” means the Municipal Council. The reporting timeline set out in the Agreement is “within 90 days of the HSP’s fiscal year-end”.

The fiscal year end of the Dearness Home Adult Day Program is March 31st which requires submission of the Declaration of Compliance by June 30th.

With respect to compliance with the M-SAA agreement, the Administrator of Dearness Home has confirmed that during the reporting period April 1, 2019 to March 31, 2020 the Dearness Home

Adult Day Program has complied with the terms of the M-SAA agreement and specifically any procurement practices set out in Article 4.8 of the Agreement and the *Local Health System Integration Act, 2006*.

As a result, it is recommended that the Acting Managing Director, Housing, Social Services and Dearness Home be authorized by Municipal Council (Board) to execute the Declaration of Compliance for the Dearness Home Adult Day Program for the period April 1, 2019 to March 31, 2020.

<b>PREPARED BY:</b>	<b>RECOMMENDED BY:</b>
<b>NORA REXHVELAJ MANAGER OF ACCOUNTING AND REPORTING FOR THE DEARNESS HOME</b>	<b>KEVIN DICKINS ACTING MANAGER, HOUSING, SOCIAL SERVICES AND DEARNESS HOME</b>

cc: B,Baar, Senior Financial Business Administrator  
L.Hancock, Administrator, Dearness Home  
L. Marshall, Solicitor  
J. Brown, Financial Business Administrator

## SCHEDULE G – FORM OF COMPLIANCE DECLARATION

### DECLARATION OF COMPLIANCE

Issued pursuant to the MSAA effective April 1, 2019

**To:** The Board of Directors of the South West Local Health Integration Network (the “LHIN”). Attn: Board Chair.

**From:** The Board of Directors (the “Board”) of the [The Corporation of the City of London] (the “HSP”)

**Date:** [July21,2020]

**Re:** April 1, 2019 – March 31, 2020 (the “Applicable Period”)

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Unless otherwise defined in this declaration, capitalized terms have the same meaning as set out in the MSAA between the LHIN and the HSP effective April 1, 2019.

The Board has authorized me, by resolution dated [July21,2020], to declare to you as follows:

After making inquiries of the [Leslie Hancock , Administrator of the Dearness Home] and other appropriate officers of the HSP and subject to any exceptions identified on Appendix 1 to this Declaration of Compliance, to the best of the Board’s knowledge and belief, the HSP has fulfilled, its obligations under the service accountability agreement (the “MSAA”) in effect during the Applicable Period.

Without limiting the generality of the foregoing, the HSP has complied with:

- (i) Article 4.8 of the MSAA concerning applicable procurement practices;
- (ii) The *Local Health System Integration Act, 2006*; and

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[Kevin Dickins], [Acting Managing Director – Housing, Social Services and Dearness Home]



## **Schedule G – Form of Compliance Declaration Cont'd.**

### **Appendix 1 - Exceptions**

[Please identify each obligation under the MSAA that the HSP did not meet during the Applicable Period, together with an explanation as to why the obligation was not met and an estimated date by which the HSP expects to be in compliance.]

<b>TO:</b>	<b>CHAIR AND MEMBERS COMMUNITY AND PROTECTIVE SERVICES COMMITTEE MEETING ON JULY 15, 2020</b>
<b>FROM:</b>	<b>KEVIN DICKINS ACTING MANAGING DIRECTOR HOUSING, SOCIAL SERVICES AND DEARNESS HOME</b>
<b>SUBJECT:</b>	<b>URGENT TRANSITIONAL AND MODULAR SUPPORTED HOUSING DEVELOPMENT</b>

<b>RECOMMENDATION</b>
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That, on the recommendation of the acting Managing Director, Housing, Social Services and Dearness Home, the following actions **BE TAKEN** to support a strategy to secure and develop up to 26 temporary transitional supportive units and up to 150 supported affordable housing units:

- (a) that Civic Administration **BE AUTHORIZED** to implement the short term temporary transitional supportive elements of the strategy, it being noted that these activities will be funded within existing approved Community Homeless Prevention Initiative (CHPI) funding; and
- (b) that Civic Administration **BE DIRECTED** to continue preliminary investigation of the modular and stick build supportive housing development strategy including discussions with other levels of government about potential funding support.

<b>PREVIOUS REPORTS PERTINENT TO THIS MATTER</b>
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- Municipal Council Approval Of The Housing Stability Plan 2019 to 2024, as Required Linder The Housing Services Act, 2011 (CPSC: December 3, 2019)
- Housing Quarterly Report (CPSC: January 21, 2020)
- Housing Quarterly Report (CPSC: April 28, 2020)

<b>BACKGROUND</b>
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**PURPOSE**

The purpose of this report is to recommend that the City of London, in partnership with the City’s Housing Development Corporation, London “HDC”, explore a strategy to access up to 26 temporary transitional supportive housing units and advance viable and sustainable development plans for up to 150 supported affordable housing units.

This strategy will assist in the efforts to address the challenges currently being experienced by the COVID-19 pandemic and the expected longer term impacts the pandemic may have on those who are currently experiencing homelessness and those who are precariously housed.

**BACKGROUND**

London is in a homelessness and housing crisis. The need for housing stock, and more specifically the priority need for new affordable housing with supports, was defined within the *2019-2024 Housing Stability Action Plan* as critical needs driving this crisis.

Prior to the pandemic, the Stability Plan identified a gap of over 3000 affordable units in London and the need to work towards creating 300+ additional units each year in order to close this housing gap. Through the recent events of the pandemic, there is recognition of the urgent need to create a concerted and prioritized focus on addressing the needs of those who lack housing to find and stay housed.

The total number of individuals experiencing homelessness in London is unknown as homelessness often remains hidden. However, as of June 2020, 1065 individuals are

registered in London's homeless management information system as actively homeless, having used service within the last 90 days. Of those, 56 percent have been assessed using the Vulnerability Index – Service Prioritization Decision Assistance Tool (VI-SPDAT). Acuity score results suggest 14 percent of the homeless population score low acuity (0-3), 42 percent score moderate acuity (4-7) and 44 percent score high acuity (8+).

Additionally, Londoners need support to find housing and stay housed. This strategy works with partner agencies and the City's coordinated access system and existing programs to ensure people are supported to achieve long term housing stability. The City of London funds seven Housing First programs, four rapid rehousing programs, one housing identification program and one housing stability program. These programs provide a variety of case management supports, housing finding and rent stability supports, primarily to chronically homeless individuals with low, moderate and high support needs.

As a result of the COVID-19 pandemic, pressures on the homeless serving sector continues to increase. A lack of places for people to go, both during the day and overnight, have resulted in a large portion of homeless individuals living or staying unsheltered.

The current Average Market Rent "AMR" for a bachelor apartment in London is \$697. Through the work of our system housing finders, we know the actual rent for a bachelor apartment upon vacancy is closer to \$958/month. In order to support individuals who are experiencing homelessness and on a fixed income (\$390-\$500 shelter allowance per month), the rents for these developments will need to be \$500-\$600 per month. Even at these rates, a housing allowance will be required for some residents.

Based on the current and anticipated rental market, the required units and rental rates are currently not available. HDC and the City are able to advance projects related to priority needs and engage other resources and programs. These actions do not limit other development activities already underway or planned but rather expedite these developments based on the urgency of the housing need.

The monthly rental rates for tenants is a factor directly associated with the ultimate cost of building affordable housing. These development costs are influenced by many factors including land acquisition and readiness, building techniques, construction (labour and material) costs, scale of project, timing, etc. The costs of development are also influenced by municipal charges, fees, and processes.

In response to this challenge, City staff, led by Homeless Prevention and including Development Services, City Planning, Realty Services, Legal & Corporate Services, Finance, Housing Services and the City Managers office in partnership with the City's Housing Development Corporation have put forward the following strategies for consideration.

The proposed strategy is prioritized based on the level and urgency of housing needs and recognizing that the solutions require an immediate temporary transitional plan and a long-term supported housing plan.

#### Immediate Temporary Transitional Space Strategy:

Lease the current isolation space location (26 rooms) for an additional 18 months to provide immediate temporary transitional units. These units will be matched with medium and higher acuity individuals from the City's coordinated access list. The on-site support services will assist the individuals with the necessary supports to find housing, stay housed and achieve longer term housing stability. Many individuals matched will be chronically homeless and in most cases currently living unsheltered.

#### Modular and Stick Built Supported Housing Strategy:

Utilize 3 existing sites within City and HDC ownership to facilitate the development of affordable housing. Including:

- 1 site for up to 40 supported units (proposed modular construction),
- 1 site for up to 50 supported units (proposed modular construction), and

1 site for up to 60 supported units (proposed regular stick build construction).

Matching individuals to these units will be through the City's coordinated access priority system. Each individual will be in receipt of case management and housing stability supports and the space will be available for a mix of low, moderate and high support needs individuals who are looking to achieve housing stability.

Building specific supports for each proposed permanent site will include a staff person for 8 hours per day 7 days per week to assist individuals to maintain housing stability and address any day to day support items that may come up during this time.

In order to try and minimize some of the above noted costs and provide a sustainable housing project that can be built to provide the lowest rents possible, the proposals are looking to utilize land already owned by HDC and the City, leverage various government programs related to grants, seek additional investment from other levels of government and maximize municipal affordable housing tools, etc.

**FINANCIAL IMPACT**

The 18-month operating costs for the recommended immediate transitional space is provided for through approved CHPI funding in the Homeless Prevention budget. The estimated 18-month costs associated with a short term lease are \$600,000 with operating supports approximating \$1,000,000. The approximate per year cost is \$1.06 million.

The costs and associated funding sources for the modular and stick built supportive housing strategy are subject to further investigation and refinement, and may be funded through a combination of approved City funding, approved funding from HDC, and potential funding contributions from other levels of government. An update will be provided to Council once further details are available.

**NEXT STEPS**

If endorsed, the next steps for the strategy would be as follows:

Immediate Temporary Transitional Space Strategy:

Engage Realty Services to support Homeless Prevention to secure an 18 month lease on the current site being used for COVID-19 isolation.

Complete a Request for Service to provide staffing for the transitional space focusing on agencies who can offer peer supports and for those with lived experience.

Modular and Stick Built Supported Housing Strategy:

The permanent affordable housing plans will advance within the delegations and directions provided by Council to HSSDH and with the authorities and approvals provided to Civic Administration. This includes:

- HDC and City staff consulting with CMHC on Co-Invest or other appropriate funding programs for the projects.
- Confirming capacity and delivery timelines of modular units with a provider, meeting the HDC and or the City's procurement processes.
- Completing initial designs for the various sites, engage in pre-submission consultation with and apply for site rezoning and site plan applications and necessary public consultation.
- A report back to Council will be provided at a later date as additional direction is necessary.

RECOMMENDED BY:	RECOMMENDED BY:
<b>CRAIG COOPER MANAGER, HOUSING, SOCIAL SERVICES AND DEARNESS HOME</b>	<b>KEVIN DICKINS ACTING MANAGING DIRECTOR HOUSING, SOCIAL SERVICES AND DEARNESS HOME</b>

**Appendix A:**  
Module site under construction:



Completed Modular Housing example



Interior of completed module unit



<b>TO:</b>	<b>CHAIR AND MEMBERS COMMUNITY AND PROTECTIVE SERVICES COMMITTEE MEETING ON JULY 15<sup>th</sup>, 2020</b>
<b>FROM:</b>	<b>KEVIN DICKINS ACTING MANAGING DIRECTOR, HOUSING, SOCIAL SERVICES AND DEARNESS HOME</b>
<b>SUBJECT:</b>	<b>LONG TERM CARE SERVICE AGREEMENT WITH LIFELABS FOR THE PROVISION OF LABORATORY SERVICES AT THE DEARNESS HOME</b>

<b>RECOMMENDATION</b>
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That, on the recommendation of the Acting Managing Director, Housing, Social Services and Dearness Home, the attached proposed by-law (as Appendix "A") **BE INTRODUCED** at the Municipal Council meeting to be held on July 21, 2020:

- a) **TO APPROVE** the Long Term Care Services Agreement (attached as Schedule 1) to be entered into between The Corporation of the City of London and Lifelabs, 100 International Blvd., Toronto, Ontario, M9W 6J6.
- b) **TO AUTHORIZE** the Mayor and the City Clerk to execute the Agreement in (a) above.
- c) **TO AUTHORIZE** Civic Administration to undertake all administrative acts in connection with the Agreement.

<b>PREVIOUS REPORTS PERTINENT TO THIS MATTER</b>
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- Long Term Care Services Agreement with the Lifelabs for the Provision of Laboratory Services at the Dearness Home – CPSC meeting on June20th, 2017

<b>BACKGROUND</b>
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The Ministry of Health and Long Term Care provides funding to the City for various transfer payment programs applicable to Dearness Home through a Direct Funding Agreement. The transfer payments are provided where the Ministry determines that the operator is eligible for the funds in accordance with applicable Ministry policies as defined in the Agreement. Laboratory services funding is one of the transfer payment programs under this agreement and the applicable policy defined in the Direct Funding Agreement is the Laboratory Services Funding Guidelines, May 2011.

This service is considered a "medical service" and therefore is not subject to the Procurement of Goods and Services Policy as outlined in Schedule B, article 7 of the Policy. Lifelabs has been the provider of laboratory services at the Dearness Home for several years and management at the Home are happy with the level and quality of service provided. Administration is therefore recommending a continuation of this service arrangement through the approval of the attached Agreement.

In accordance with the funding guidelines the City is required to have a written contract with the service provider of laboratory and phlebotomy services. The contract must specify various details such as: costs for services; supplies to be provided; frequency of service; methods and timelines of reporting; reports on any infection control issues identified; and contacts and timelines for resolution of issues. Execution of the attached Agreement with Lifelabs will ensure that the Dearness Home continues to be eligible for this funding under our Direct Funding Agreement with the Ministry of Health and Long Term Care.

It is noted that the Agreement contains the following Indemnity Clause:

- 11.1 Lifelabs and Facility as "Indemnitor" will each defend and indemnify the other party and hold the other party harmless, from and against all claims, demands, suits, losses, costs, damages and expenses that the other party may sustain or incur by reason of:

- (a) Any breach of this Agreement by the Indemnitor for who the Indemnitor is at law responsible;
- (b) The acts or omissions of the Indemnitor, or any person for whom the Indemnitor is at law responsible including any damage to any and all persons or property, whether deliberate, accidental or through negligence, and all tickets, fines or penalties;
- (c) Any claim or finding that the Indemnitor or persons for whom the Indemnitor is at law responsible and employees of, or are in any employment relationship with, the other party or are entitled to any Employment Benefits of any kind; or,
- (d) Any liability on the part of the other party, under the Income Tax Act (Canada) or any other statute (including, without limitation, any Employment benefits statute), to make contributions, withhold or remit any monies or make any deductions from payments, or to pay any related interest or penalties, by virtue of any of the following being considered to be an employee of the other party, from the Indemnitor Personnel, or others for whom the Indemnitor is at law responsible.

Lifelabs is unwilling to waive or modify this indemnity provision. In the opinion of Risk Management, the City is exposed to risk through the indemnity provision, however the benefits of service warrant the acceptance of the provision.

Amendment to original Agreement (Schedule1) has been suggested by Lifelabs and excepted by Dearness Management as presented (attached as Schedule 2)

<b>FINANCIAL IMPACT</b>
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Charges for laboratory and phlebotomy services amount to approximately \$13,000 annually. Invoices are paid monthly by the Dearness Home and submitted quarterly to the Ministry of Health and Long Term Care for reimbursement. There is no net financial impact on the Home's budget for these services.

SUBMITTED BY:	RECOMMENDED BY:
<b>LESLIE HANCOCK</b> <b>ADMINISTRATOR OF DEARNESS HOME</b>	<b>KEVIN DICKINS</b> <b>ACTING MANAGING DIRECTOR</b> <b>HOUSING, SOCIAL SERVICES AND</b> <b>DEARNESS HOME</b>

- cc: B. Baar, Manager Financial & Business Services  
 L. Marshall, Solicitor  
 J. Wills, Risk Management  
 J. Brown, Financial Business Administrator  
 N. Rexhvelaj, Manager Accounting & Reporting



Bill No.  
2017

By-law No.

A By-law to approve a Long-Term Care Service Agreement between The Corporation of the City of London and LifeLabs.

WHEREAS section 9 of the *Municipal Act, 2001* provides that a municipality has the capacity, rights, powers and privileges of a natural person for the purpose of exercising its authority under this or any other Act;

AND WHEREAS The Corporation of the City of London (the "City") has established and maintains a municipal long-term care home under the *Long-Term Care Homes Act, 2007*, S.O. 2007, c.8, known as the "Dearness Home";

AND WHEREAS subsection 5(3) of the *Municipal Act, 2001* provides that a municipal power shall be exercised by by-law;

NOW THEREFORE the Municipal Council of The Corporation of the City of London enacts as follows:

1. The Long-Term Care Service Agreement to be entered into between The Corporation of the City of London and LifeLabs regarding services to be provided to the residents of Dearness Home attached as Schedule 1 to this by-law, is approved.
2. The Mayor and the City Clerk are authorized to execute the agreement approved under section 1 above.
3. This by-law shall come into force and effect on the day it is passed.

PASSED in Open Council

, 2017.

Matt Brown  
Mayor

Catharine Saunders  
City Clerk

First reading -  
Second reading -  
Third reading -

# Schedule 1

## **LTC SERVICE AGREEMENT**

This Agreement made as of the first day of July, 2020

BETWEEN the Corporation of the City of London

(herein after referred to as “**Facility** ”) and LifeLabs LP (“LifeLabs”)

### **ARTICLE 1- - BACKGROUND**

- 1.1.1 The Facility through the John Dearness Home Long Term Care, is engaged in the provision of long term residential health care and support services to Residents residing in the Facility through funding received from the Ministry of Health and Long Term Care for the Province of Ontario.
- 1.1.2 In order to provide such long term residential health care and support services, the Facility wishes to contract for certain Services to be provided to its Residents.
- 1.3 LifeLabs shall provide the Service set out in Schedule A to the Residents of the Facility and the Facility shall pay LifeLabs the Fees as set out in Schedule B.

### **BUSINESS TERMS AND CONDITIONS**

The Parties agree as follows:

### **ARTICLE 2 - DEFINITIONS AND INTERPRETATIONS**

- 2.1 The following words and phrases shall have the meanings set out below:
  - (a) “Agreement” means this Agreement, including any schedules, as amended in writing;
  - (b) “Business Day” means any day, other than a Saturday, Sunday or Statutory Holiday;
  - (c) “Business Hours” means Monday to Friday;
  - (d) “Confidential Information” means all information, knowledge or data furnished by one Party to the other Party of an intellectual, technical, scientific, commercial, financial or industrial nature including all medical and patient records and records of personal health information as defined in Ontario’s *Personal Health Information Protection Act*;
  - (e) “Confirmation Fax-On Site Laboratory Form” (“Confirmation Fax”) means the LifeLabs Requisition for On Site Laboratory Services form as attached as Schedule D;
  - (f) “Fees” means the Fees set out in Schedule B;
  - (g) “including” means including without limitation;
  - (h) “LifeLabs Personnel” means an employee, independent contractor or Subcontractor of LifeLabs providing Services ;

## Schedule 1

- (i) “Ministry” and “MOH” means the Ministry of Health and Long Term Care;) Ministry Requisition” means the Ministry’s Laboratory Requisition form that will be completed by the requisitioning physician for Service to be provided to a Resident as attached as Schedule E;
- (j) “MLPT” means a certified Mobile Laboratory Patient Technician who attends at the Facility to provide Service to a Resident;
- (k) “Notice” has the meaning set out in Section 15.1;
- (l) “Parties” means the Facility and LifeLabs collectively, and “Party” means either individually;
- (m) “Patient” referred to in Schedule D is the same as the term Resident in this Agreement;
- (n) “Personal Health Information” shall have the meaning given in Section 4(1) of Ontario’s Personal Health Information Protection Act, 2004;
- (o) “Resident” or “Residents” means the individual determined by the Facility to require Service from LifeLabs;
- (p) “Service” means those services as set out in Schedule A;
- (q) “Service Day” means those services as set out in schedule G
- (r) “Statutory Holiday” means New Year’s Day, Family Day, Good Friday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Day, Christmas Day, and Boxing Day; and
- (s) “Term” is defined in Section 3.1.

### 2.2 The following are schedules to this Agreement;

Schedule A: Services

Schedule B: Fees

Schedule C: Requirements for Long Term Care Facilities

Schedule D: Confirmation Fax-On Site Laboratory Form

Schedule E: MOH Requisition Form and Instructions

Schedule F: LifeLabs Community Protocol for the Reporting of All Test Results

Schedule G: Facility, Locations, Current Services Dates

## **ARTICLE 3- TERM**

- 3.1 **Term.** The term of this Agreement shall commence as of the date first above written and shall continue for a period of 3 year(s), subject to earlier termination pursuant to Article 6 (the “Term”).
- 3.2 **Service Day.** LifeLabs will provide Service to Residents on the Service Day agreed to by Facility and LifeLabs.

# Schedule 1

## **ARTICLE 4- SERVICES AND REPORTING**

4.1 As set out in greater detail in Schedule A, LifeLabs shall:

- (a) Attend at the Facility during regular Business Hours on the Service Day to provide Service to Residents at the Facility;
- (b) Provide transportation and testing with respect to the specimens collected;
- (c) Provide timely reporting of test results as set out in Schedule F;
- (d) Provide a contact to the Facility with respect to any matters pertaining to this Agreement; and
- (e) Pick up samples for testing at the Facility outside of the Service Day, only if it is possible to accommodate the request, subject to additional charges for unscheduled courier services as set out in Schedule B.

4.2 The Facility shall:

- (a) Ensure that the Confirmation Fax and corresponding MOH Requisition Forms are completed prior to LifeLabs's scheduled visit and left in one central location; a registered Facility staff member will greet the LifeLabs Personnel on the Service Day and respond to questions as required.
- (b) 24-48 hours prior to the Service Day fax to LifeLabs the Confirmation Fax Form which lists the Residents' name, test and special requirements. Facility will request or schedule up to the maximum number of Residents to receive Service that will be within the "+ or 5" rule based on the previously established maximum threshold per Service Day
- (c) Schedule any additional Residents in excess of the established maximum threshold for the next Service Day;
- (d) Ensure that the Requirements attached as Schedule C are followed;
- (e) provide LifeLabs with a contact at the Facility for any matters pertaining to Service; and
- (f) Provide parking for LifeLabs' Personnel and couriers at no cost to LifeLabs; If the above requirements are not met by Facility, the Resident(s) will receive Service on the next Service Day; to reduce the risk of errors

4.3 **Exclusivity.** There will be no redirection, in whole or in part, of the Services by the Facility to an alternate provider except as mutually agreed by LifeLabs and the Facility, for example, in case of emergency.

## **ARTICLE 5- FEES**

- 5.1 The Facility will pay to LifeLabs the applicable fees set out in Schedule B only for those Services that have been performed by LifeLabs.
- 5.2 LifeLabs shall submit invoices to the Facility by the 15th day of the month which follows the month in which the Service was performed.
- 5.3 The Facility shall pay all invoices promptly upon receipt.

# Schedule 1

## LEGAL TERMS AND CONDITIONS

### ARTICLE 6- TERMINATION

- 6.1 **Termination.** Notwithstanding any other provision of this Agreement, this Agreement may be terminated prior to the expiration of the Term, only as follows:
- (a) immediately by one Party (the Terminating Party”) upon a material breach of this Agreement by the other Party (the “Breaching Party”) where such material breach is not remedied to the reasonable satisfaction of the Terminating Party within thirty (30) days after Notice of such breach has been given by the Terminating Party to the Breaching Party;
  - (b) on ninety (90) days’ Notice in the event of enactment of legislative changes, decisions or directive of the Ministry or regulatory body having jurisdiction that:
    - (i) requires termination of this Agreement; or
    - (ii) results in the closure of all or a substantial portion of the Facility.
  - (c) on ninety (90) days’ Notice by Facility for any reason
- 6.2 **Effects of Termination.** In the event of termination of this Agreement, the Facility shall promptly pay to LifeLabs any Fees and other amounts owing with respect to Service provided up to and including the effective date of termination. The Facility shall promptly return to LifeLabs any materials, supplies and equipment belonging to LifeLabs. Each Party shall provide reasonable cooperation and assistance in the orderly transfer of the Service in the event of termination.

### ARTICLE 7- STANDARDS AND LICENSING

- 7.1 LifeLabs has posted on its website, [www.lifelabs.com](http://www.lifelabs.com), its Quality Management Program and will ensure that the standards of quality meet the standards established by the Ministry in the Quality Management Program Laboratory Services (“QMP-LS”).
- 7.2 LifeLabs shall maintain all approvals and licenses required to provide the Service throughout the Term.

### ARTICLE 8- EMPLOYEES OF LIFELABS

- 8.1 LifeLabs confirms that the LifeLabs Personnel who provide Service are duly qualified in accordance with the regulations of the Laboratory and Specimens Collection Centre Licensing Act, R.S.O. 1990, c. L.1 and are capable of delivering the Service in accordance with the terms and conditions of this Agreement.
- 8.2 All LifeLabs Personnel must present photo identification bearing LifeLabs’ name before providing Service to Residents.

## Schedule 1

- 8.3 LifeLabs confirms that LifeLabs Personnel receive ongoing annual flu shots. LifeLabs confirms that LifeLabs Personnel follow the LifeLabs immunization policy. At the time of hire LifeLabs screens new LifeLabs Personnel for tuberculosis status, criminal reference checks and vulnerable sector screenings.
- 8.4 LifeLabs confirms that all LifeLabs Personnel will comply with all applicable Federal and Provincial statutes, regulations, guidelines and rules, including the Long-Term Care Homes Act, 2007 and its regulations, and all applicable municipal by-laws

### **ARTICLE 9- DISPUTE RESOLUTION**

- 9.1 **First level Dispute Resolution.** All matters to be decided by the Parties under this Agreement and all disputes which may arise with respect to any matter governed by this Agreement shall first be mutually decided or resolved by LifeLabs' Manager Client Services ("Manager Client Services") and the Director of Care of the Facility or their respective delegates. One Party may send a Notice, which shall detail the nature of the dispute and any section of this Agreement that is alleged to be in default, to the Manager Client Services or the Director of Care of the Facility, or their respective delegates, as the case may be, requiring that such individuals meet within thirty (30) days under this section 9.1.
- 9.2 **Reference to Senior Management.** If the Manager Client Services and the Director of Care of the Facility are unable to resolve any dispute referred to them within thirty (30) days of such referral, the matter shall be referred by a Notice sent to the Administrator of the Facility and LifeLabs Client Service Director or their respective delegates.

### **ARTICLE 10- ENVIRONMENTAL**

- 10.1 LifeLabs acknowledges that it is responsible for the disposal of biohazardous waste products it uses in providing the Service in accordance with applicable environmental laws and regulations.

### **ARTICLE 11 INDEMNITY**

- 11.1 LifeLabs and Facility as "Indemnitor" will each defend and indemnify the other party and hold the other party harmless, from and against all claims, demands, suits, losses, costs, damages and expenses that the other party may sustain or incur by reason of:
- (a) any breach of this Agreement by the Indemnitor for whom the Indemnitor is at law responsible;

## Schedule 1

- (b) the acts or omissions of the Indemnitor, or any person for whom the Indemnitor is at law responsible including any damage to any and all persons or property, whether deliberate, accidental or through negligence, and all tickets, fines or penalties;
- (c) any claim or finding that the Indemnitor or persons for whom the Indemnitor is at law responsible are employees of, or are in any employment relationship with, the other party or are entitled to any Employment Benefits of any kind; or,
- (d) any liability on the part of the other party, under the Income Tax Act (Canada) or any other statute (including, without limitation, any Employment Benefits statute), to make contributions, withhold or remit any monies or make any deductions from payments, or to pay any related interest or penalties, by virtue of any of the following being considered to be an employee of the other party, from the Indemnitor Personnel, or others for whom the Indemnitor is at law responsible.

### **ARTICLE 12- INSURANCE**

- 12.1 During the Term, both Parties will maintain the following insurance coverage, with the other Party to be named as an additional insured party under such policies. All policies will include a thirty (30) days' notice of cancellation clause, owners and contractors protective, cross-liability clause and severability of interest clause.
- 12.2 In the case of LifeLabs, commercial general liability insurance in an amount of not less than \$5,000,000 on an occurrence basis; medical malpractice and professional liability (errors and omissions) insurance in an amount of not less than \$2,000,000 on a claims made basis and automobile liability insurance with limits of not less than \$2,000,000 per accident.
- 12.3 In the case of the Facility, commercial general liability insurance in an amount of not less than \$5,000,000 on an occurrence basis; and medical malpractice and professional liability (errors and omissions) insurance in an amount of not less than \$2,000,000 on a claims made basis.
- 12.4 The policies shown above will not be cancelled unless the insurer notifies the relevant additional insured in writing at least thirty (30) days prior to the effective date of cancellation. The City reserves the right to request such higher limits of insurance or other types of policies appropriate to the work as it may reasonably require from time to time during the Term. LifeLabs shall not commence work until such time as satisfactory evidence of insurance has been filed with, and approved by the City. LifeLabs shall further provide that evidence of continuance of said insurance is filed at each policy renewal date for the Term.

## Schedule 1

### **ARTICLE 13- CONFIDENTIALITY AND PRIVACY**

- 13.1 Subject to the *Municipal Freedom of Information and Protection of Privacy Act and the Municipal Act, 2001*, both Parties will keep the Confidential Information confidential, use the Confidential Information only as such Party is required or allowed to use the Confidential Information in connection with this Agreement, not use the Confidential Information after the termination of this Agreement for any reason and not disclose any Confidential Information to any Person in any manner whatsoever, except to a Party's employees, Municipal Council or agents who have a need to know the Confidential Information to perform their obligations under this Agreement and who are advised of the confidential nature of the Confidential Information and will be bound by these confidentiality provisions. Confidential Information shall not include information that is:
- (a) or becomes publicly available through no fault of the recipient Party;
  - (b) demonstrated as already in the rightful possession of the recipient Party prior to its receipt from the disclosing Party;
  - (c) demonstrated as independently developed by the recipient Party;
  - (d) rightfully obtained by the recipient Party from a third party;
  - (e) disclosed with the written consent of the disclosing Party; or
  - (f) disclosed pursuant to court order or other legal compulsion.
- 13.2 LifeLabs shall keep Residents' Personal Health Information and personal information (as defined in the *Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56*) confidential, and will only use any such information as is required or allowed in connection with this Agreement. LifeLabs shall not use the Personal Health Information nor the personal information after the termination of the Agreement for any reason, and during the Term shall not disclose the information to any person in any manner whatsoever except to LifeLabs Personnel or agents who have a need to know the information to perform their obligations under this Agreement and if same is in accordance with the *Personal Health Information Protection Act, 2004*, and except as otherwise required by law or an order of the court. LifeLabs shall have LifeLabs Personnel or agents comply with these confidentiality provisions.
- 13.3 The Parties acknowledge that the collection, use and disclosure of Personal Health Information pursuant to this Agreement shall be handled in accordance with Ontario's *Personal Health Information Protection Act, 2004*, and any other applicable laws regarding the handling of personally identifiable information. The Facility has the right to review LifeLabs' privacy and security safeguards to ensure compliance with applicable legislation.
- 13.4 LifeLabs acknowledges the Facility is subject to the MFIPPA.



## Schedule 1

### **ARTICLE 14- NON-PERFORMANCE**

14.1 In the event of an inability or failure by a Party to perform any covenant, agreement or obligation in this Agreement, except any payment obligation, by reason of fire, storm, explosion, accident, strike, lockout, work stoppage or slow-down, act of god, any act of government, expropriation or any other occurrence which is beyond the reasonable control of the defaulting Party (an "Event of Force Majeure"), then such Party shall not be liable to the other Party during the period of and to the extent of such inability or failure, nor shall it be considered in default of such Party's applicable obligations. For greater certainty,

- (a) lack of funds will not constitute an Event of Force Majeure, and
- (b) the Facility will not be required to pay LifeLabs for Service to the extent that the Service was not performed as a result of an Event of Force Majeure.

### **ARTICLE 15- GENERAL**

15.1 **Delivery of Notices.** Any notice, direction or instrument required or permitted to be given shall be given in writing (the "Notice").

The Notice shall be:

- (a) mailed postage prepaid by registered mail;
- (b) transmitted by fax; or
- (c) delivered by one Party to the other at the address of the Party set out on the cover page of this Agreement.

The Notice shall be deemed to have been given on the day on which it was delivered or faxed, or if mailed, deemed delivered on the fifth business day following the day after which it was mailed. Either Party may, from time to time, give Notice of any change of their address in the manner provided in this section.

15.2 **Successors and Assigns.** This Agreement shall enure to the benefit of and be binding upon the successors and permitted assigns of the Parties and any reference to the right or obligation of a Party shall be deemed to refer to such successors and assigns to the extent the context requires.

15.3 **Assignment.** This Agreement may not be assigned by either Party except with the prior written consent of the other Party, which consent may be unreasonably withheld.

15.4 **Severability.** Every provision of this Agreement is intended to be severable. If any term or provision is illegal or invalid for any reason whatsoever, such illegality shall not affect the validity of the remainder of this Agreement.

15.5 **Entire Agreement.** This Agreement, together with the Schedules, constitutes the entire Agreement between the Parties with respect to the subject matter and supersedes all other agreements and understandings.

## Schedule 1

- 15.6 **No Amendment.** No amendment, change or modification to the Agreement shall be effective unless in writing and signed by both Parties.
- 15.7 **Waiver.** Any waiver of the requirements of this Agreement shall be effective only if it is in writing and signed by the Party giving it. No failure on the part of any Party to exercise, and no delay in exercising, any right under this Agreement shall operate as a waiver of such right
- 15.8 **Governing Law.** This Agreement shall be governed by and construed in accordance with the laws of the Province of Ontario and the applicable federal laws of Canada.
- 15.9 **Independent Contractors.** It is understood that in giving effect to this Agreement, no Party shall be or be deemed a partner, agent or employee of the other Party for any purpose and that their relationship to each other shall be that of independent contractors. Nothing in this Agreement shall constitute a partnership or a joint venture between the Parties. No Party shall have the right to enter into contracts or pledge the credit of or incur expenses or liabilities on behalf of the other Party.
- 15.10 **Not an Agreement of Employment.** LifeLabs acknowledges this Agreement shall in no way be deemed or construed to be an "Agreement of Employment". Specifically, the Parties confirm that it is not intended by this Agreement that LifeLabs nor any person employed by or associated with LifeLabs is an employee of, or has an employment relationship of any kind with the Facility or is in any way entitled to employment benefits of any kind whatsoever from the Facility whether under internal policies and programs of the Facility, the Income Tax Act, R.S.C. 1985 c.1 (1st Supp); the Canada Pension Act, R.S.C. 1985, c.C-8; the Employment Insurance Act, S.O. 1996,c.23; the Workplace Safety and Insurance Act, 1997 S.O. 1997, c.26 (Schedule "A"); the Occupational Health and Safety Act, R.S.O. 1990, c.o.1; the Pay Equity Act, R. S. O. 1990, c.P.7; the Health Insurance Act, R.S.O. 1990, c.H.6; or any other employment related legislation, all as may be amended from time to time, or otherwise.
- 15.11 Notwithstanding paragraph 15.10 above, it is the sole and exclusive responsibility of LifeLabs to make its own determination as to its status under the acts referred to above and, in particular, to comply with the provisions of any of the aforesaid acts, and to make any payments required thereunder.

### **ARTICLE 16 - AODA Training**

- 16.1 LifeLabs shall have all of its LifeLabs Personnel, volunteers, or agents, if they deal with members of the public under this Agreement, receive training about the provision of services to persons with disabilities, in compliance with the Accessibility for Ontarians with Disabilities Act, 2005 and its regulations.

Schedule G



# Long Term Care Service Agreement

NEW

SERVICE PERIOD:

RENEWAL

FROM: July 01, 2020

TO: June 30, 2023

Name of Facility: Dearness Home

Street Address: 710 Southdale Road East

City: London Province: ON Postal Code: N6E 1R8

Facility Representative: Leslie Hancock Title: Administrator Telephone: 519-661-0400  
 Fax: 519-661-0446

Contract No.: 1483 No. of Beds: 243

LifeLabs Territory Name: London Marketing Territory No.: \_\_\_\_\_

LifeLabs Regional Contact: Myrtle Wheeler Location: 746 Baseline Rd. E, London Telephone: 519-672-4642  
 Fax: x21356  
519-672-8384

By signing this LTC Service Agreement, the Facility and the Service Provider both understand and agree to be bound by the terms of the Long Term Service Agreement including Schedule A-F attached.

**The Corporation of the City of London**

**LIFELABS LP by its General Partner, LIFELABS INC.**

Per: \_\_\_\_\_

Per: \_\_\_\_\_

Ed Holder – Mayor

Signature – Elsa Cabral

VP Client Services

Per: \_\_\_\_\_

Catharine Saunders- City Clerks

\_\_\_\_\_  
\_\_\_\_\_

Signature – Lawrence Mahan

Commercial, General & Advanced Diagnostics

TYPE OF FACILITY:	SERVICES TO BE PROVIDED:	
-------------------	--------------------------	--

# Schedule 1

<input checked="" type="checkbox"/> Nursing Home	Lab	Yes	<input checked="" type="checkbox"/>
<input type="checkbox"/> Retirement Home		No	<input type="checkbox"/>
<input type="checkbox"/> Hospital	MLPT Services	Yes	<input checked="" type="checkbox"/>
<input type="checkbox"/>		No	<input type="checkbox"/>
Other _____	ECG	Yes	<input checked="" type="checkbox"/>
_____		No	<input type="checkbox"/>
	Holter	Yes	<input checked="" type="checkbox"/>
		No	<input type="checkbox"/>

Service Day:  Monday  Tuesday  Wednesday   
Thursday  Friday

Maximum threshold number of Residents per Service Day: 30

Does LifeLabs share services with another lab provider? Yes  No

If "YES", provide name: \_\_\_\_\_

REGULATED: Yes  No  ACCREDITED: Yes   
No

Is this facility associated with a chain of facilities: Yes  No

If "YES", provide name: \_\_\_\_\_

Name of Associated Community Care Access Centre: London Middlesex Community Care Access

Please return completed form to → Angie Furfaro, Senior Admin. Assistant, 100 International Blvd., 4th Floor  
Toronto, Ontario, M9W 6J6 or e-mail to: [angie.furfaro@lifelabs.com](mailto:angie.furfaro@lifelabs.com)

Schedule 2

**AMENDMENT #1  
LTC SERVICE AGREEMENT  
BETWEEN  
LIFELABS LP  
AND  
THE CORPORATION OF THE CITY OF LONDON**

There is an agreement dated July 1, 2017 (the "Agreement") between the Corporation of the City of London ("Facility") and LifeLabs LP ("LifeLabs"). Facility and LifeLabs wish to amend the Agreement by this amendment effective from July 1, 2020 ("Amendment #1")

For good and valuable consideration, the parties agree to amend the Agreement as follows:

1. **Section 3.1** is deleted in its entirety and replaced with the following:

The initial term of this Agreement was for three (3) years commencing on July 1, 2017 and ending on June 31, 2020. This Agreement is further renewed for an additional three (3) years commencing July 1, 2020 and ending on June 31, 2020. The initial term of this Agreement, together with all renewal terms, are referred to as the "Term". The Agreement will be automatically renewed for additional successive periods of one (1) year each, unless either Party gives the other Party written notice of termination at least one-hundred and twenty (120) days prior to the expiration of the Term or any renewal term which terminates this Agreement in accordance with Section 6.1, Termination.

2. **Schedule B, Fees**, the last sentence is deleted in its entirety and replaced with the following:

LifeLabs reserves the right to adjust the Fees subject to any adjustments as determined by the Ministry of Health and will provide advance written notice to the Facility at least sixty (60) days before implementing such adjustment to the Fees.

The terms with initial capital letters in this Amendment #1 have the same meaning as the defined terms in the Agreement. All other terms and conditions of the Agreement, not inconsistent with these changes, remain the same. Where any inconsistency arises, the terms of this Amendment #1 shall be paramount.

Except as explicitly modified in this Amendment #1, all terms, conditions and provisions of the Agreement, as amended, shall continue in full force and effect.

Facility and LifeLabs have executed this Amendment #1 by their authorized signing officers.

**LifeLabs LP  
by its General Partner LifeLabs Inc.**

**The Corporation of the City of London**

Per: \_\_\_\_\_  
Name: Eva Cabral  
Title: VP Client Services  
Date:

Per: \_\_\_\_\_  
Name: Ed Holder  
Title: Mayor  
Date:

Per: \_\_\_\_\_  
Name: Lawrence Mahan  
Title: Commercial, General & Advanced Diagnostics  
Date:

Per: \_\_\_\_\_  
Name: Catharine Saunders  
Title: City Clerks  
Date:

YOUTH OPPORTUNITIES UNLIMITED  
**JOAN'S PLACE**  
NEW ADDITION CAMPAIGN

June 23<sup>rd</sup>, 2020

Dear Municipal Council of the City of London,

Youth Opportunities Unlimited (YOU) has created an innovative project known as Joan's Place. Located within approximately 60,000 square feet at 329-333 Richmond in the heart of downtown London, this project encompasses 39 affordable housing apartments targeting young single and dual parent families along with a youth wellness hub that will bring together existing programs and services.

Community support for this project has been absolutely astounding. With the support of a highly engaged volunteer campaign cabinet we have raised \$6,860,000 in support of the capital campaign. Over the past few years, we have engaged community partners, youth and other stakeholders in the co-design of the space and the recruitment of community partners who will offer services in the Youth Wellness Hub to be located on the first and second floors of the building. The momentum for this project has been amazing; as evident in YOU's recent Breakfast for YOU in February when \$148,000 was raised in 12 minutes for this project; truly a heartwarming experience and evidence of massive support.

Of course, since February, a great deal has changed. The pandemic has illustrated even more deeply, the need for safe and affordable housing as people facing homelessness find such tremendous challenge in finding safety for themselves and their families. In addition, with the loss of income and the hardships experienced by business, the capacity to raise funds to create this vital project has been limited for a foreseeable time. As donors and corporations are faced with their own financial challenges fundraising capacity has been hampered; creating fears that this project will experience substantial delays.

We are seeking our Council's support to advocate to the Provincial and Federal governments to fully fund the project. Our years in creating the model have given us the benefit of having a well articulated plan and we are now in a shovel ready state but need the additional infrastructure support to bring this project to completion. As the Provincial and Federal governments look towards investments that can stimulate our economic recovery while also creating vital and sustainable infrastructure.

We thank you in advance for your considerations and look forward to future discussions on this project.

Sincerely,



**Steve Cordes**  
Chief Executive Officer  
Youth Opportunities Unlimited

## Youth Opportunities Unlimited The New Addition Campaign: Building Joan's Place

### About Joan's Place

Named in honour of the iconic Joan Smith (*see Appendix C*), this shovel ready project is located in the heart of downtown London. Joan's Place represents a unique opportunity for a high impact legacy infrastructure investment. Located at the historical gateway into London's core, the property anchors the city's heritage district and sits at the intersection of one of the city's busiest intersections at Richmond and York Streets. Since purchasing the property in 2016, YOU has created development plans that will include 39 affordable housing apartments targeted to serving young families at risk of homelessness and has created a partnership group of educational institutions, healthcare providers and other non-profit partners to create a youth wellness hub to be located in the ground and second floors of the space. The project has garnered extraordinary community support with \$6,860,000 in donations and has been supported with \$3,935,000 in funding from London's Housing Development Corporation.

YOU completed Phase 1 of the project in July 2019 and is prepared to commence Phase 2 when infrastructure funding becomes available.

- Phase 1 was completed in summer 2019, which saw the renovation and restoration of 333 Richmond Street. Depicted in Figure 1 of *Appendix A*, Phase 1 included exterior restoration, interior retrofit and renewal to current building code and high environmental standards. This phase includes four 2-bedroom apartments and commercial space for many of YOU's employment and career services focused supporting youth.
- Phase 2, depicted in Figure 2 of *Appendix A*, is shovel ready. Once built it will see the development of 35 new apartments for youth, with a priority on young mothers and their families, and also the Youth Wellness Hub (YWH), which is bringing together a variety of existing programs delivered in locations across the city in a single location; creating a stronger service system for youth and their families.

### Creating Community Prosperity

YOU is committed to solving youth homelessness in our community through providing affordable housing, delivering a range of housing support options in a Housing First model and addressing underlying issues faced by youth experiencing chronic poverty and distress. Phase 2 of Joan's Place is an essential part of creating prosperity for London's youth. The 35 new apartments built in this project will be a mix of studio, one bedroom, and two bedroom units. We expect half of the units to be occupied by young families. These will be permanent housing, but we expect there will be a natural turnover of units that will see the project support the housing needs of approximately 105 members of our community every year.

For so many of us, the news of a new addition to the family is a joyful time. For young women without stability and support it can mean fear, isolation, and sometimes a cycle of poverty that can continue through generations (*see Appendix D*). With Joan's Place, YOU aims to change that cycle by providing a stable home at the most vulnerable time in their lives. With support, stability and safety, young women, families, and children can flourish.

Joan's Place will ensure youth, young moms, and moms to be feel supported and embraced in a place where they can thrive and contribute to the fabric of this great community. Joan's Place will create hope and opportunity by providing our youth with the tools and skills they need to overcome their challenges and become part of the community around them.

A key goal for this project is to support youth through deeply affordable rents while also generating enough ongoing income through residential and commercial rent that the project will not need new ongoing public investments in the programming taking place within the building. Tenant rents will be between 58 – 80% of market rent. Our financial modelling shows this is achievable if we can fully fund the construction and start up of the project. Phase 1 of Joan's Place was funded through fundraising for Joan's Place.

## **Community Driven**

Within Joan's Place, YOU is proud to introduce the Youth Wellness Hub (YWH). Focused on putting youth first, and within a safe and welcoming space, the Youth Wellness Hub will provide comprehensive support services to build youth's skills, confidence, and independence. Services include primary and mental healthcare, addiction services, education, employment and training, housing, and youth justice. All services will be integrated in one location to ensure youth have everything they need to be the strongest version of themselves.

Through community partnerships and leveraging the services already provided in London, the Youth Wellness Hub is designed to partner with, and compliment, the service providers already impacting London's youth, not duplicating them. Our confirmed partners in the Youth Wellness Hub include, but are not limited to:

- Atlohsa Family Healing Services, providing supports and housing to Indigenous youth
- The Thames Valley District School Board, providing alternative education
- The Canadian Mental Health Association, providing mental health supports
- Addiction Services Thames Valley, providing addiction services
- The London Health Sciences Centre, providing primary health services
- The London Health Sciences Centre program FEMAP (First Episode Mood and Anxiety Program), providing mental health supports
- The Middlesex-London Health Unit, providing our community with kitchen-based supports in the form of healthy eating, how to prepare meals on a budget, how to cook for toddlers, nutritional guidance
- Province of Ontario, Ministry of the Attorney General through the Youth Justice Centre which will provide access to Justice services for youth in our community



- Employment training, placement and counselling through YOU programming

We anticipate seeing approximately 3,000+ participants engaged in programs at the Youth Wellness Hub every year. These participants will be accessing support through our partnership agencies and also through YOU programming, which intensely focuses on education, employment, and training. With the economic and social impacts of the COVID-19 pandemic the employment and other community supports at Joan's Place will be vitally important in supporting our community's recovery.

Homeless youth and youth in general require a different set of services than an adult population. Many youth do not have the life experience required to navigate a disjointed system of various resources spread out throughout the London community. Providing all the needed resources in one location ensures they are aware of and have access to the resources they need to build skills, confidence and independence as they move from homelessness to a meaningful contributor in the city of London.

## The Need

To highlight the need for such resources in our community, we have included here statistics as related to youth:

- 24% of homeless individuals in London are under the age of 29.
- Since the closing of Bethesda Centre in 2012, London has been without a housing and service hub focusing on young mothers and their children.
- Atlohsa Family Healing Services will hold title to 6 units designated for Indigenous youth within Joan's Place. There is a significant over-representation of Indigenous people amongst London's homeless population and there is a lack of affordable housing and long wait times for individuals who are experiencing homelessness. As Indigenous homelessness is distinct from homelessness in general, the needs of this population are best met by a culturally relevant approach to housing support. Atlohsa's Supportive Housing program aims to assist vulnerable individuals in achieving immediate access to transitional housing; and delivering support to achieve long-term housing stability. YOU consistently serves a large number of Indigenous youth presenting a partnership opportunity for Atlohsa to enhance service delivery to Indigenous youth and young families that walk through the doors of Joan's Place. The target group of Atlohsa's supportive housing program are Indigenous youth women and their children who are survivors of violence, and Indigenous youth with or without young children who are survivors of violence.
- Youth homelessness is distinct from adult homelessness, both in terms of its causes and consequences, but also in how we must consider and apply interventions. Street youth, unlike adults experiencing homelessness, leave homes defined by relationships (both social and economic) in which they were typically dependent upon adult caregivers, whether parents or relatives. For all of these reasons and more, a youth-based strategy – and the services that support this strategy – must be distinct from the adult sector.

- 59.6% of homeless youth who are street-involved report violent victimization, meaning they are six times more likely to be victimized compared to the general population. As well, the more time a youth experiences homelessness, the more likely they are to be exposed to a number of risks such as sexual exploitation, economic exploitation, traumatic events, declining health and addictions.
- Youth who identify as LGBTQ2S make up 25-40% of the youth experiencing homelessness.
- Families experiencing homelessness/housing instability are often part of hidden homelessness (couch surfing, staying in motels, vehicles), primarily out of concerns surrounding apprehension of their children. The need for safe and secure housing for young families is critical in keeping the family together.
- London Cares reports that they have increasingly encountered more youth living unsheltered (sleeping rough/urban camping) over the last few years and that those youth report not feeling safe at the shelters in London.

## Capital Budget

Community support has been the key driving force in creating Joan's Place. With over \$6.81 million in donations and numerous additional in-kind supports, and a \$3.93 million contribution from the Housing and Development Corporation, the project has been exceptionally well supported. We are seeking a grant from the Provincial and Federal Governments of \$10.97 million to complete the funding required to build Joan's Place. Once the funding is received the project will be fully funded.

Building Joan's Place	
<b>PROJECT COST - Development of Joan's Place</b>	
Phases 1 and 2	\$21,776,748
<b>TOTAL PROJECT COST:</b>	<b>\$21,776,748</b>
<b>FUNDING</b>	
Community Fundraising	\$6,860,000
CMHC Seed Grant	\$60,000
Housing Development Corporation	\$3,935,645
<b>TOTAL FUNDING TO DATE:</b>	<b>\$10,855,645</b>
<b>Remaining Funding Required</b>	<b>\$10,921,103</b>

## Sustainability & Economic Drivers

Through our housing units and relationships with partnering agencies, Joan's Place is built on a sustainable model that will ensure long-term success of the project. As you will note in the Operating Budget below, there is no new public funding required for ongoing operational costs. Between the

rental income and existing programs housed in the Youth Wellness Hub, there is no need for any new public funding to provide these services to youth. Joan's Place supports YOU's goal to reduce our reliance on public funding to support operations.

The economic impact of building Joan's Place will be tremendously positive for our community. The 18-month construction timeline for Phase 2 will create hundreds of jobs in London and the surrounding area, as we partner with local businesses to construct Joan's Place. The high profile site will be a signal of renewal in the downtown and will inspire the renewed confidence on ongoing economic renewal our community will need. The ongoing work of the centre and the programs within it, will ensure economic prosperity for the residents and the youth participants at Joan's Place on an ongoing basis. Connecting youth, employers, and community partners, this project will certainly be an ongoing economic driver for London well after the infrastructure investments have been made.

## Operating Budget

Joan's Place Annual Operating Revenue	Income
<b>Annual Operating - Income</b>	
Rent - Residential rent for 39 units	\$320,496
Rent - Youth Wellness Hub	\$206,883
Laundry income	\$3,000
Common area cost sharing	\$80,000
<b>Sub-total:</b>	<b>\$610,379</b>
Less Vacancy Loss of 1.7% Residential Rent	\$5,448
<b>TOTAL REVENUE:</b>	<b>\$604,931</b>
*Annual Operating - Expenditures	\$581,378
<b>TOTAL OPERATING EXPENDITURES:</b>	<b>\$581,378</b>
<b>TOTAL ANNUAL SURPLUS:</b>	<b>\$23,553</b>

\* detailed listing of expenditures available – includes: repairs and maintenance, property management, housing support staff, contingency expenses, reserve fund investments.

## Our Request

Today, we are asking for your support in advocating our capital campaign to both the Provincial and Federal levels.

COVID-19 has drastically impacted our capacity to raise funds to create this vital project. As donors and corporations are faced with their own financial challenges fundraising capacity has been hampered; creating fears that this project will experience substantial delays. In order to ensure that the housing remains highly affordable, it is vital that building Joan's Place remains a debt-free project.

YOUTH OPPORTUNITIES UNLIMITED  
**JOAN'S PLACE**  
NEW ADDITION CAMPAIGN

With the architect in place and permits in progress, this funding would provide us with the opportunity to begin constructing Phase 2 of Joan's Place right away. We thank you for your ongoing advocacy for Youth Opportunities Unlimited and Joan's Place. For more information on Joan's Place, please feel free to reach out to me at any time at 519-878-1455 or [steve@you.ca](mailto:steve@you.ca). We look forward to hearing from you soon.

**APPENDIX A**

**Before & After Images: Joan's Place**

**Figure 1: Joan's Place Phase 1 - Before & After of 333 Richmond St.**



**Figure 2: Joan's Place Phase 2 - Before & "After" Rendering of 329 & 331 Richmond St.**



## **APPENDIX B**

### **Youth Opportunities Unlimited Overview**

Youth Opportunities Unlimited (YOU) started in 1982 as a community-based initiative and has continually developed and strengthened community partnerships. Each year YOU serves over 3,600 youth between 16 and 30 years of age in London and Middlesex County. We believe that investing in youth and strong communities go hand-in-hand. As a non-profit registered charity, YOU works with our community, business, and government partners to support youth by providing them with the guidance, support, tools, and opportunities they need to reach their full potential, maximizing opportunities and addressing youth's most pressing needs.

YOU delivers a range of programs including affordable housing, housing outreach, transitional support services, employment training, job placement, training programs supporting the needs of youth. The agency is well known for its social enterprise programs; using business models in offering hands-on training experiences for youth. Through its YOU Made It Café, woodshop and recycling service, the agency trains approximately 120 youth annually in essential skills needed for labour market success while offering a viable business model that earns more than \$1,200,000 annually in sales.

Mission: YOU supports youth to build skills, confidence and independence to reach their potential.

Vision: A community where youth are embraced and will thrive.

### **Capital Project Experience**

YOU has extensive experience with major capital projects and would bring this experience to ensuring a successful infrastructure project with Joan's Place. Highlights of the agency's past capital projects:

**Next Wave Youth Centre** – in 2007, YOU completed the renewal of a 3,500sf building it purchased in the historical centre of Strathroy, Ontario to create affordable housing for young families experiencing violence on the upper floor and employment and community development programming for youth in the main floor of the building. The project was funded through community donations and external financing and is supported with ongoing funding from United Way and partner agency contributions.

**Cornerstone** – in 2011 YOU completed renewal of a historically significant 35,000sf building in downtown London and created 30 affordable housing units for youth on the upper floors, along with varied youth support programming on the main floor including educational programs, youth outreach supports, basic needs supports and a café operated by YOU as a social enterprise. YOU created a partial 4<sup>th</sup> floor with a rooftop patio and meeting space for use by tenants, other community programs and is rented by business for special events. Funding for the capital project came from City of London, CMHC, community donations and external financing.

**Housing First Youth Shelter** – to be completed in June, 2020, this 30 bed shelter was created as a result of an RFP from the City of London. This purpose built building is located on property purchased by YOU in 2017. The shelter will be unique in that it is based on a Housing First model and will focus on

YOUTH OPPORTUNITIES UNLIMITED  
**JOAN'S PLACE**  
NEW ADDITION CAMPAIGN

connecting youth to long term, permanent housing and other community supports. Capital funding is from CMHC, City of London and community donations.

**340 Richmond St** – completed in April, 2020, this project is creating 6 apartments in a downtown building that had been previously abandoned and purchased by YOU for youth exiting the care of Children’s Aid Society. The main floor will have housing, employment resources and other community supports available to youth involved in the building. Capital funding through CMHC, community donations and affordable housing loan fund of London Community Foundation.



## **APPENDIX C**

### **The Smith Family: A letter from Lynne Cram, daughter of Joan Smith**

My mom and dad loved to gather family and friends around the dining table. Smith Sunday dinners were infamous for the spirited conversation as well as their ear piercing volume. The richness of conversation was a given, as my mother challenged everyone to express their opinions on politics and current events. Perhaps some newcomers found it more 'stressful' than 'joyful' and I must admit some prospective boyfriends and girlfriends chose never to return. Dinner was always a special bonding time for our family.

Let's now imagine Joan's Place, which will have 39 units (4+35) for homeless young moms, mothers-to-be and at risk youth. Imagine these youth sitting down to a meal that they have learned to prepare. Perhaps they are sharing their concerns about their pregnancy, or their sleep deprivation due to teething babies, or perhaps challenges with their job search.

This will be home, this will create family. Let me tell you a bit about my mom and Joan's Place.

My mother was an army brat who moved around a lot as a child. She was a trouble-maker and a self proclaimed rebel and she almost got expelled from school in Grade 10. She could have easily been one of these youth! Luckily mom was given a second chance after a lengthy meeting between the principal and her dad. Mom credits her grade 11 teacher for changing her life as she challenged her to 'Dare to be Different'. Young Joan then understood that she could be herself without misbehaving. She could be different in a positive way. She went on to be valedictorian in high school and while in University she became deeply involved in social issues, including working with underprivileged kids in the Toronto core. After getting married at 21, Mom immersed herself into community work, including London Housing Authority, Catholic Children's Aid Society and the United Way. She was now a 'Rebel with a Cause'.

Back in the 60's you stayed in hospital for a week after giving birth. So after the arrival of her 7th child, you would think that mom would enjoy a break from her motley crew at home and maybe even watch a soap opera or two. But instead mom used the quiet time to set up the basic structure of Vanier Children's Services, a desperately needed centre devoted to children's mental health.

While mom was a City Councillor, she stated that the City has a responsibility to those less fortunate, to provide things like a home and basic needs to keep its people off the streets.

**Mom also stated, "Community is about everyone contributing whatever it is best that they do. It is about everyone being on hand to help those who have run into a barrier".**

When I remember these words from Mom, I know that Joan's Place is absolutely the right choice for our family to honour her commitment to social causes in our community.



YOUTH OPPORTUNITIES UNLIMITED  
**JOAN'S PLACE**  
NEW ADDITION CAMPAIGN

Joan's Place has completed Phase 1 and the Youth Wellness Hub is already providing support services for addiction, housing, primary and mental health, education, employment, job training and much more. They are doing this by partnering with many community services that do it best and bringing these services under one roof.

Now we need to complete Phase Two. With you help we can get a shovel in the ground and build homes for these at risk youth and their children. We need to get them off the streets.

When I talk about Joan's Place, my focus always seems to be on the support that the young mothers will receive, so they can succeed on their own individual paths. When I chat with Psychiatrist Dr. Arlene McDougall, her focus is on the children. Arlene sees children being raised and thriving in a warm, supportive, loving environment. As we all know, everything begins at home, and Joan's Place will be the springboard for these children to find joy and purpose in their young lives.

I would like to finish with a very quick story about my mom. After my father passed away, my mother continued to live in our family home on her own. One evening I took my mother to a fundraising event that focused on women and children. My mother was so moved by the event, she approached the organizer and asked if the women could move into her sprawling home since it was silly to have so much space to herself while these families were so desperate. Perhaps her idea could have presented a slight logistical nightmare. But now we can say 'Mom, you are getting your wish' with Joan's Place.

Joan's Place will be just like our family home: there will be challenges, animated conversations, and colourful personalities. But, just like us, there will also be love, laughter and support for each other. There will be women and children discovering the richness and joy that comes from sharing a well-prepared meal with 'family'.

My mom always felt that when you get involved in a service in the community, you have to be hands on too. This building pulls together all of the work she did her whole life.

No family in our community is immune to these obstacles: of addiction, mental health issues, and even police at the door! But we had a family to fall back on. I really look at Joan's Place as a family to lean back on for these youth.

**We as a community need to get this done. We need to achieve our fundraising goal. We need to get this shovel in the ground, get youth off the street into their own homes, and get youth support services that will help them to succeed down their own, individual paths.  
And we need to do it now.**

## APPENDIX D

### Mackenzie's Story

Mackenzie has always been driven to succeed. But, as a teen, she realized reaching success wasn't simply a matter of "setting her mind to it". "I struggled with my mental health and relationship issues in my teenage years, and graduated high school pregnant with my daughter," says Mackenzie. Having her daughter months after graduation, she transitioned abruptly into adulthood and felt unprepared.

Worried about her ability to support her newborn daughter given the high cost of rent, Mackenzie faced a conflict. Without a job, she could not afford childcare, but without childcare she could not get a job. "I always knew that I wanted to do something with my life, but I could not get ahead," says Mackenzie. Solution-focused and eager to break the cycle, Mackenzie became involved with YOU's program, Training for Employment Success. Through the program, she completed field training at the YOU Café. "I had the opportunity to invest in myself, which gives my daughter a better future as well," she shares.

Working at the Café gave Mackenzie more than just on-the-job training. When her relationship with the father of her daughter became toxic, YOU recognized signs of distress, and acted quickly. "YOU supported me, advocated for me and connected me with resources. I was given the courage to remove myself and my daughter from a harmful situation."

As a single mom balancing college, work, volunteering, friendships, relationships, and self-care, there are many things to get done in a day. YOU gave Mackenzie job skills, an income, and mental health counselling. They advocated about her abilities as a mother and helped her find affordable housing. "YOU gave me strength," she explains.

Mackenzie and her daughter are healthy, stable, and growing. "YOU helped me find myself, learn to navigate a system that I felt trapped in, and become a strong and confident role model for my daughter."



**"YOU helped me achieve my goals and because of that, my daughter is growing up strong. I am so proud of both of us."**

July 2020

To all CPSC and City Council members:

The City of London is in desperate need of a new by-law that will protect individuals from being video recorded in the privacy of their own private residential backyards. The right to privacy in one's own backyard is imperative considering it is one of the last places of sanctuary we have from being monitored and video recorded in our ever increasingly digital world where video cameras are ubiquitous.

Video cameras have the capacity to monitor 24 hours a day, 7 days a week. They can record, be activated by motion and audio sensors, and can see using night-vision. The content recorded can be live-streamed and/or widely distributed on multiple digital platforms without prior knowledge or consent from the party being recorded.

My backyard neighbour has recently installed numerous video surveillance cameras in and around his home, including one in his backyard just under the roof line of his two storey home. It has the capacity to overlook my entire backyard. This neighbour has declined my requests to remove this backyard video camera. Other neighbours' requests have also been declined. He claims that this backyard camera was installed to monitor his shed. He argues that protecting his shed is more important than the community's right to privacy in their own backyards.

I contacted the City of London by-law office to inquire about any by-laws that would protect my rights in this privacy matter. The City of London has a Fortifications By-Law that briefly touches on video recording and privacy, however after corresponding with the chief by-law officer for the City of London, Orest Katolyk, he explains that "This (fortification) bylaw was put in place several decades ago to deal with fortification around biker houses. As security technology for single-family homes evolved, we correctly determined that the fortification bylaw was not the proper tool to use to address issues such as yours."

I then spoke with a City of London Police Department constable who explained to me that the act of installing video surveillance equipment on residential homes does not in-and-of itself constitute a privacy or nuisance violation, as it cannot be immediately shown to be for the purpose of voyeurism.

I finally took the matter to small claims court. At a mandatory settlement conference, the presiding judge stated his opinion that he believed no criminal offence has been committed by installing video surveillance equipment, including the backyard camera.

Therefore, there is no reasonable form of recourse for the citizens of London to protect themselves from unwanted and unwarranted video surveillance, even in the privacy of their own backyards.

The City of Hamilton has been a leader in this area and has been highly praised for their implementation of a video surveillance privacy by-law. The basic foundation of their by-law is that no residential video cameras are allowed to point in any public direction, and by extension prohibits pointing cameras toward private residential spaces. It can be easily enforced by the Hamilton by-law office via external observation of a residence; no entrance into a home is required, and no police presence is necessary. The City of Hamilton council members have also pushed back on police requests to make all video surveillance footage available to them at any time, in keeping with the core purpose of protecting citizens' right to privacy. The by-law also disallows the use of cameras that conceal or

obfuscate the direction in which the camera lens is actually pointing, specifically domed cameras and the like.

As reported by The Hamilton Spectator in an article dated January 17, 2019, the City of Hamilton continues to uphold their privacy by-law. Since 2012 hundreds of Hamilton residents have utilized this by-law to help protect their basic right to privacy. The City of Hamilton has proven that a robust, easy to enforce privacy by-law is achievable and necessary to protect its citizens. In this Hamilton Spectator article, Ontario's privacy commissioner, Brian Beamish stated that he is "pleased by (Hamilton) council's decision, adding he thinks other cities should use the by-law as a 'blueprint.'" Beamish also stated; "In my view, the bylaw strikes a good balance between homeowner security and the privacy of the public. Individuals have the right to go about their daily lives with a reasonable expectation of privacy." To view this article see addendum or visit: <https://www.thespec.com/news/hamilton-region/2019/01/17/hamilton-to-keep-bylaw-ban-on-security-cameras-facing-the-street.html>

I hereby request the creation of a new City of London by-law that addresses residential video surveillance in an effort to protect our citizens' basic right to privacy. It is vital for the health and well-being of all citizens of the City of London. A by-law addressing these issues is long overdue.

Thank you,

David Johnstone

**DEFERRED MATTERS**

**COMMUNITY AND PROTECTIVE SERVICES COMMITTEE**

as of June 23, 2020

File No.	Subject	Request Date	Requested/Expected Reply Date	Person Responsible	Status
1.	<p><b><u>2nd Report of the Diversity, Inclusion and Anti-Oppression Advisory Committee</u></b>                      That the following actions be taken with respect to the 2nd Report of the Diversity, Inclusion and Anti-Oppression Advisory Committee (DIAAC), from its meeting held on January 18, 2018:</p> <p>a) the City Clerk BE REQUESTED to review and consider new, additional resources for the Advisory Committee, Board and Commission membership recruitment in order to augment the diversity of applications for vacant positions, specifically focusing on diverse, young women and report back to the Community and Protective Services Committee with respect to this matter; it being noted that the DIAAC received the attached presentation from K. Koltun, Government and External Relations Office, with respect to the Diverse Voices for Change Initiative and the related committee census information; and,</p>	February 21, 2018	TBD	C. Saunders	
2.	<p><b><u>Salvation Army Commissioning</u></b>                      That the communication dated February 26, 2018, from B. Miller, with respect to a request to install a bronze plaque in Victoria Park to acknowledge and thank the Salvation Army for over 130 years of service in the City of London, BE REFERRED to the Civic Administration for consideration and a report back to the Community and Protective Services Committee as to what options are currently in place to facilitate the recognition or a new type of recognition.</p>	March 20, 2018	TBD	S. Stafford	
3.	<p><b><u>Mayor's Meeting With the Accessibility Advisory Committee – Update</u></b>                      That the following actions be taken with respect to the correspondence from Mayor M. Brown regarding his</p>	August 14, 2018	TBD	S. Datars Bere C. Saunders G. Kotsifas J. Fleming	

File No.	Subject	Request Date	Requested/Expected Reply Date	Person Responsible	Status
	<p>meeting on June 28, 2018 with members of the Accessibility Advisory Committee:</p> <p>b) the remainder of the above-noted correspondence BE REFERRED to the Civic Administration in order to report back to the Community and Protective Services Committee as soon as possible related to the request(s), including, but not limited to, potential timelines and resource implications.</p>			<p>S. Stafford M. Hayward B. Card M. Daley K. Scherr B. Coxhead A.L. Barbon</p>	
4.	<p><b><u>Municipal Implementation of Legalized Cannabis - Cannabis Licence Act, 2018</u></b></p> <p>That, on the recommendation of the Director of Community and Economic Innovation, with the concurrence of the City Manager, the following actions be taken with respect to the municipal implementation of legalized cannabis:</p> <p>d) the Civic Administration BE DIRECTED to continue monitor impacts associated with recreational cannabis and report back to the Community and Protective Services Committee no later than April 2020</p>	December 10, 2018	TBD	<p>R. Wilcox M. Hayward</p>	
5.	<p><b><u>Administrative Monetary Penalty By-law</u></b></p> <p>That, on the recommendation of the Managing Director, Development and Compliance Services and Chief Building Official, the following actions be taken with respect to an Administrative Monetary By-law:</p> <p>d) the Civic Administration BE DIRECTED to report back to the Community and Protective Services Committee with information following the initial 12 month implementation period;</p> <p>e) the Civic Administration BE REQUESTED to report back after the 12 month period with respect to proposals for implementing the Administrative Monetary Penalty System for other by-laws and what the financial implications would be;</p> <p>f) the Civic Administration BE REQUESTED to investigate and report back to the Community and Protective Services Committee, as soon as possible, with available technology options to limit barriers to people living with disabilities;</p>	December 10, 2018	TBD	<p>G. Kotsifas A. Drost</p>	

File No.	Subject	Request Date	Requested/Expected Reply Date	Person Responsible	Status
6.	<p><b><u>3rd Report of the Diversity, Inclusion and Anti-Oppression Advisory Committee</u></b>  That the following actions be taken with respect to the 3rd Report of the Diversity, Inclusion and Anti-Oppression Advisory Committee, from its meeting held on March 21, 2019:</p> <p>a) the following actions be taken with respect to menstrual products distribution free of charge:</p> <p>i) the Civic Administration BE DIRECTED to provide free menstrual products (pads and tampons) in all public-facing City of London facilities and report back at a future meeting of the Community and Protective Services Committee (CPSC) with respect to the cost associated with this;</p> <p>ii) the Civic Administration BE REQUESTED to explore the option of providing free menstrual products in all remaining City of London facilities, as a pilot project, and report back at a future meeting of the CPSC with respect to the cost associated with this;</p>	April 1, 2019	TBD	L. Livingstone – part i) S. Stafford – part i)  A.L. Barbon – part ii) T. Wellhauser – part ii)	
7.	<p><b><u>Proposed Accessible Vehicle for Hire Incentive Program – Update</u></b>  That, on the recommendation of the Managing Director, Development and Compliance Services and Chief Building Official the following actions be taken with respect to the staff report dated September 10, 2019 related to an update on a proposed accessible vehicle for hire incentive program:</p> <p>b) the Civic Administration BE DIRECTED to hold a public participation meeting at a future meeting of the Community and Protective Services Committee with respect to amending the Vehicle for Hire By-law to make the necessary changes to implement an incentive program for accessible vehicles for hire.</p>	September 10, 2019	TBD	G. Kotsifas O. Katolyk	
8.	<p><b><u>Special Events Policies and Procedure Manual</u></b>  That the following actions be taken with respect to the “Special Events Policies and Procedure Manual”:</p>	September 10, 2019	TBD	S. Stafford	

File No.	Subject	Request Date	Requested/Expected Reply Date	Person Responsible	Status
	<p>a) the communication dated September 6, 2019 from Councillor A. Kayabaga, with respect to the “Special Events Policies and Procedures Manual” BE RECEIVED; and,</p> <p>b) the Civic Administration BE DIRECTED to review the City’s “Special Events Policies and Procedures Manual” and report back on possible amendment to the Manual to address the following matters:</p> <p>i) the disruption caused by special events being held in the evenings prior to a work and/or school day;</p> <p>ii) the application of the same rules/restrictions that are in place for Victoria Park to Harris Park; and,</p> <p>iii) increased fines and penalties for special events that contravene the Manual.</p>				
9.	<p><b><u>Proposed Core Area Action Plan</u></b>  That, on the recommendation of the Managing Director, Planning and City Planner, and the City Manager, the following actions be taken with respect to the proposed Core Area Action Plan:</p> <p>e) the Civic Administration BE DIRECTED to report back to the Community and Protective Services Committee with respect to clarification as to proposed wording that would be included on any "Kindness Meters";</p>	November 12, 2019	TBD	M. Hayward J.M. Fleming	
10.	<p><b><u>Tow Truck Operator Licence – Business Licence By-Law L.131-16</u></b>  That the proposed by-law, as appended to the staff report dated December 3, 2019, with respect to the addition of a new category, definition, and fees to the Business Licence By-law BE REFERRED back to the Civic Administration for further consultation with stakeholders and the London Police Services Board and a report back to the Community and Protective Services Committee no later than Q2 of 2020; it being noted that the <u>attached</u> presentation from N. Musicco, Specialist I, Municipal Policy, was received with respect to this matter;</p>	December 3, 2019	Q3, 2020	G. Kotisfas O. Katolyk N. Musicco	



File No.	Subject	Request Date	Requested/Expected Reply Date	Person Responsible	Status
11.	<p><b><u>2020-2023 Middlesex-London Paramedics Services Budget</u></b>  That the following actions be taken with respect to the 2020-2023 Middlesex-London Paramedics Services Budget, submitted by Middlesex County:</p> <p>c) the Civic Administration BE DIRECTED to investigate and report back through the Community and Protective Services Committee, on options that might be available to the City of London to increase the City's involvement in the management oversight and service delivery functions of the Middlesex-London Paramedic Services; and</p>	January 14, 2020	TBD	A.L. Barbon	
12.	<p><b><u>Policies and Funding – Arts and Culture</u></b>  That the information provided in the delegation from K. O’Neill, with respect to policies and funding related to arts and culture in the City of London, BE REFERRED to the Civic Administration for review and a report back at a future meeting of the Community and Protective Services Committee; it being noted that the above-noted delegation was received.</p>	January 21, 2020	TBD	S. Stafford	
13.	<p><b><u>Parade Permits</u></b>  That the Civic Administration BE DIRECTED to bring forward a policy to restrict the issuance of parade permits on public streets, from November 1 to November 11, to those activities which are directly related to the honouring of Canada’s veterans and organized in partnership with veterans organizations; it being noted that the communication from Councillor S. Lewis, with respect to this matter, was received.</p>	January 21, 2020	TBD	G. Kotsifas S. Stafford	
14.	<p><b><u>Swimming Pool Fence By-law - Proposed Amendments</u></b>  That, on the recommendation of the Managing Director, Development and Compliance Services and Chief Building Official, the following actions be taken with respect to the staff report dated February 19, 2020 related to proposed amendments to the Swimming Pool Fence By-law:</p> <p>a) the Civic Administration BE DIRECTED to prepare amendments to the Swimming Pool Fence By-law to modernize the regulations and enhance public safety and</p>	February 19, 2020	TBD	G. Kotsifas O. Katolyk	

File No.	Subject	Request Date	Requested/Expected Reply Date	Person Responsible	Status
	hold a public participation meeting at a future meeting of the Community and Protective Services Committee; and, b) the above-noted staff report BE RECEIVED.				
15.	<p><b><u>Vacant Buildings By-law</u></b> That, on the recommendation of the Managing Director, Development and Compliance Services and Chief Building Official, the following actions be taken with respect to the staff report dated February 19, 2020 related to the Vacant Buildings By-law:</p> <p>a) the Civic Administration BE DIRECTED to prepare amendments to the Vacant Buildings By-law to implement a registry of vacant buildings with associated fees and a proactive enforcement protocol and hold a public participation meeting at a future meeting of the Community and Protective Services Committee; and, b) the above-noted staff report BE RECEIVED.</p>	February 19, 2020	TBD	G. Kotsifas O. Katolyk	
16.	<p><b><u>Property Standards By-law - Proposed Amendments</u></b> That, on the recommendation of the Managing Director, Development and Compliance Services and Chief Building Official, the following actions be taken with respect to the staff report dated February 19, 2020 related to proposed amendments to the Property Standards By-law:</p> <p>a) the Civic Administration BE DIRECTED to prepare amendments to the Property Standards By-law to modernize the regulations and enhance heritage related matters and hold a public participation meeting at a future meeting of the Community and Protective Services Committee; and, b) the above-noted staff report BE RECEIVED.</p>	February 19, 2020	TBD	G. Kotsifas O. Katolyk	
17.	<p><b><u>Suppressing Crime Through Business Licensing Regulations - Theft of Gasoline and Scrap Metal</u></b> That, on the recommendation of the Managing Director, Development and Compliance Services and Chief Building Official, the following actions be taken with respect to the staff report dated February 19, 2020 related to suppressing crime through business licensing regulations for the theft of gasoline and scrap metal:</p> <p>a) the Civic Administration BE DIRECTED to continue to consult with the affected Licensees and prepare</p>	February 19, 2020	TBD	G. Kotsifas O. Katolyk	

File No.	Subject	Request Date	Requested/Expected Reply Date	Person Responsible	Status
	<p>amendments to the Business Licensing By-law to address the issues of gasoline theft and hold a public participation meeting at a future meeting of the Community and Protective Services Committee;</p> <p>b) the Civic Administration BE DIRECTED to continue to consult with the affected Licensees and prepare amendments to the Business Licensing By-law to address the issues of scrap metal theft and hold a public participation meeting at a future meeting of the Community and Protective Services Committee;</p> <p>c) the above-noted staff report BE RECEIVED;</p> <p>d) the Mayor BE REQUESTED to encourage the provincial government to review the request from the Ontario Association of Chiefs of Police, within the above-noted staff report, to implement a province-wide regulation related to pre-payment technology to counter gas theft in Ontario; and,</p> <p>e) the request for delegation, as appended to the agenda, from C. Gelin, Specialized Recycling Inc., BE REFERRED to the future public participation meeting with respect to this matter;</p> <p>it being noted that communications from J. Stewart, Canadian Independent Petroleum Marketers Association and C. Gelin, Specialized Recycling Inc., as appended to the Added Agenda, with respect to this matter, were received.</p>				
18.	<p><b><u>Short-Term Accommodations - Proposed Regulations</u></b></p> <p>That, on the recommendation of the Managing Director, Development and Compliance Services and Chief Building Official, the following actions be taken with respect to the staff report dated February 19, 2020 related to short-term accommodations:</p> <p>a) the Civic Administration BE DIRECTED to amend all necessary by-laws to address short-term accommodations and hold a public participation meeting at a future meeting of the Community and Protective Services Committee;</p> <p>b) the Civic Administration BE DIRECTED to continue consulting with short-term accommodation platforms on the further collection of Municipal Accommodation Tax; and,</p>	February 19, 2020	TBD	G. Kotsifas O. Katolyk	

File No.	Subject	Request Date	Requested/Expected Reply Date	Person Responsible	Status
	c) the above-noted staff report BE RECEIVED; it being noted that a communication from G. Webster, as appended to the Added Agenda, as well as the attached presentation from N. Musicco, Specialist I, Municipal Policy, with respect to this matter, were received.				
19.	<p><b><u>New Licensing and Licensing Renewal Requirements</u></b>  That the following actions be taken with respect to the payment of new licensing and licensing renewal requirements:</p> <p>a) the Civic Administration BE DIRECTED to defer payment of the required licence fee for new applications for Food Premises business licences under the Business Licensing By-law L.-131-15, as amended, for three months from the date of the issuance of the licence;</p> <p>b) the Civic Administration BE DIRECTED to defer payment of the required licensing renewal fee for Cab Drivers, Cab Owners, Accessible Cab Owners, Accessible Cab Drivers and Limousine Owners under the Vehicle for Hire By-law L.-130-71, as amended, for three months from the date of the expiry of the current licence;</p> <p>c) the Civic Administration BE DIRECTED to report back on other actions that could be taken to reduce the burden on other businesses that have been impacted by COVID-19;</p> <p>it being noted that these actions are being taken to ease the financial impacts on those businesses and services that have been deemed to be essential and non-essential services by the Federal and Provincial Governments; and,</p> <p>d) subject to the approval of a) and b) above, the City Clerk BE DIRECTED to bring forward the required amendments to the Business Licensing By-law L.-131-15, as amended and the Vehicle for Hire By-law L.-130-71, as amended, to implement the above-noted changes.</p>	March 31, 2020	TBD	G. Kotsifas O. Katolyk	
20.	<p><b><u>Holy Roller Tank Memorial - Councillor S. Lewis</u></b>  That the following actions be taken with respect to the communication dated May 8, 2020 from Lt. Col. A. Finney, 1st Hussars and the communication from Councillor S. Lewis, appended to the agenda, with respect to the</p>	May 26, 2020	TBD	S. Stafford	

File No.	Subject	Request Date	Requested/Expected Reply Date	Person Responsible	Status
	<p>restoration of the Holy Roller tank memorial in Victoria Park:</p> <p>a) the concurrence of Municipal Council BE COMMUNICATED to the Commanding Officer of the 1st Hussars to permit a major preservation of the Holy Roller memorial;</p> <p>b) the Civic Administration BE AUTHORIZED to investigate all necessary steps to work with the 1st Hussars Calvary Fund to allow private donations to be received for the cost of this project;</p> <p>c) the Civic Administration BE REQUESTED to report back at a future meeting of the Community and Protective Services Committee with a recommendation for other partnership measures that could be undertaken by the City of London, itself, toward this restoration effort in recognition of the historical significance of this municipally owned asset; and,</p> <p>d) the above-noted communications, with respect to this matter, BE RECEIVED (2020-R01)</p>				