

# Agenda Including Addeds

## Community and Protective Services Committee

The 10th Meeting of the Community and Protective Services Committee

September 9, 2020, 4:00 PM

Virtual Meeting - during the COVID-19 Emergency

City Hall is open to the public, with reduced capacity and physical distancing requirements.

Meetings can be viewed via live-streaming on YouTube and the City website.

Members

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

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To make a request specific to this meeting, please contact [CPSC@london.ca](mailto:CPSC@london.ca).

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7. Adjournment

<b>TO:</b>	<b>CHAIR AND MEMBERS COMMUNITY AND PROTECTIVE SERVICES COMMITTEE MEETING ON SEPTEMBER 9, 2020</b>
<b>FROM:</b>	<b>SCOTT STAFFORD MANAGING DIRECTOR, PARKS &amp; RECREATION</b>
<b>SUBJECT:</b>	<b>WHITE OAKS PARK – PAVILION DONATION AGREEMENT</b>

**RECOMMENDATION**

That, on the recommendation of the Managing Director, Parks and Recreation, the by-law attached as Appendix “A”, **BE INTRODUCED** at the Municipal Council meeting of September 15, 2020:

- (a) to approve an Agreement with York Developments (London) Inc. to design and construct an outdoor pavilion in White Oaks Park as set out in Schedule A of the by-law, and;
- (b) to authorize the Mayor and Clerk to sign the Agreement.

**PREVIOUS REPORTS PERTINENT TO THIS MATTER**

- White Oaks Park – Pavilion Donation - CPSC – August 13, 2019.

**BACKGROUND**

On August 27<sup>th</sup>, 2019 Council approved the donation of an outdoor pavilion to be constructed in White Oaks Park by a consortium led by York Developments London Incorporated.

The proposed pavilion construction Agreement that has been developed with York Developments (London) Inc. is included as Schedule ‘A’ to the attached By-law.

Civic Administration wishes to thank York Developments for their donation and leadership as well as recognizing their partners: Zedd Architecture, VanBoxmeer & Stranges Engineering Ltd., Ron Koudys Landscape Architects Inc., CFL Concrete Forming Limited, Roestenberg Steel Company, and Angton Electric.

This contract builds on Council’s strategic priorities:

Building a Sustainable City – This donation of a park pavilion contributes to enhancing our City infrastructure in a financially sustainable manner.

Strengthening Our Community – This pavilion would support community events and increased resident use of this gathering space for the White Oaks neighbourhood.

**FINANCIAL IMPACT**

There will be a new annual operating expense requirement of \$2,500 for standard structure inspections and graffiti removal. The ultimate life-cycle replacement cost of the structure requires an increase of \$7,500 to the annual capital life cycle renewal program. These additional costs will be included as part of a future assessment growth funding request allocation.

Should a tax receipt be requested by the donor, consistent with Municipal Councils' Donation Policy, the City will issue an Official Income Tax Receipt in keeping with the Income Tax Act, regulations and Canada Revenue Agency guidelines. Noting that for gifts-in-kind, the fair-market value of the donation must be supported by an independent arm's length appraisal or other third part supporting documentation, satisfactory to the City Treasurer.

<b>SUBMITTED BY:</b>	<b>RECOMMENDED BY:</b>
<b>ANDREW MACPHERSON DIVISION MANAGER, PARKS PLANNING AND OPERATIONS PARKS AND RECREATION</b>	<b>SCOTT STAFFORD MANAGING DIRECTOR, PARKS AND RECREATION</b>

Y:\Shared\parksplanning\REP&RECS - Working Reports\2020\Sept 9 20 White Oaks Park - Pavilion Agreement Report (002).doc

C: L. Scott Oldham, Manager Administration and Attractions  
Tim Wellhauser, Division Manager, Facilities

Att: Appendix A – By-law

Bill No.

By-law No.

A By-law to authorize an Agreement between The Corporation of the City of London and York Developments Inc.; and to authorize the Mayor and City Clerk to execute the Agreement.

WHEREAS subsection 5(3) of the *Municipal Act, 2001* S.O. 2001, c.25, as amended, provides that a municipal power shall be exercised by by-law;

AND 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 it is deemed expedient for The Corporation of the City of London (the "Corporation") to enter into an Agreement with the York Developments (London) Inc. for the construction and donation of a pavilion in White Oaks Park (the "Agreement");

AND WHEREAS it is appropriate to authorize the Mayor and City Clerk to execute the Agreement on behalf of the Corporation;

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

1. The Agreement attached as Schedule "A" to this by-law, being an Agreement between the Corporation of the City of London and York Developments (London) Inc. for the construction and donation of a pavilion in White Oaks Park is approved.
2. The Mayor and the City Clerk are authorized to execute the above-noted Agreement authorized and approved section 1 of this by-law.
3. This by-law shall come into force and effect on the day it is passed.

PASSED in Open Council , 2020.

Ed Holder  
Mayor

Catharine Saunders  
City Clerk

First reading -  
Second reading -  
Third reading –

## SCHEDULE "A"

THIS AGREEMENT made in duplicate this        day of        , 2020

B E T W E E N:

YORK DEVELOPMENTS (LONDON) INC.  
hereinafter called "York"

-and-

THE CORPORATION OF THE CITY OF LONDON  
hereinafter called the "City"

WHEREAS subsection 10(1) of the *Municipal Act, 2001*, as amended, authorizes the City to provide any service or thing that the municipality considers necessary or desirable for the public;

AND WHEREAS subsection 10(2) of the *Municipal Act, 2001*, as amended, provides that the City may pass by-laws respecting matters that are for the economic, social and environmental well-being of the municipality;

AND WHEREAS the City has established a park known as White Oaks Park located municipally at 560 Bradley Avenue in the City of London (hereinafter called "White Oaks Park") for the social and environmental well-being of the municipality;

AND WHEREAS York has proposed to the City that an outdoor pavilion be established for the purpose of staging events for the community and the City (hereinafter called the "Pavilion");

AND WHEREAS the City considers it desirable for the public and in the public interest that the Pavilion be established and maintained in White Oaks Park;

AND WHEREAS York desires to donate materials and services for the purpose of establishing the Pavilion;

NOW THEREFORE THIS AGREEMENT WITNESSETH THAT in consideration of the mutual promises, covenants and agreements hereinafter, the parties agree as follows:

1. The parties agree that the Pavilion shall be located in White Oaks Park, and the location being more particularly described in Appendix "1" attached hereto.
2. The parties agree that the final layout and design of the Pavilion shall be approved by the City of London in writing.
3. The parties agree that this agreement does not confer any interest to any person in the property of the City including but not limited to White Oaks Park, the Pavilion and all associated improvements and fixtures. The parties further agree that the Pavilion is available to the community for use.
4. York agrees that the Pavilion shall be constructed and installed at the sole risk and expense of York, including but not limited to:
  - a) design and construction of the new Pavilion structure;
  - b) construction of all new hardscape surfaces beneath and around the Pavilion, blending into the existing hard surface plaza;
  - c) restoration of site within the Work Area (dashed line on Appendix 1) that has been disturbed by construction, or damaged for access to the site;
  - d) all site works to change the orientation of the existing ball diamond, in accordance with City Standard Detail Baseball Diamond Detail SPO 11.1 and associated topsoil & seeding specifications. Re-orientation of the ball diamond (in order to accommodate the Pavilion) also includes but is not limited to

- removal and re-install existing fencing, benches, gravel infield, grading and turf restoration;
- e) extension of existing electrical power source from existing box to service the Pavilion to the City's satisfaction (see Appendix "1" for location);
- f) acting as project manager for site construction and ensuring all applicable Health and Safety requirements are met as per Ontario H&S Act, and;
- g) obtaining all necessary permits and approvals, including but not limited to a Building Permit for the Pavilion structure.

5. York agrees that it shall complete the installation of the Pavilion by no later than June 5<sup>th</sup>, 2021 (the 'outside date'). York is not entitled to make any modifications to the Pavilion by way of alterations or enhancements unless it first obtains written approval to do so from the Managing Director of Parks and Recreation or their designate.

6. The City agrees that it shall install signage, at the City's own expense with design mutually agreed upon by the City and York on the site that recognizes the contributions of York and their partners.

7. York agrees that it shall indemnify and keep the City indemnified against all actions, suits, claims, liens including any liens under the *Construction Act*, R.S.O. 1990, c. C.30, as amended, and demands which may be brought against or made upon the City and from all loss, costs, damages, charges, liens or expenses which may be incurred, sustained or paid by the City in consequence of the installation and maintenance of the Pavilion as permitted by this Agreement or otherwise by reason of this exercise by the City of the permission hereby granted. York grants to the City full power and authority to settle any such actions, suits, claims and demands on such reasonable terms as the City may deem advisable and hereby covenants and agrees with the City to pay the City on demand all monies paid by the City in pursuance of such settlement and also such sum as shall represent the reasonable costs of the City or its solicitor in defending or settling any such actions, suits, claims or demands and this Agreement shall not be alleged as a defence by York in any action by any person for actual damage suffered by reason of the permission hereby granted to maintain the encroachment hereby permitted as aforesaid over the road allowance. The City agrees to give to York written notice of any such actions, suits, claims, liens and demands promptly upon receipt thereof.

8. In the event, from time to time, that any lien including a claim for lien by a lien claimant and any certificate of action, all within the meaning of the *Construction Act*, R.S.O. 1990, c. C.30, as amended, are given to the Clerk and preserved or perfected in respect of any works or services in connection with the Pavilion, constructed and installed by or on behalf of York, York after having been given notice by any person or of becoming aware of the existence of any such preserved or perfected lien, within the time provided for, and following the procedures set out and prescribed in the *Construction Act*, shall forthwith discharge (or have vacated) any preserved or perfected claim for lien made in respect of any works or services in connection with the Pavilion, constructed and installed by or on behalf of York.

9. York shall take out and maintain with an insurer licensed to carry on business in Ontario, a commercial third party liability insurance acceptable to the City providing insurance coverage in an amount of not less than TWO MILLION DOLLARS (\$2,000,000.00) for any act or omission on the part of York, its employees, guests, invitees and agents arising in any way. Such policy shall include the City as an additional insured thereunder. Further, York shall take out and maintain with an insurer licensed to carry on business on Ontario, Standard Form Automobile Liability Insurance that complies with all requirements of the current legislation of the Province of Ontario, having an inclusive limit of not less than \$ 2,000,000 per occurrence for Third Party Liability, in respect of the use or operation of vehicles owned, operated or leased by the Contractor. York agrees not to commence work until satisfactory evidence of insurance has been filed with the City's Manager of Risk Management, a completed Certificate of Insurance form 0788. This insurance will not be cancelled or permitted to lapse unless the insurer notifies the City in writing at least thirty (30) days prior to the effective date of cancellation or expiry. The City reserves the right to request such higher limits of insurance or other types of policies appropriate to the work as the City may reasonably require.





APPENDIX "1"

Location of Pavilion and Defined Work Area





<b>TO:</b>	<b>CHAIR AND MEMBERS COMMUNITY AND PROTECTIVE SERVICES COMMITTEE MEETING ON SEPTEMBER 9, 2020</b>
<b>FROM:</b>	<b>KEVIN DICKINS ACTING MANAGING DIRECTOR HOUSING, SOCIAL SERVICES AND DEARNESS HOME</b>
<b>SUBJECT:</b>	<b>CANADIAN MEDICAL ASSOCIATION (CMA) FOUNDATION GIFT AGREEMENT</b>

**RECOMMENDATION**

That, on the recommendation of the Acting Managing Director of Housing, Social Services and Dearness Home, the following action be taken:

- 1) The proposed by-law attached as (Appendix "A") **BE INTRODUCED** at the Municipal Council meeting to be held on September 15, 2020;
  - (a) To **AUTHORIZE** and **APPROVE** The CMA Foundation Gift Agreement, substantially in the form attached as Schedule 1 to this By-law to be entered into between The Corporation of the City of London and The CMA Foundation;
  - (b) **AUTHORIZE** the Mayor and Clerk to execute the Funding Agreement approved in subsection 1(a);

**PURPOSE**

To recommend approval to enter into a funding agreement with the CMA Foundation (CMAF), for the period of September, 2020 to March 31, 2021, attached as Schedule 1.

Funding provided through the CMAF Gift Agreement will support the City of London, Homeless Prevention COVID-19 response, and to continue to support individuals and families who are experiencing homelessness, or at risk of homelessness to find, secure and maintain housing in accordance with the strategic initiatives outlined in London's Homeless Prevention and Housing Plan, Housing Stability for All: The Housing Stability Action Plan for the City of London (2019).

**BACKGROUND**

The CMA Foundation (CMAF) wishes to provide a one-time gift of \$50,000 to The City of London in support of vulnerable populations within the City of London affected by COVID-19 as part of the CMAF COVID-19 Community Response Fund for Vulnerable Populations.

Funding is intended to a) support community-level emergency response to COVID-19 through interventions that address urgent gaps in ensuring the health and well-being of vulnerable populations in the recipient's community, and; b) contribute to the short and long-term resiliency of community-level supports for vulnerable populations, including community health supports.

The CMAF was created by the Canadian Medical Association and provides charitable donations to registered Canadian charities and other qualified donees in the health care sector.

The Funding Agreement has been reviewed by the City Solicitor’s Office, Financial Services and Risk Management. Risk Management staff identified the indemnity provision in the Agreement exposes the Corporation to unlimited liability. CMAF is unwilling to remove this condition. In consultation with Risk Management we conclude this provision should not prevent the Corporation from entering into the Agreement as the benefit of the funds outweigh the associated indemnity risk. The indemnification provision is as follows:

*14. The RECIPIENT shall indemnify and save the CMAF, its affiliates (comprised of the CMA and CMA Affiliates) and the Federation of Canadian Municipalities, and each of their respective members, officers, directors, employees, volunteers and agents (collectively the “Indemnified Parties”), harmless from and against all claims, actions, losses, expenses, costs or damages of every nature and kind that the Indemnified Parties may suffer, caused or alleged to be caused by any willful or negligent act, omission or delay on the part of the RECIPIENT or its officers, directors, employees, volunteers, contractors or agents, in connection with this Gift Agreement or the activities funded thereby.*

The CMAF Gift Agreement will be administered by City of London, Homeless Prevention, including any financial or other reporting required.

<b>FINANCIAL IMPACT</b>
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The Agreement is 100% funded by the CMAF, therefore there is no financial impact to the City of London.

The funding agreement is for the period of September, 2020 to March 31, 2021. The total amount of funding provided through the CMAF Give Agreement is \$50,000, and may go towards the Eligible Expenditures outlined in schedule A of the attached “Schedule 1” agreement.

<b>PREPARED BY:</b>	<b>SUBMITTED BY:</b>
<b>KATE GREEN MANAGER, HOMELESS PREVENTION</b>	<b>CRAIG COOPER MANAGER, HOMELESS PREVENTION HOUSING, SOCIAL SERVICES AND DEARNESS HOME</b>
<b>RECOMMENDED BY:</b>	
<b>KEVIN DICKINS MANAGING DIRECTOR HOUSING, SOCIAL SERVICES AND DEARNESS HOME</b>	

Bill No.  
2020

By-law No. A.

A by-law to approve the CMA Foundation Gift Agreement with the CMA Foundation; and, to delegate authority to execute the Agreement.

WHEREAS section 2 of the *Municipal Act, 2001*, S.O. 2001, c.25, as amended, provides that municipalities are created by the Province of Ontario to be responsible and accountable governments with respect to matters within their jurisdiction and each municipality is given powers and duties under this Act and many other Acts for the purpose of providing good government with respect to those matters;

AND WHEREAS section 10 of the *Municipal Act, 2001* provides that the City may provide any service or thing that the City considers necessary or desirable for the public, and may pass by-laws respecting same, and respecting economic, social and environmental well-being of the City, and the health, safety and well-being of persons;

AND WHEREAS the City is the service manager under the *Housing Services Act* for the geographic service area of the City of London and County of Middlesex, and shall, in accordance with its housing and homelessness plan, carry out measures to meet the objectives and targets relating to housing needs within the service manager's service area;

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. CMA Foundation Gift Agreement, between the CMA Foundation, and The Corporation of the City of London, substantially in the form attached as Schedule 1 to this by-law, (the "Funding Agreement"), is authorized and approved.
2. The Mayor and City Clerk are authorized to execute the Funding Agreement approved in subsection 1.
3. This by-law comes into force and effect on the day it is passed.

PASSED in Open Council on

Ed Holder  
Mayor

Catharine Saunders  
City Clerk



**CMA FOUNDATION COVID-19 COMMUNITY RESPONSE FUND FOR  
VULNERABLE POPULATIONS GRANT INITIATIVE**

**Community Gift Agreement**

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This **GIFT AGREEMENT** (“**Agreement**”) is entered into as of the \_\_\_\_\_ day of \_\_\_\_\_, 2020 (the “**Effective Date**”) by and between:

**CMA FOUNDATION**, a registered charity having its head office located at Suite 500, 1410 Blair Place, Ottawa, Ontario (Charitable No. 820429678 RR 0001) (the “**CMAF**”)

and

**THE CORPORATION OF THE CITY OF LONDON**, a Qualified Donee having its head office located at 300 Dufferin Avenue, London Ontario (the “**RECIPIENT**”)

(collectively referred to as the “**Parties**”, or each a “**Party**”)

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**WHEREAS**, the CMAF is a registered charity under the *Income Tax Act* (Canada) that gifts money to qualified donees to further excellence in healthcare;

**AND WHEREAS**, the RECIPIENT is a Canadian municipality which qualifies as a qualified donee as defined under the *Income Tax Act* (Canada) (“**Qualified Donee**”);

**AND WHEREAS**, the CMAF wishes to provide a gift to the RECIPIENT in support of vulnerable populations within their community affected by COVID-19 as part of its **CMA Foundation COVID-19 Community Response Fund for Vulnerable Populations** pursuant to the terms and conditions of this Agreement;

The Parties hereby agree as follows:

**The Gift**

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1. Subject to the terms and conditions of this Agreement, the CMAF agrees to make a gift to the RECIPIENT in the amount of \$50,000.00 (CDN) (the “**Gift**”). The Gift will be made according to the following schedule:

Installment	Payment Amount	Date
One-Time Gift	\$50,000.00	Upon receipt of: (a) signed Agreement, and (b) all banking information required to process the payment to the satisfaction of the CMAF.

The CMAF may add to or accelerate the completion of the Gift at its discretion.

### The Term

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- The term of the Agreement shall begin on the Effective Date and end on March 31, 2021, unless terminated earlier in accordance with the terms of this Agreement (the “**Term**”).

### Purpose of the Gift

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- The RECIPIENT shall use the Gift for Eligible Expenses related to Eligible Activities, as defined in **Schedule A**, which: (a) support community-level emergency response to COVID-19 through interventions that address urgent gaps in ensuring the health and well-being of vulnerable populations in the RECIPIENT’s community, and (b) contribute to the short- and long-term resiliency of community-level supports for vulnerable populations, including community health supports (the “**Purpose**”).
- If, at some future time, it becomes impossible or impractical to use the Gift for the Purpose, or if this Agreement is determined to be in conflict with any federal, provincial, or local law, regulation, or ordinance, the RECIPIENT’s governing body (such as Municipal Council or like body), in consultation with the CMAF, or its designate, will re-direct the use of the Gift in the best interest of the RECIPIENT and in a manner as close as possible to the original intent of the CMAF, as expressed in this Agreement.

### Reporting

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- The RECIPIENT shall provide the reports described in **Schedule B** to this Agreement to the CMAF, or its designate, and shall make its representative(s) reasonably available to the CMAF, or its designate, to answer questions related to the reports required under this Agreement.
- Copyright in all reports, documents and deliverables prepared in connection with this Agreement and listed in the Schedules of this Agreement (the “**Reports**”) will be the exclusive property of, and all ownership rights shall vest in the RECIPIENT.
- The RECIPIENT hereby grants to the CMAF an irrevocable, perpetual, worldwide, royalty-free license to use, publish, make improvements to, sub-license, translate and copy the Reports or portions thereof. This license shall survive the expiration or termination of this Agreement.

## **Representations and Warranties**

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8. The RECIPIENT represents and warrants to the CMAF (and acknowledges that the CMAF is relying on such representations and warranties in entering into this Agreement) that: (a) it has the full power and authority to enter into and perform its obligations under this Agreement; (b) it has taken all necessary actions to authorize the execution of this Agreement; and (c) it is and will continue to be a Qualified Donee throughout the Term of this Agreement.

## **Publicity**

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9. The RECIPIENT agrees that all communications, publicity and / or public notices to third parties related to the Gift and / or the activities funded by the Gift shall be aligned to, and consistent with, the terms of this Agreement and the information provided to the RECIPIENT by the CMAF, or its designate. The RECIPIENT agrees to keep the CMAF, or its designate, informed of any and all significant public notices, significant media pitches/coverage or significant publicity to third parties related to the Gift and / or the activities funded by the Gift.
10. The RECIPIENT agrees to reference the CMAF in all communications, public announcements, signage, media coverage and other forms of publicity relating to the activities funded by the Gift.
11. During the Term, the CMAF hereby grants to the RECIPIENT a non-exclusive, non-assignable, non-transferable, royalty-free, limited license to use its trademarks and logos (the “**Trademarks**”) solely for the purpose of publicity relating to the Gift, activities supported by the Gift and fulfilling its obligations under this Agreement. Prior to use of the Trademarks, the RECIPIENT must submit to the CMAF for review and approval its actual proposed use of the Trademarks. The RECIPIENT agrees that it must not alter the Trademarks in any manner whatsoever beyond what is electronically provided by the CMAF including, without limitation, the appearance and size of such Trademarks.

## **Right of Audit and Records**

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12. The CMAF or its designate may at any time during the Term of this Agreement or for a period of three years following the end of the Term, audit and inspect accounts, records, receipts, vouchers, and other documents of the RECIPIENT relating to the Gift and its use (“**Records**”) and shall have the right to make copies and take extracts of the Records. The RECIPIENT agrees to provide reasonable co-operation to assist with any such audit during such period and shall retain the Records for at least three years from the end of the Term. Records shall be treated as Confidential Information (see Section 13, below).

## **Confidentiality**

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13. The Parties acknowledge that the terms of this Gift Agreement (subject to Sections 9-10 - Publicity) and any oral or proprietary or confidential information exchanged between the Parties (whether marked as confidential information or not) in connection with the preparation



and performance this Agreement shall be regarded as confidential information (“**Confidential Information**”). Each Party shall maintain confidentiality of all such Confidential Information, and without obtaining the prior written consent of the other Party, it shall not disclose any relevant Confidential Information to any third Parties. Notwithstanding the foregoing, (a) the CMAF may disclose Confidential Information to staff and employees of its sole member, the Canadian Medical Association (the “**CMA**”) and the CMA’s direct and indirect subsidiaries (“**CMA Affiliates**”), and (b) the Parties may disclose Confidential Information to any consultants and / or contractors engaged by the Party (or, in the case of the CMAF, engaged by the CMAF, the CMA or a CMA Affiliate) provided that such individuals shall be bound by confidentiality obligations similar to those set forth in this Section.

“Confidential Information” excludes information that: (a) is or will be in the public domain (other than through the receiving Party’s unauthorized disclosure); (b) is under the obligation to be disclosed pursuant to the applicable laws or regulations, or orders of the court or other government authorities; or (c) is required to be disclosed by any Party to its members, directors, officers, relevant employees, legal counsel or financial advisors provided that such individuals shall be bound by the confidentiality obligations similar to those set forth in this Section. Disclosure of any Confidential Information by staff members, contractors or consultants permitted under this Agreement shall be deemed disclosure of such Confidential Information by such Party, which Party shall be held liable for breach of this Agreement. This Section shall survive the termination of this Agreement for any reason.

## **Indemnity**

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14. The RECIPIENT shall indemnify and save the CMAF, its affiliates (comprised of the CMA and CMA Affiliates) and the Federation of Canadian Municipalities, and each of their respective members, officers, directors, employees, volunteers and agents (collectively the “**Indemnified Parties**”), harmless from and against all claims, actions, losses, expenses, costs or damages of every nature and kind that the Indemnified Parties may suffer, caused or alleged to be caused by any willful or negligent act, omission or delay on the part of the RECIPIENT or its officers, directors, employees, volunteers, contractors or agents, in connection with this Gift Agreement or the activities funded thereby.

## **Termination**

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15. This Agreement shall be terminated automatically and with immediate effect if at any time:
  - a. The RECIPIENT loses its status as a Qualified Donee;
  - b. An event takes place that, in the CMAF’s reasonable opinion, affects the reputation and good standing of the RECIPIENT; or
  - c. There is a material breach of any term of this Agreement.
16. Upon termination, any portion of the Gift that may be held by the CMAF and/or any unspent portion of the Gift that may be held by RECIPIENT at the time of termination shall be returned to the CMAF and distributed to such other Qualified Donee as may be selected by the CMAF.

## General Provisions

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17. Amendment. This Agreement may be amended in writing by the mutual consent of the Parties or their legal representatives.
18. Policies. This Agreement is subject to the policies of the CMAF, as may be amended from time to time.
19. Relationship between the Parties. This Agreement does not create a partnership, franchise, joint venture, agency, fiduciary or employment relationship between the Parties.
20. Notice. Unless otherwise provided, all notices, consents, requests, demands and other communications hereunder shall be in writing, and are deemed to have been duly given or made: (i) when delivered in person; (ii) three days after deposit in the Canada Post, first class postage prepaid certified mail, return receipt requested; (iii) overnight courier service, upon delivery by the overnight courier service with payment provided for; or (iv) in the case of fax or email, when acknowledged by the recipient; in each case addressed as follows:

a. **RECIPIENT**

Contact: Kate Green, Manager  
Address: 300 Dufferin Avenue  
London ON N6A 4L9  
Email: [kgreen@london.ca](mailto:kgreen@london.ca)

b. **CMAF**

Contact: Allison Seymour, President  
Address: Suite 500, 1410 Blair Towers Place  
Ottawa ON K1J 9B9  
Email: [cmafoundation@cma.ca](mailto:cmafoundation@cma.ca)  
Copy to: [legal@cma.ca](mailto:legal@cma.ca)

(With a reference to the COVID-Contract # noted in footer of this Agreement, if applicable.)

Either Party may give notice under this section of a change of address.

21. Dispute Resolution. In the event a dispute arises out of or in connection with this Agreement and is not resolved in private meetings between the Parties, then such dispute or controversy shall be settled by a process of dispute resolution as follows to the exclusion of such persons instituting a law suit or legal action: (a) the dispute shall be settled by arbitration before a single arbitrator, in accordance with the Arbitration Act, 1991 (Ontario) or as otherwise agreed upon by the Parties to the dispute. The arbitration shall be held in Ottawa, Ontario. All proceedings relating to arbitration shall be kept confidential, and there shall be no disclosure of any kind. The decision of the arbitrator shall be final and binding and shall not be subject

to appeal on a question of fact, law or mixed fact and law; and (b) all costs of the arbitrator shall be borne by such Parties as may be determined by the arbitrator.

22. Governing Law. This Agreement shall be governed and construed in accordance with the laws of the Province of Ontario and the Federal laws of Canada applicable therein.
23. Entire Agreement. This Agreement constitutes the entire agreement and full understanding among the Parties hereto with respect to all of the matters herein and it supersedes any prior negotiations, agreement or understandings among them, oral or written, with respect to the matters addressed herein, all of which are hereby cancelled.
24. Severability. Every provision of this Agreement is intended to be severable. If any term or provision hereof is illegal or invalid for any reason whatsoever, such illegality or invalidity shall not affect the validity of the remainder of this Agreement.
25. Waiver. Failure by either Party to exercise any of its rights, powers or remedies shall not constitute a waiver of those rights, powers or remedies.
26. Survival. Sections 7 (Reporting), 12 (Right of Audit and Records), 13 (Confidentiality), 14 (Indemnity), 15-16 (Termination) and 17-31 (General) herein shall survive such expiration or other termination of this Agreement to the extent necessary to carry out the intentions of the Parties under this Agreement.
27. Circumstances Beyond the Control of Either Party. Neither Party shall be responsible for damage caused by delay or failure to perform under the terms of this agreement resulting from matters beyond the control of the Parties including strike, lockout or any other action arising from a labour dispute, fire, flood, pandemic, act of God, war, riot or other insurrection, lawful act of public authority, or delay or default caused by a common carrier that cannot be reasonably foreseen or provided against.
28. Language. The Parties agree that this Agreement and related documents be drawn up in the English language only. Les parties conviennent que cette entente et les documents connexes soient rédigés en langue anglaise seulement.
29. Counterparts. This Agreement may be executed in counterparts with the same effect as if all Parties had signed the same document. A digital signature on this Agreement shall be sufficient and binding.
30. Further Assurances. Each of the Parties hereto will promptly do, make, execute or deliver, or cause to be done, made, executed or delivered, all such further acts, documents and things as the other Parties hereto may reasonably require from time to time for the purpose of giving effect to this Agreement.
31. Effective Date. This Agreement shall be deemed effective as Effective Date.

**CMA FOUNDATION**



By: \_\_\_\_\_  
Allison Seymour, President

**THE CORPORATION OF THE CITY OF LONDON**

By: \_\_\_\_\_  
Ed Holder, Mayor



By: \_\_\_\_\_  
Marie-Claude Fillion, Chief Financial Officer  
*We have the authority to bind the CMAF.*

By: \_\_\_\_\_  
Catherine Saunders, City Clerk  
*We have the authority to bind the RECIPIENT.*

## **SCHEDULE A – ELIGIBLE ACTIVITIES and ELIGIBLE EXPENSES**

### **CMA Foundation COVID-19 Community Response Fund for Vulnerable Populations**

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The following are **Eligible Activities** under this Agreement:

#### **1. Health and medical services**

This could include, but is not limited to, the purchase of personal hygiene products and personal protective equipment for staff and vulnerable individuals; providing general health or medical services (including counselling and substance use support); and the hiring of medical and other professionals to provide those services.

#### **2. Daytime services and facilities**

Many physical spaces (e.g. libraries, malls, community centres, etc.) and services (e.g. drop-in programs, food programs, etc.) that people experiencing homelessness use during the day are closed. This is leading to isolation protocols being breached even for those who have secured isolated housing. This could include, but is not limited to, the re-opening and/or repurposing, and staffing, of dedicated spaces for people experiencing homelessness (including municipal facilities), and the creation and / or expansion of permanent or temporary community hygiene facilities.

#### **3. Client support services**

Generally, client support services include individualized services to help improve integration and connectedness to support structures, such as treatment services. This could also include, but not be limited to, the procurement of emergency shelter beds and barriers to separate beds; and increased frequency or nature of cleaning of shelters and related facilities.

#### **4. Coordination of resources and data collection**

This could be used for, but not limited to, developing and supporting partnerships with community agencies who can assist vulnerable populations; disseminating information; and public relations activities.

#### **5. Prevention and shelter diversion**

Prevention includes activities aimed at preventing homelessness by supporting individuals and families at imminent risk of homelessness before a crisis occurs. Generally, this includes, but is not limited to, discharge planning from public systems and institutions, landlord intervention and emergency rental assistance. This could also include, but is not limited to, short-term financial assistance for rental arrears; landlord-tenant mediation addressing unpaid rent; delivery of non-housing financial support, such as groceries, personal hygiene products, etc., to offset housing costs; and assistance ensuring individuals exiting institutions immediately secure housing so that they do not access shelters.

## 6. Housing services

Housing services are those that help an individual or family transition into safe, stable housing. Generally, this includes, but is not limited to, assistance finding housing, funding to secure housing (deposit), and funding and support to furnish housing. This could also include, but is not limited to, measures to ensure physical distance or isolation, such as by placing and paying for individuals to live in temporary, transitional, or permanent housing accommodations (including, but not limited to, hotels, rooming houses, community buildings, etc.).

## 7. Capital investments

Generally, capital investments support the acquisition, construction or repair/rehabilitation of housing, including transitional and supportive housing. This could also include, but not be limited to, the purchase or repurpose of existing properties for temporary housing or renovation of existing facilities to create spaces for self-isolation and greater physical distance.

## 8. Other

Activities other than those listed above may be considered eligible if: (i) they contribute directly to the Purpose of the Gift, and (ii) they are approved in advance by the CMAF, or its designate, in writing.

### Eligible Expenses

The following Eligible Expenses are direct expenses related to Eligible Activities:

- a) **Personnel** – Funding can be used to pay new or temporary personnel that are hired/contracted specifically for Eligible Activities. Personnel already paid from other sources via salaries, grants or other means should not be compensated with CMAF funds.
- b) **Supplies and services** – Supplies and services that are immediately used to carry out Eligible Activities.
- c) **Equipment and technology** – Funding may be used to purchase essential equipment or develop new equipment/technologies that are required for Eligible Activities. Funding may also be used to rent/lease major equipment or buildings.
- d) **Financing** – Funding may be used to rent, reopen or refurbish buildings or shelters. If warranted, funding may also be used for short-term financial assistance for housing or living expenses.

The following expenses are not Eligible Expenses for the purposes of this Agreement:

- (a) General overhead expenditures incurred in the RECIPIENT's regular course of business, including salaries and other employment benefits of any employees,
- (b) Any direct or indirect operating or administrative costs of the RECIPIENT, and
- (c) Expenses for any other activities normally carried by the RECIPIENT.

The Gift is not intended to replace or displace existing sources of funding that may be provided by the provincial/territorial or federal governments. In particular, these funds are intended to complement funding provided through the Reaching Home program as part of the federal government's COVID-19 response plan.

## SCHEDULE B – REPORTING OBLIGATIONS

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The RECIPIENT shall deliver the following reports to the CMAF, or its designate, in a form satisfactory to the CMAF on the due dates set out below.

REPORT	DUE DATE	MINIMUM REQUIREMENTS
<b>Use of Funds and Target Outcomes (Interim Report)</b>	On or before August 6, 2020	<ul style="list-style-type: none"><li>• At a minimum, completed Tables 1 and 2 as set out in Schedule B.1, in a form satisfactory to the CMAF, including but not limited to, testimonials from one or more local residents receiving support through the Eligible Activity and photos, if appropriate and where possible.</li></ul>
<b>Final Impact Report</b>	On or before February 2, 2021	<ul style="list-style-type: none"><li>• At a minimum, completed Tables 1 and 2 as set out in Schedule B.1, in a form satisfactory to the CMAF, including but not limited to, testimonials from one or more local residents receiving support through the Eligible Activity and photos, if appropriate and where possible.</li></ul>

***Please see Table 1 and Table 2 provided for indicative purposes in Schedule B.1. Reporting templates will be sent to the Recipient by June 30, 2020.***



**SCHEDULE B.1**

**FOR ILLUSTRATIVE PURPOSES ONLY**

**Reporting templates with more detailed guidelines will be provided on or before June 30, 2020.**

<b>Municipality / Recipient</b>	The Corporation of the City of London
<b>Project Title</b>	Housing Stability Services
<b>Project Description</b>	Providing support for individuals and families experiencing homelessness to transition into safe, stable housing.
<b>Date</b>	
<b>CMAF Contract Reference #</b>	CMAF-COVID-Contract# 2020-00360
<b>Recipient Reporting Contact</b>	Kate Green

**Table 1. Expenditures by Eligible Activity**

Interim Report – Fill in the description of the activity, population supported, project timeframe and associated expenses. Reference any additional funding support directed toward this activity.

Final Report – Reflect on the funded activities and actual expenses.

<b>EXPENDITURES BY ELIGIBLE ACTIVITY</b>						
<b>Eligible Activity</b>	<b>Interim Report</b>					<b>Final Report</b>
	<b>Name of Activity</b>	<b>Description of Activity</b>	<b>Population Supported</b>	<b>Activity Timeframe (MM/YY – MM/YY)</b>	<b>Eligible Expense (\$)</b>	<b>Actual Expenses (\$)</b>
<b>Health and medical services</b>						
<b>Daytime services and facilities</b>						
<b>Client support services</b>						
<b>Coordination of resources and data collection</b>						
<b>Housing services</b>						
<b>Prevention and shelter diversion</b>						
<b>Capital investments</b>						
<b>Other*</b>						
<b>Total Expenditure (\$)</b>					\$	\$

\*Only if approved by the CMAF in accordance with Schedule A of the Agreement.

CMAF-COVID-Contract# 2020-00360

**Table 2. Outcomes by Eligible Activity**

Interim Report – Fill in the description of the activity, target outcome or output and target indicator.

Final Report – Reflect on the funded activities and report the actual impact. Provide comments regarding successes, challenges faced, remaining gaps or lessons learned.

*Outcome:* The change(s) in technology, systems, practices or behaviors the donation seeks to achieve.

*Output:* The products, services, or deliverables produced during the activity timeframe.

*Indicator:* The outcome metric(s) tracked to demonstrate impact of the donation, e.g. number of people supported or other relevant measure.

OUTCOMES BY ELIGIBLE ACTIVITY						
Eligible Activity	Interim Report				Final Report	
	Name of Activity	Description of Activity	Target Outcome or Output	Target Indicator (# people supported)	Actual (# people supported)	Comments
Health and medical services						
Daytime services and facilities						
Client support services						
Coordination of resources and data collection						
Housing services						
Prevention and shelter diversion						
Capital investments						
Other*						

\*Only if approved by the CMAF in accordance with Schedule A of the Agreement.

TO:	<b>CHAIR AND MEMBERS COMMUNITY AND PROTECTIVE SERVICES COMMITTEE MEETING ON SEPTEMBER 9, 2020</b>
FROM:	<b>KEVIN DICKINS ACTING MANAGING DIRECTOR, HOUSING, SOCIAL SERVICES AND DEARNESS HOME</b>
SUBJECT:	<b>AWARD RECOMMENDATION FOR RESEARCH INTO LABOUR MARKET PARTICIPATION RATES IN THE LONDON ECONOMIC REGION REQUEST FOR PROPOSAL 20-24</b>

**RECOMMENDATION**

That, on the recommendation of the Acting Managing Director, Housing, Social Services and Dearness Home and concurrence of the Director of Financial Services, that the following actions **BE TAKEN** with respect to the award of the Request for Proposal (RFP20-24) Research Services for Primary Research into Labour Market Participation Rates in the London Economic Region:

- a) that Request for Proposal (RFP20-24) **BE AWARDED** to Pricewaterhouse Coopers LLP for a total one-time funding amount of \$115,101 (exclusive of applicable taxes), for the delivery of the labour market research project; it is noted that the proposal submitted by the Successful Proponent meets the City's requirements and is in compliance with the City's Procurement of Goods and Services Policy;
- b) that the proposal submitted by Pricewaterhouse Coopers LLP for the design and delivery of the Labour Market Research **BE ACCEPTED** in accordance with the Procurement of Goods and Services Policy;
- c) that Civic Administration **BE AUTHORIZED** to undertake all administrative actions which are necessary in relation to this project;
- d) that the approval given herein in a) and b) above **BE CONDITIONAL** upon The Corporation of the City of London negotiating satisfactory terms and conditions with Pricewaterhouse Coopers LLP to the satisfaction of the Managing Director, Housing, Social Services and Dearness Home, the Acting Managing Director, Housing, Social Services and Dearness Home or written designate;
- e) that the approval given herein in b) above **BE CONDITIONAL** upon the Corporation of the City of London entering into a formal contract, agreement or having a purchase order relating to the subject matter of this approval;
- f) that Civic Administration **BE DIRECTED** to provide an update to Municipal Council on the outcomes, findings and final report of the Labour Market Research.

**PREVIOUS REPORTS PERTINENT TO THIS MATTER**

Labour Market Partnership Agreement – Market Research Increased Labour Market Participation in the London Economic Region (CPSC – February 19, 2020)

Employment Ontario Transformation – Service System Manager Update (CPSC – January 21, 2020)

Employment Ontario Transformation – Service System Manager Competition (CPSC-June 17, 2019)

**BACKGROUND**

The purpose of this report is to recommend that the City of London enter into an agreement with Pricewaterhouse Coopers LLP; for a total funding amount of \$115,101 (exclusive of applicable taxes), to conduct the research project outlined in the Labour Market Partnership Agreement with the Ministry of Labour, Training and Skills Development. The proposal submitted by the Successful Proponent meets the City's requirements and is in compliance with the City's Procurement of Goods and Services Policy.

As the labour market participation rates have remained low in the London Economic Region (LER), speculation exists as to the demographic of those not participating, why they are not participating and more importantly, what could entice their participation in the labour market. Increasing both labour market participation and the labour pool will help address a labour market imbalance. This may begin to alleviate the labour market pressures felt by local employers who are currently hiring and planning for further workforce expansion.

The City of London, with support from regional stakeholders, submitted a research proposal to the Ministry of Labour, Training and Skills Development to investigate who is not participating in the labour market, why they are not participating and more importantly what, if anything, would be able to draw them into the labour market. Regional stakeholders readily provide feedback and input for this project and include representation of social services, economic and workforce development offices from across the London Economic Region.

The research project will engage Pricewaterhouse Coopers LLP to provide factual evidence, to identify current and future participation trends and which can be used to set realistic strategies and benchmarks for engaging 25-54 year-old nonparticipants in the London Economic Region in order to spur a return to the labour market and thereby begin to address current labour market demands and recruitment challenges experienced by local employers.

Pricewaterhouse Coopers LLP as the Successful Proponent will:

- conduct a review of current data and research;
- complete original, primary research to survey a statistically significant number of non-participants in the LER labour market;
- provide an analysis of research data and findings;
- provide a final report with their findings along with recommendations that would encourage and increase labour market participation specific to the age demographics and specific to the region; and
- prepare and deliver 3 presentations to local and regional stakeholders as arranged by the City of London.

## STRATEGIC PLAN LINKAGES 2019-2023

### **Strengthening Our Community**

- Londoners have access to the supports they need to be successful.
- Londoners have access to the services and supports that promote well-being, health, and safety in their neighbourhoods and across the city.

### **Growing Our Economy**

- London creates a supportive environment where entrepreneurs, businesses, and talent can thrive.

### **Leading in Public Service**

- The City of London is a leader in public service as an employer, a steward of public funds, and an innovator of service.

## PROCUREMENT PROCESS

Request for Proposal (RFP 20-24) "Research Services for Primary Research into Labour Market Participation Rates in the London Economic Region" was released on July 9, 2020 through Purchasing & Supply Chain Management on behalf of the City's Housing, Social Services and Deerness Home Division. The formal RFP was posted to bids&tenders with a closing date of August 10, 2020.

In addition to publicly posting the RFP, the proposal was circulated to numerous groups and organizations known to be involved in Labour Market Research.

After the RFP was posted, there were four (4) Addenda issued to respond to questions, inquiries and requests for clarification. When the RFP closed, thirteen (13) submissions were received, and all thirteen (13) were compliant. A two-envelope RFP process was used – one envelope contained the technical project proposal, and the second contained the pricing proposal. The upper limit for the budget was disclosed at \$117,550, representing one-time project funding.

An internal evaluation team comprised of representatives from Business Planning Process and Employment Strategies, with the support of Purchasing, evaluated the thirteen (13) submissions based on the technical criteria outlined in the RFP document. This included consideration of the organization's qualifications; competence and experience; proposed scope of work; work plan; and

experience on directly related projects. Of these, the Proponents with the top three scores were evaluated with feedback and input provided by three (3) regional stakeholders.

Following the determination of the final technical scores, the pricing envelopes were opened. Pricing envelopes for Proponents who did not rank among the top three (3) scores were not opened.

At the end of this evaluation process, the Proponent with the highest score and demonstrated ability to fully meet the City’s requirements in this project was Pricewaterhouse Coopers LLP and therefore was recommended to be the Successful Proponent.

Over the next several months, City staff will guide, direct and oversee project progress. Representatives from social services, workforce and economic development offices across the London Economic Region will be consulted and engaged in the project implementation. City Administration will report back to Municipal Council on any updates, findings and final report relating to this Labour Market Research.

<b>FINANCIAL IMPACT</b>
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The RFP to be awarded is 100% funded by the Ministry of Labour, Training and Skills Development through the City’s Ontario Transfer Agreement - Ontario Labour Market Partnership with the Ministry effective March 9, 2020 to December 4, 2020. The total funding provided by the Ministry for this program is \$123,669, which includes an allocation to fund the work being awarded to Pricewaterhouse Coopers LLP in the amount of \$115,101 resulting in no financial impact to the City’s budget.

As per the agreement with the Ministry, the City’s contribution to this project is in the form of “in-kind contributions” which will be provided from existing City resources. These contributions consist of utilizing meeting spaces at the City’s Social Services offices and staff time along with contributions from other project partners outlined in the proposal.

<b>PREPARED BY:</b>	<b>SUBMITTED BY:</b>
<b>JACK SMIT MANAGER, EMPLOYMENT STRATEGIES</b>	<b>SHIRLEY GLOVER ACTING MANAGER, EMPLOYMENT AND INCOME SUPPORTS</b>
<b>RECOMMENDED BY:</b>	<b>CONCURRED BY:</b>
<b>KEVIN DICKINS ACTING MANAGING DIRECTOR, HOUSING, SOCIAL SERVICES AND DEARNESS HOME</b>	<b>IAN COLLINS DIRECTOR, FINANCIAL SERVICES</b>

- Cc: Janet Neeb, Ministry of Labour, Training and Skills Development  
 Mark Harrison, Ministry of Labour, Training and Skills Development  
 Elaine Sauve, Program Supervisor, Ministry of Community and Social Services  
 Annette Ripepi, Financial Business Administrator  
 Lynn Marshall, Solicitor II, City Solicitor’s Office  
 John Freeman, Manager, Purchasing & Supply  
 Heather Sheridan, Acting Director, St. Thomas-Elgin Social Services  
 Cindy Hastings, Manager, Business Development, St. Thomas EDC  
 Cindy Howard, General Manager, County of Middlesex  
 Cara Finn, Director of Economic Development, County of Middlesex  
 Lisa Lanthier Manager, Human Services, Oxford County  
 Dennis Guy, Manager, Strategic Initiatives, Oxford County  
 Robert Collins, Director of Workforce Development, LEDC

Deb Mountenay, Executive Director, Elgin Middlesex Oxford Workforce Planning and Development Board

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<b>TO:</b>	<b>CHAIR AND MEMBERS COMMUNITY PROTECTIVE SERVICES COMMITTEE MEETING ON</b>
<b>FROM:</b>	<b>SCOTT STAFFORD MANAGING DIRECTOR, PARKS AND RECREATION</b>
<b>SUBJECT:</b>	<b>2020 PARKLAND DEDICATION BY-LAW CP-9 UPDATE</b>

<b>RECOMMENDATION</b>
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That, on the recommendation of the Managing Director of Parks and Recreation, the following actions **BE TAKEN**, with respect to the Parkland Dedication Requirements Review:

- (a) the proposed by-law attached hereto as Appendix "A" **BE INTRODUCED** at the Municipal Council meeting on September 15, 2020 to amend to amend By-law CP-9, Parkland Conveyance & Levy By-law, in conformity with the Official Plan to change to the parkland dedication fee rates;
- (b) that staff **BE DIRECTED** to undertake the next bi-annual Parkland Conveyance & Levy By-law CP-9 update for January 1, 2022.

<b>EXECUTIVE SUMMARY</b>
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By-law CP-9 is a “made in London” approach to the collection of residential cash-in-lieu (CIL) payments for parkland dedication. In 2010, Municipal Council approved a revised approach that levies standardized CIL rates for various residential housing forms that are collected at the time of building permit and not at the time of registration of the plan of subdivision.

As part of the approved By-law, staff are to undertake an independent bi-annually, every 2 years, city-wide land appraisal of all residential lands to ensure the by-law reflects true market values. The City retained the services of Metrix Realty Group to prepare a land valuation for low, medium and high density residential lands. This report provides an update from the previous approved land valuation presented to Council in 2018.

The reports recommends an update to the current fee schedule as listed in the table below. Due to the recent economic issues associated with the COVID-19 pandemic, staff recommend the revised fee schedule be implemented January 1, 2021.

The London Development Institute (LDI) was circulated the report for review and comment. Through their written comments, they are satisfied with the proposed recommendations.

Residential Category	Lot Frontage	Existing 2018 Cash-in-Lieu Rate	Proposed 2020 Cash-in-Lieu Rate
Single Detached Lots	> 18m	1,900	2,000
	15 to 17.99	1,550	1,650
	12 to 14.99	1,300	1,400
	<11.99	1,000	1,100
Cluster Detached/semi detached/Duplex	n/a	975	1,100
Attached Row house	n/a	950	1,150
Attached Apartment	n/a	550	800



**BACKGROUND**

**PARKLAND DEDICATION**

**CURRENT LEGISLATIVE AUTHORITY – PARKLAND DEDICATION**

The *Planning Act* provides municipalities with the authority to require the dedication of parkland or cash-in-lieu for recreational purposes at the time of development. Under Sections 51, 53 and 42 of the Act, municipalities can require 2% of the land area or cash equivalent for commercial and industrial developments and 5% of the land area or cash equivalent for all other types of developments.

The City can require, as a condition to the approval of plans of subdivision, plans of condominium, consents; and, the development, infill or redevelopment of land the conveyance of land for park or recreational purposes, cash-in-lieu of parkland and parkland dedication, or a combination of the two or at the building permit stage.

To ensure the land values reflect current market value and re-adjusted if needed, the City retained the services of Metrix Reality Group to undertake an independent review of the current rates applied to the above residential categories in London’s residential market. The consultant provided their 2019 report to Realty Services with their findings and recommendations. The report was circulated to the London Development Institute for their review and comment.

The review considered a number of recent sales for all residential land categories. The recommendations of the review are consistent with the overall market increase of land values over the last several years. LDI concurs with the analysis and the recommended land values.

The report noted an increase in land valuation in all residential land use categories with a notable increase in the value of medium and high density residential land. Specifically, medium density lands increased in value by 75% and high density land increased 36% as noted in the table below.

Land Category	Comparison of Land Value per Acre 2018 - 2020				Percentage of Change
	2018 (ac)	2020 (ac)	<b>2018 (ha)</b>	<b>2020 (ha)</b>	
Low Density	175,000	185,000	<b>432,420</b>	<b>457,145</b>	5.71%
Medium Density	285,000	500,000	<b>704,250</b>	<b>1,235,500</b>	75.44%
High Density	660,000	900,000	<b>1,630,896</b>	<b>2,223,900</b>	36.36%

The report and subsequent review from the Realty Services Division provided the following:

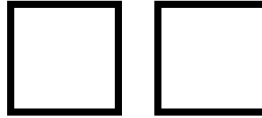
*Our analysis as outlined above revealed the existing rates charged by the City for all four major density CIL rate categories are insufficient to meet the 5% maximum CIL goal, and we recommend these rates should be adjusted upward. As specified in the By-law, the low density category is further subdivided into four sub-categories based on lot frontage; each sub-category receives a separate rate. Based on the central tendency prices per acre estimated by the appraisal consultant, Realty Services recommends the following rate adjustments:*

- *Detached SFR Lots:*
  - *>= 60 ft. \$2,000*
  - *50-59 ft. \$1,650*
  - *40-49 ft. \$1,400*
  - *<= 39 ft. \$1,100*
- *Cluster Detached/ Semi-detached/ Duplex: \$1,100*
- *Attached Rowhousing: \$1,150*
- *Attached Apartments: \$800*

*Using the Metrix residential land pricing study as an approximate guide, Realty Services recommends that a new base rate of \$457,145 per hectare be applied to City acquisitions of table lands to be purchased for parkland use.*

**LAND VALUATION OF OPEN SPACE AND HAZARD LANDS INCLUDED IN DEVELOPMENT APPLICATIONS**





Consistent with the previous valuations Reality Services and Metrix reviewed and recommended the fair market value at which the City should purchase table land parkland. Based on the valuation process the City currently purchases tableland for parkland purposes at approximately \$432,420 per hectare, the proposed revised rate is \$457,145 per hectare; a 5.71% increase.

The valuation of open space and hazard lands is a difficult undertaking as there are no open competitive markets for these environmentally constrained lands. Generally, lands such as flood plain, steep ravines, woodlots and wetlands are only purchased by the municipality or the conservation authority. Historically, the City of London has used a rate of \$13,590 per ha as a benchmark for the acquisition of open space or hazard lands. As part of the 2010 “London Approach” constrained land values were assigned to natural hazard lands and natural heritage lands. In conjunction with the constrained land value ratio, natural hazard and natural heritage lands that are to be dedicated to the city are excluded from the overall calculations of parkland dedication for the development.

As the base value of developable low density residential land has increased approximately 5.7%, from \$432,420 per hectare to \$457,145 per hectare, the value of hazard land should reflect the same increase to \$16,928 per hectare.

Open space lands outside of natural hazard lands, such as upland woods and ESA's that are determined to be non-developable are valued at \$27,026 per hectare. These features are currently delineated through required environmental studies for applications of plan of subdivision and are also exempt from the 5% parkland dedication rate. The By-law accepts these lands as a contribution toward the parkland dedication requirement at a constrained rate of 16 to 1 or a cash-value equivalent of \$27,026 per hectare as they may offer some recreational value. As the base value of land has increased from \$432,420 per hectare to \$457,145 per hectare, the value of open space land should reflect the same increase to \$28,570 per hectare.

Land Category	Land Value Comparison in \$ per Hectare		
	2010	2018	2020
Low Density	370,645	432,434	457,145
Medium Density	704,227	704,250	1,235,500
High Density	1,111,937	1,630,841	2,223,900
Hazard Lands	13,590	13,590	16,928
Constrained Open Space lands	22,239	27,026	28,570

**LONDON DEVELOPMENT INSTITUE (LDI) COMMENTS**

As part of the review process staffed engaged London Development Institute (LDI) for a review of the land valuation prepared by Metrix. LDI was supportive of the document and concurred with the recommended values. To assist their members during the 2020 pandemic, LDI requested a delay in the implementation of the updated by-law.

**IMPLEMENTATION**

Historically, By-law C-9 and the associated fee schedule was put into force and effect on the date of the passing of the By-law to reflect the current housing market. During the 2020, the Development Community, along with other business sectors were drastically impacted by the Covid-19 pandemic and its economic fallout. To assist in the economic recovery from the pandemic, it is recommended that the fee schedule for the by-law be brought in to force and effect on January 1, 2021 and that the bi-annual review be completed for January 1, 2022.

**CONCLUSION**

By-law CP-9 was approved by Council in 2010 which provided a revised approach to the calculation and collection of parkland dedication within the City of London. Included with the bylaw is a fee schedule for various residential unit types.

In 2019, an independent city-wide land appraisal was conducted for residential lands in the city. The report recommended updates to the fee schedule to better reflect the true current market land values. These proposed changes were circulated to LDI for their review and comment.

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<b>RECOMMENDED BY:</b>	<b>CONCURED BY:</b>
<b>BRUCE PAGE, SENIOR PLANNER, PARKS PLANNING AND DESIGN</b>	<b>ANDREW MACPHERSON, OALA DIVISION MANAGER, PARKS PLANNING &amp; OPERATIONS</b>
<b>RECOMMENDED BY:</b>	
<b>SCOTT STAFFORD MANAGING DIRECTOR, PARKS AND RECREATION</b>	

August 4, 2020

AM/BP

Y:\Shared\parksplanning\parkland dedication\2020\final report



**Appendix "A"**

Bill No. (number to be inserted by Clerk's Office)  
(2020)

By-law No. CP - \_\_\_\_\_

A by-law to amend By-law CP-9 entitled  
"A by-law to provide for the conveyance  
of land and cash in lieu thereof for park  
and other purposes".

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

- 1. Section 2.1 of Part 2 of By-law CP-9 is repealed and the following new section 2.1 is enacted in its place:

**2.1 Land - for park purposes - conveyance - calculation**

As a condition of development or redevelopment for residential purposes of any land within the City of London, the Owner of such land shall, at the request of the Corporation, convey to it for use for park or other public recreational purposes as follows:

- 1) In the case of land proposed for residential development the greater of either five (5%) percent of the land within the development application;
- 2) In the case of land proposed for development or redevelopment for commercial purposes, land in the amount of two percent (2%) of the land within the development application to be developed or redeveloped;
- 3) In the case of land proposed for development or redevelopment for Industrial purposes, parkland dedication requirements will be waived;
- 4) In the case of land proposed for development for use other than those referred in 2.1 1) and 2.1 2), land in the amount of five per cent (5%) of the land within the development application to be developed or redeveloped; and
- 5) Where a development or redevelopment application contains defined hazard or environmentally constrained open space lands, these lands will be excluded from the calculation of parkland dedication as set out in Section 2.1 provided the said lands, are in some form, dedicated to the Corporation.

- 2. Section 2.2 of Part 2 of By-law CP-9 is repealed and the following new section 2.2 is enacted in its place:

**2.2 Cash - in lieu of land - prior to permit**

Where the Corporation does not request the Owner to convey land, the Owner shall pay money to the Corporation in lieu of such conveyance to the prevailing value of the land otherwise required to be conveyed under section 2.1 of this by-law before the issuance of the building permit or, if more than one building permit is required for the development or redevelopment, before the issuance of the first permit.

- 3. Section 2.3 of Part 2 of By-law CP-9 is repealed and the following new section 2.3 is enacted in its place:

**2.3 Land – value – per residential dwelling type – Table 1**

The prevailing value of land otherwise required to be conveyed under section 2.1 of this by-law for the twelve month period commencing January 1, 2021 and then every twenty-four months thereafter, may be determined by multiplying the value per dwelling unit in Column II of Table 1 for the corresponding type of residential dwelling unit in Column I by the number of that type of dwelling unit proposed on the land, and



then adding all of the values for each type of dwelling unit to arrive at the prevailing land value.

<b>Table 1</b>	
<b>Column I</b>	<b>Column II</b>
Average Value of Land	\$457,145/hectare (\$185,000/acre)
<b>Residential Detached Units</b>	
Up to 11.99m lot frontage	\$ 1100.00
12m -14.99m lot frontage	\$1400.00
15m -17.99m lot frontage	\$1650.00
18m or greater lot frontage	\$2000.00
**Where lot frontage is defined under Zoning By-law Z.-1	
Cluster detached / Semi-detached / duplex	\$ 1100.00
Attached Rowhousing	\$ 1150.00
Attached Apartments	\$ 800.00
<b>Value of Land for Alternative Rate Calculations</b>	
Singles/Semi-detached/Duplex	\$457,145/hectare (\$185,000/acre)
Row Housing (Medium Density)	\$1,235,500/hectare (\$500,000/acre)
Apartments (High Density)	\$2,223,900/hectare (\$900,000/acre)
<b>Value of Parkland</b>	
Hazard land	\$16,928/hectare (\$6,851/acre)
Open space land	\$28,570/hectare (\$11,562/acre)
Ration of hazard Land to table land	27 to 1
Ratio of open space land to table land	16 to 1
Table land to be purchased by the Corporation for parkland use	\$457,145/hectare (\$185,000/acre)

Agenda Item # Page #

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4. This By-law shall come into force and be deemed to come into force in accordance with Section 34 of the *Planning Act, R.S.O. 1990, c. P13*, on January 1, 2021.

PASSED in Open Council on \*\*\*, 2020.

Ed Holder  
Mayor

Catharine Saunders  
City Clerk

First Reading –  
Second Reading –  
Third Reading –

<b>TO:</b>	<b>CHAIR AND MEMBERS COMMUNITY AND PROTECTIVE SERVICES COMMITTEE MEETING ON SEPTEMBER 9, 2020</b>
<b>FROM:</b>	<b>CHERYL SMITH MANAGING DIRECTOR NEIGHBOURHOOD, CHILDREN AND FIRE SERVICES  AND  KEVIN DICKINS ACTING MANAGING DIRECTOR HOUSING, SOCIAL SERVICES AND DEARNESS HOME</b>
<b>SUBJECT:</b>	<b>LONDON FOR ALL: A ROADMAP TO END POVERTY IMPLEMENTATION UPDATE</b>

**RECOMMENDATION**

That, on the recommendation of the Managing Director, Neighbourhood, Children and Fire Services and Acting Managing Director, Housing, Social Services and Dearness Home, this report **BE RECEIVED** for information.

**PREVIOUS REPORTS PERTINENT TO THIS MATTER**

- Lead Agency to Oversee the Implementation of London For All: A Roadmap to End Poverty Request For Proposal 17-10 (April 25, 2017)
- London For All Update: First 12 Month Recommendations and Development of the Implementation Body (November 15, 2016)
- London for All: A Roadmap to End Poverty (April 18, 2016)

**STRATEGIC PLAN LINKAGES 2019-2023**

London for All: A Roadmap to End Poverty (London for All) is aligned to the Strategic Plan under the Strengthening our Community Strategic Area of Focus and supports the following outcome: Londoners have access to the supports they need to be successful.

**BACKGROUND**

The development of London for All began on September 16, 2015 when the Mayor's Advisory Panel on Poverty was convened to bring more attention to the issue of poverty and focus the efforts and energy of the community. In March 2016, after conducting six months of research, study, and community consultation with over 1,000 Londoners, London for All, London's community plan to end poverty in a generation, was released. London for All was subsequently endorsed by Council on April 19, 2016.

The purpose of this report is to provide an update on the implementation of London for All over the last three years and outline the next steps to continue the work of London for All in the community.

London for All Implementation Overview and Update

To understand the best approach to implementing the London for All recommendations, Civic Administration facilitated conversations with Londoners with lived experience with poverty, service providers, and other interested community members from April to June 2016. Over 100 people provided input and suggestions through this process and expressed the following:

- People with lived experience in poverty should be key decision makers;
- The implementation body “lives” in the community and has autonomy to speak to all levels of government; and,
- The City has an important leadership role to play in implementing the recommendations from London for All, but the City should not be the lead for the implementation body.

Council subsequently awarded a three-year contract in May 2017 to the United Way Elgin Middlesex (United Way) to serve as Lead Agency overseeing the implementation of the plan. As Lead Agency, United Way:

- Recruited champions from the community, explicitly including those with lived experience;
- Created an implementation body structure, including the composition of a diverse Leadership Table with lived experience and the development of eight issue-specific Accountability Tables;
- Provided the ‘backbone’ function that guided the vision and strategies, including project management and facilitation roles; and,
- [Reported](#) back annually on progress to Council and community.

The three-year contract with United Way established in 2017 is now complete. As part of closing out the Lead Agency contract, United Way completed an impact assessment to answer the question, “How has London changed as a result of the implementation of the LFA recommendations?” ([London for All: A Roadmap to End Poverty Impact Assessment Report, July 2020](#))

Results from the impact assessment demonstrate that the implementation of the London for All recommendations created positive changes towards the long-term goal of ending poverty in London. Community champions, organizations, and residents of London have much to be proud of – 92 of the 112 recommendations were undertaken, with 14 still in progress.

The impact assessment highlighted key insights that can be used to inform future poverty reduction initiatives in London, including: using a coordinated, collective impact approach; engaging diverse individuals, particularly including people with lived and/or living experience of poverty; and developing clarity on roles, outcomes, and measurement. A full list of insights can be found in the [London for All: A Roadmap to End Poverty Impact Assessment Report, July 2020](#).

### Continuing the Work of London for All

The 20-year horizon that London for All set to end poverty locally gave a long-term direction. To achieve this goal, the community needs to maintain the momentum, commitment, accountability and impact that was generated through the first three years of implementation. At the same time, the community is different now, and plans and projects need to be adaptable and responsive to changing environments.

The implementation of London for All highlighted the importance of coordinating the efforts of the community to address poverty. According to the participant survey findings in the [London for All: A Roadmap to End Poverty Impact Assessment Report, July 2020](#), “London for All allowed organizations from different sectors and with different areas of expertise to develop improved relationships and work more collaboratively to address systemic challenges related to poverty.” Civic Administration participated in many of these tables in a working group member capacity, championing the causes and coordinating their work with others in the community, in alignment with the London for All principles and approach. Taken together, the community is well positioned to draw on existing relationships to carry the work of London for All forward.

Continued efforts to address poverty in London can leverage existing networks and initiatives. Highlighted below are examples of existing networks and initiatives associated with the London for All Areas of Focus that can be leveraged to continue the work:

Area of Focus	Existing Initiatives and/or Networks in London Addressing Poverty
Changing Mindsets	<ul style="list-style-type: none"> <li>• Community Diversity &amp; Inclusion Strategy</li> <li>• Community Safety &amp; Well-Being Plan</li> <li>• Bridges Out of Poverty   Circles</li> </ul>
Income and Employment	<ul style="list-style-type: none"> <li>• London’s Child and Youth Network</li> <li>• London Community Recovery Network</li> <li>• The Employment Sector Council London-Middlesex</li> <li>• London Jobs Now</li> <li>• Bridges Out of Poverty   Circles</li> <li>• London and Area Works</li> </ul>
Health	<ul style="list-style-type: none"> <li>• Community Mental Health and Addiction Strategy</li> <li>• Community Safety &amp; Well-Being Plan</li> <li>• London Connectivity Table</li> </ul>
Homeless Prevention and Housing	<ul style="list-style-type: none"> <li>• The Housing Stability Action Plan</li> <li>• London Homeless Coalition</li> <li>• Vulnerable Occupancy Protocol</li> <li>• Coordinated Informed Response</li> <li>• Indigenous and non-Indigenous Resting Spaces</li> </ul>
Transportation	<ul style="list-style-type: none"> <li>• Council approved subsidized transit programs including free transportation for children under 12, the subsidized Youth Transit Pass for youth aged 13-17, the Income Related Transit Pass for individuals 18 and over, and subsidized bus tickets for seniors (65 years of age and over)</li> </ul>
Early Learning and Education	<ul style="list-style-type: none"> <li>• The London-Middlesex Child Care &amp; Early Years System Plan 2019-2023</li> <li>• The London Child Care Network</li> <li>• London’s Child and Youth Network</li> </ul>
Food Security	<ul style="list-style-type: none"> <li>• London’s Child and Youth Network’s Ending Poverty and Health Eating Healthy Physical Activity priorities</li> <li>• Middlesex-London Food Policy Council</li> <li>• London Food Coalition</li> </ul>
System Change	<ul style="list-style-type: none"> <li>• London’s Child and Youth Network Ending Poverty priority</li> <li>• Bridges Out of Poverty   Circles</li> <li>• London &amp; Middlesex Local Immigration Partnership</li> </ul>

In addition, ongoing Corporate activities arising from or aligned with London for All are already embedded in existing strategies tied to the City of London’s 2019-2023 Strategic Plan and ongoing investments in the 2020-2023 Multi-Year Budget.

London for All established a bold vision for London in which everyone can reach their full potential and will be able to participate in the economic, social, and cultural life of the community. Recognizing the complexity and scale of the issue, the London for All Leadership Table emphasized the need for a collective, coordinated whole-of-community approach. As the community navigates the impacts of COVID-19 and plans for recovery, initiatives such as the London Community Recovery Network provide important mechanisms for maintaining a whole-of-community perspective that includes all Londoners. Civic Administration will track developments in these initiatives as they unfold to identify future opportunities to support coordinated approaches to end poverty in London.

<b>FINANCIAL IMPACT</b>
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There is no financial impact associated with this report. Ongoing Corporate activities arising from or aligned with London for All are embedded in existing strategies tied to the City of London’s 2019-2023 Strategic Plan. Council has approved ongoing







**United Way**  
Elgin Middlesex

# LONDON FOR ALL

A ROADMAP TO END POVERTY



## IMPACT ASSESSMENT REPORT

JULY 2020

## ACKNOWLEDGEMENTS

The success and final outcomes of London for All required guidance, research, and dedication from many people and organizations.

Thank you to the City of London for prioritizing poverty reduction in our community and to City of London staff and Councillors for their direction and support throughout the London for All initiative.

We would like to extend our gratitude to the Ontario Trillium Foundation for their generous support towards this impact assessment.

We are very grateful to the London for All Leadership Table for their expertise and guidance in this project. Thank you to Luke Nicholas and Dr. Jeff Preston for their leadership.

We would also like to express our sincere thanks to the Chairs and members of the Accountability Tables who devoted their time, effort, and knowledge to the implementation of the London for All recommendations.

Thank you to the Centre for Research on Health Equity and Social Inclusion, London Community Foundation, London Poverty Research Centre at King's, and the many collaborative partners who contributed to the project.

A special thank you to the many individuals with lived and/or living experience of poverty for their participation, contributions, and insights. Their involvement was critical to the success of London for All.

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# Section 1.0

# INTRODUCTION

## 1.1 About London for All

### Background and Context

In March 2016, after conducting six months of research, study, and community consultation with over 1,000 Londoners, *London for All: A Roadmap to End Poverty*, London's community plan to end poverty in a generation was released. The report included 112 recommendations for addressing poverty in eight focus areas: changing mindsets; income and employment; health; homeless prevention and housing; transportation; early learning and education; food security; and system change.

In May 2017, United Way Elgin Middlesex (United Way) became the lead agency (i.e. backbone support) for the London for All (LFA) initiative. During the three-year initiative, LFA used a coordinated, collective impact approach to action the 112 recommendations to address poverty in London.

### LFA Structure and Approach

A Leadership Table and seven Accountability Tables were established to facilitate and oversee the work of LFA.

In total, over 60 organizations and 160 volunteers from diverse backgrounds came together to ignite change and work collaboratively to implement the LFA recommendations.

Further, 38 individuals with lived and/or living experience of poverty were involved in LFA as key decision-makers. The expertise of these individuals and their firsthand knowledge of systemic barriers added strength and resilience to the work of LFA and was invaluable in co-creating innovative solutions.

## 1.2 About the Impact Assessment

### Commitment to Accountability

As the lead agency for LFA, United Way committed to ensuring ongoing monitoring and assessment of the implementation of the 112 recommendations to end poverty.

This commitment has been demonstrated through the development of annual reports and an end-of-initiative impact assessment.

## Purpose of the Impact Assessment

The purpose of the impact assessment is to answer the question, “How has London changed as a result of the implementation of the LFA recommendations?”

Overall, the results presented in this report reflect the collective efforts of the community and LFA stakeholder organizations to action the 112 LFA recommendations.

The impact assessment is a companion document to the LFA annual reports. The annual reports were prepared to share the progress that had been made on each of the recommendations. The impact assessment, in comparison, has been completed at the end of the LFA initiative.

The results of the impact assessment will be used to inform future initiatives focused on ending poverty in London.

## 1.3 Methodology

Each LFA Accountability Table reported the results from the initiatives they and their collaborative partners implemented between 2017 and 2020. A documentation review of annual reports was also conducted to examine quantitative and qualitative results.

Data was analyzed across all 112 recommendations. Initiative results were mapped to each recommendation to determine what changed as a result of implementing the LFA recommendations and assess how each initiative contributed to the identified outcomes.

While all data provided by each LFA Accountability Table and from the documentation review was analyzed, not all data points have been included in this report due to the breadth of data available.

## Section 2.0

# A SNAPSHOT OF THE RESULTS



### Changing Mindsets

Londoners have increased their understanding of and engagement in ending poverty.

**300+**

Londoners attended the Youth Poverty Symposium to help shape local recommendations

**3,173**

people participated in ReThink Poverty workshops

**2,650**

people received cultural competency training

**390**

people attended the Truth and Reconciliation Speaker Series

**40**

companies were featured in the Made Right Here campaign series



### Income and Employment

Londoners have access to more income and employment supports.

**20+**

events and networking opportunities were held for newcomers

**\$8,925,886**

was invested in local start-ups and social enterprises through loans and grants

**117**

start-ups and social enterprises received coaching and development support

**204**

new mentorships were developed through the Immploy Mentorship program

**19**

Living Wage employers were established in London

**\$102,000**

was diverted from payday lenders



## Health

Londoners have improved access to health, mental health, and addiction services.

**\$555,420**

was invested in mental health and addiction services

**38,000+**

Help Yourself Through Hard Times booklets were distributed or downloaded

**4**

new community-based health services were established

**13**

outreach-based family support programs were developed or expanded

**3**

no-cost dental programs were established or expanded



## Homeless Prevention and Housing

Londoners have access to more housing-focused supports.

**6**

coordinated initiatives focused on housing and homelessness were implemented

**500+**

individuals experiencing homelessness were supported to secure permanent housing

**898**

housing service referrals were provided through London's Coordinated Informed Response

**32,000+**

people were supported with housing stability needs

**1,050**

households received Housing Stability Bank loans





## Transportation

Londoners' ability to access their city has improved.

**100%**

of London Transit Commission buses are accessible

**1,374,048**

bus rides were subsidized for low-income Londoners

**680,480**

free bus rides were accessed by children under 12

**1**

Non-Peak Pass was implemented for Paratransit customers

**776,996**

bus rides were discounted through the Youth Transit Pass

**450**

employers have access to public transit for the first time



## Early Learning and Education

Londoners have increased access to education and learning opportunities.

**891**

new licensed child care spaces are available

**48**

Community Volunteer Income Tax Clinics were implemented

**60**

participants attended Youth Connector Training

**394**

participants engaged in the My Action Plan to Education (M.A.P.) program

**26**

mentorship and support programs for parents were established or expanded



## Food Security

Londoners have improved food security.

**350**

food boxes were distributed monthly

**\$460,584**

Harvest Bucks were given to local families

**1,073,000 KG**

of fresh fruits and vegetables was donated to the Community Harvest Program

**159,000 KG**

of fresh food was rescued and distributed to local agencies

**180**

participants engaged in the Food Families program

**3,390**

people participated in collective kitchen programs



## System Change

Londoners are working together to change systems to address poverty.

**60**

organizations were engaged in poverty-focused planning tables

**70%**

increase in unique users visiting the #UNIGNORABLE campaign website

**18+**

papers and letters were written advocating for provincial and federal policy change

**11**

actions identified by London residents at the 2018 Good Neighbourhood Conference were implemented by the City of London

**4**

new Family Centres were opened

**38**

individuals with lived and/or living experience of poverty were engaged as key decision-makers with LFA

## Section 3.0

# RESULTS: LFA FOCUS AREAS

This section summarizes the impact of implementing the LFA recommendations in each of the eight focus areas outlined in *London for All: A Roadmap to End Poverty*, including: changing mindsets; income and employment; health; homeless prevention and housing; transportation; early learning and education; food security; and system change.





## 3.1 Changing Mindsets

Changing mindsets and attitudes is the foundation for a culture shift to a community that sees the importance – and possibility – of ending poverty. More and more, Londoners are standing up and saying they are not willing to settle for the status quo.

### Outcome:

Londoners have increased their understanding of and engagement in ending poverty.

### How Do We Know?

**300+**

Londoners attended the Youth Poverty Symposium to help shape local recommendations

**3,173**

people participated in ReThink Poverty workshops

**2,650**

people received cultural competency training

**390**

people attended the Truth and Reconciliation Speaker Series

**40**

companies were featured in the Made Right Here campaign series

## What Has Changed in London?

### Londoners have more awareness about poverty and its impacts.

Three campaigns implemented between 2017 and 2019 raised awareness about poverty in London.

- The Poverty Over/If You Knew campaign provided education about poverty and opportunities for action in the London community. As a result of the campaign, the Circles® Guiding Coalition identified an increase in inquiries from community members about becoming a Circles® volunteer.
- London InterCommunity Health Centre's See One Community online campaign raised awareness about poverty and its impacts on the community. The campaign shared stories, images, and poetry reflecting the lived/living experience of 10 London community members.
- The Made Right Here campaign led by the London Economic Development Corporation encouraged Londoners to buy local in order to support the London economy and increase employment. In total, 40 companies were featured in a video series presented on CTV News London.

Between 2017 and 2019, the ReThink Poverty workshop, designed to educate participants about solutions to address poverty, was expanded to engage 3,173 Londoners. Further, the ReThink Poverty workshop was included in Thames Valley District School Board and London District Catholic School Board Professional Activity Day training to provide teachers with information and resources to help students understand the impacts of poverty and reduce stigma.

Additionally, a Youth Poverty Symposium in 2018 engaged over 300 community members to discuss how poverty affects young people in London and develop local recommendations.

### Service providers have increased capacity to address poverty-related issues using a culturally safe approach.

In 2017, the Southwest Ontario Aboriginal Health Access Centre was approved as the province-wide provider of the Ontario Indigenous Cultural Safety (ICS) Program. In partnership with San'yas Indigenous Cultural Safety Training, online training modules were developed for healthcare providers and mental health and addiction service agencies.

Further, the Intercultural Competency Advantage Program (ICAP) was re-launched by the London Cross Cultural Learner Centre in 2017. In total, 32 organizations participated in training, 300 hours of training were provided, and 2,650 people received training. Further, 29 individuals were certified as program trainers.

## Efforts were made to promote truth and reconciliation.

Four calls to action for progress on truth and reconciliation, in acknowledgement and support of the recommendations from the Truth and Reconciliation Commission of Canada, are active with the City of London. The calls to action are focused on:

- the development of culturally appropriate early childhood education programs for Indigenous families;
- professional development and training for public servants on the history of Indigenous peoples;
- working with the National Centre for Truth and Reconciliation to collect relevant historical records related to the residential school system; and
- the installment of a publicly accessible and visible Residential Schools Monument to honour survivors and children who were lost to their families and communities.

A land acknowledgement was also developed by the City of London, which is to be read at the start of each Council meeting.

Further, in 2019, the London Public Library and partners hosted a four-part Truth and Reconciliation Speaker Series with 14 Indigenous speakers and 390 participants. The series brought local Indigenous neighbours and London community members together to strengthen relationships, deepen understanding, and promote action towards reconciliation and address issues impacting Indigenous peoples.

## What Still Needs Further Attention?

Additional efforts are needed to strengthen programs that counteract violence against women and support the National Inquiry into Missing and Murdered Indigenous Women and Girls (MMIWG). *The 2019-2023 Strategic Plan for the City of London* included “Creating a Safe London for Women and Girls” as a strategic priority, however, it is still early in the implementation process to determine the results of this strategic priority.

Further action is also required to develop an Indigenous poverty strategy. Relationships were strengthened through nine working group meetings held in 2019 to discuss partnership planning with Indigenous groups, community partners, and City of London representatives. Efforts towards the development of the poverty strategy will need to continue in 2020.



## 3.2 Income and Employment

Although poverty is not only about income, inadequate income is a key element of poverty. From an economic perspective, adequate income and employment are pathways out of poverty, and employment can be a particularly empowering route. Economic and labour market forces are large and complex, but there is much that can be done to support a strong local economy and increased opportunities for Londoners to achieve their potential through adequate income and the right to work.

### Outcome:

Londoners have access to more income and employment supports.

### How Do We Know?

**20+**

events and networking opportunities were held for newcomers

◇◇◇◇◇◇◇◇

**\$8,925,886**

was invested in local start-ups and social enterprises through loans and grants

◇◇◇◇◇◇◇◇

**117**

start-ups and social enterprises received coaching and development support

◇◇◇◇◇◇◇◇

**204**

new mentorships were developed through the Immploy Mentorship program

◇◇◇◇◇◇◇◇

**19**

Living Wage employers were established in London

◇◇◇◇◇◇◇◇

**\$102,000**

was diverted from payday lenders

## What Has Changed in London?

### Efforts have been made to increase employment and skills training opportunities.

Two training programs were designed and implemented to help low-income Londoners develop skills that meet local labour market needs.

- A skills training information session for Ontario Works staff provided participants with education about how to assist individuals receiving social assistance to overcome barriers to employment and develop skills required to meet local industry needs.
- The soft skills training program created by City of London Ontario Works employment services, WIL Employment Connections, and Fanshawe College supported internationally trained individuals and service providers with employment preparation and identifying alternative career opportunities.

Courses focused on skill development for local industry needs were also added to Fanshawe College's course offerings, which were informed by feedback from LFA.

Further, LFA members attended three meetings to provide input into the development of the Youth Employment and Skills Strategy (YESS). The aim of the initiative is to provide flexible and holistic services that support young Canadians to develop employment skills and paid work experience that will help them successfully transition into the labour market.

A position paper was also prepared and shared with provincial partners outlining recommendations to improve employment opportunities for individuals with barriers to work, such as individuals living with disabilities, mental health issues, or addiction.

### New benefits were implemented to support greater employment stability.

Two advocacy letters were written in support of implementing Ontario Bill 148, the *Fair Workplaces, Better Jobs Act, 2017*, to provide workers with improved benefits that would help them maintain employment. With the passing of Ontario Bill 148, new leave protections for employees came into effect in January 2018, including:

- 10 days of personal emergency leave to all workers, two of which are paid;
- not requiring a doctor's note to access personal leave days; and
- domestic or sexual violence leave that entitles employees to a leave of absence when they or their children have been a victim of domestic or sexual violence.



It is important to note that in October 2018, Ontario Bill 47, the *Making Ontario Open for Business Act, 2018*, repealed numerous provisions of Ontario Bill 148. Current leave entitlements allow workers employed for at least two consecutive weeks to take up to three days of leave for personal illness, two days for bereavement, and three days for family responsibilities. Further, employers can now ask employees to provide a medical note from a qualified health practitioner.

## **Investments were made in initiatives to help Londoners access employment opportunities.**

Between 2018 and 2019, United Way invested \$133,850 in the Immploy Mentorship program provided by WIL Employment Connections, which brings skilled Canadian newcomers together with volunteer mentors at local companies. As a result, 204 new mentorships were developed and 163 volunteers were engaged in the program.

Further, the London and Middlesex Local Immigration Partnership facilitated over 20 events and networking opportunities for newcomers and engaged over 500 volunteers between 2017 and 2018.

Between 2017 and 2019, \$8,925,886 in loans and grants was invested in local start-ups and social enterprises to help Londoners start businesses and create job opportunities.

- The Goodwill Industries Impact Loan program issued 49 loans to help entrepreneurs start or grow their business and experience economic self-sufficiency through self-employment.
- The London Community Foundation Social Impact Fund provided 1,027 grants to support affordable housing and social enterprise projects in the London and Middlesex area.
- Pillar Nonprofit Network's VERGE Capital impact investment program issued 13 loans to support local social and environmental enterprises.

In addition, Pillar Nonprofit Network's Social Enterprise Coaching Program and the Women of Ontario Social Enterprise Network (WOSEN) supported 117 start-ups and social enterprises through coaching and consulting activities, workshops and events, facilitated discussions, and business plan development.

Two initiatives were implemented to help Londoners more easily find and navigate employment opportunities.

- The London Employment Planning Council developed and released the Learning4Life Tool in 2018 to help residents navigate through school and employment options in London and surrounding areas.
- The Elgin Middlesex Oxford Workforce Planning and Development Board launched the London Jobs Now initiative to bridge the gap between employers and people looking for work. Using an online portal, London Jobs Now collates job postings from across the London region and presents them in a single, easy to navigate job board and map.

## Efforts have been made to address and reduce barriers to employment.

The London Economic Development Corporation, London Employment Planning Council, and Employment Sector Council developed a recruitment toolkit to encourage employers to consider skills and knowledge in the absence of credentials such as diplomas and degrees. The toolkit provides tips for employers about how to recruit top talent in a challenging labour market.

Further, two advocacy letters and one position paper were written recommending the elimination of fees to obtain a pardon and have a criminal record expunged, thereby removing a financial barrier for Londoners looking to find work.

A step-by-step checklist outlining the process required to have a criminal record expunged was also prepared to provide community members and Ontario Works caseworkers with instructions in an easily accessible format.

## Work has been conducted to increase awareness about the importance of diversity in hiring practices.

Two events and four meetings were held with employers to discuss the development of hiring practices aimed at increasing diversity.

Further, 200 community members were engaged as champions of *London's Community Diversity and Inclusion Strategy* and met three times to support the development of the plan. In August 2018, the strategy was approved to promote a more diverse, inclusive, and welcoming community, with one of the key strategies focusing on ensuring inclusive work environments.

Between 2018 and 2020, two campaigns raised awareness about the importance of diversity.

- The All Are Welcome Here campaign provided education about racial, ethnic, and religious discrimination, how to identify discrimination, and how to combat discrimination at a personal and community level. The campaign website received 2,366 views, approximately 5,000 campaign pens, 1,300 lawn signs, and 1,000 decals and bumper stickers were distributed, 304 people attended campaign events, and four schools participated in the campaign art contest.
- The 1,000 Acts of Welcome campaign engaged 3,004 residents in creating a welcoming community and ending discrimination in London. As a result of the campaign, over 900 acts of welcome were reported by community members.

## Actions were taken to support increased individual and family income.

A Living Wage calculation was established for London in 2019 with support from the London Poverty Research Centre at King's. In total, 19 organizations in London have become Living Wage employers, including United Way.

The London Poverty Research Centre at King's also conducted research to evaluate the provincial minimum wage levels in the context of the Low Income Measure and its use as a tool to address poverty.

Further, two position papers were prepared advocating for liveable income security rates for people accessing Ontario Works and the Ontario Disability Support Program and older adults accessing social assistance and pension programs.

## Strategies have been implemented to help Londoners experience greater income security.

In January 2017, social assistance benefit calculations were revised to exempt child support payments, allowing families receiving both social assistance and child support to have increased income.

Further, updates and revisions were made to City of London processes regarding individual and social assistance funds, subsidies, and vouchers to make it easier for people to access the resources they need and experience improved income security.

As a result of the Ontario Works direct deposit program, which prevents those receiving social assistance from requiring the services of payday lenders to cash cheques, \$102,000 was diverted from payday lenders in 2019. Partnerships with financial institutions were also developed to address bad credit and eliminate the need for predatory lending.

Advocacy efforts were also conducted to help individuals and families experience improved income security.

- Four support papers and letters were written advocating for the implementation of seven recommendations outlined in the *Brighter Prospects: Transforming Social Assistance in Ontario* report to allow individuals to retain more of their assets when entering the Ontario Works system. In alignment with the recommendations, changes were made in 2017 to increase asset limits for individuals accessing Ontario Works and the Ontario Disability Support Program and help individuals become more financially resilient.
- A letter was prepared and shared with the Minister of Children, Community and Social Services advocating for increased enforcement of child support payments.

In addition, community consultations were held with over 14 local agencies to better understand the needs of individuals transitioning from social assistance, review processes and practices, develop recommendations, and coordinate supports. Further, a checklist for Ontario Works and Ontario Disability Support Program staff was created to provide information about the resources and supports available to individuals transitioning from social assistance.

## **What Still Needs Further Attention?**

Additional work is needed to complete a review of job creation strategies in all sectors to ensure a focus on full-time, permanent work with adequate pay and promote enhanced job opportunities for Londoners.

London applied to be an Ontario Basic Income Pilot site in 2017, but was not successful as a host city. The pilot project was subsequently cancelled in 2019. Therefore, there are no results to report related to the recommendation of becoming an Ontario Basic Income Pilot site.

Although work has been conducted to increase awareness about the importance of diversity in hiring practices, continued efforts are required to help employers develop and implement hiring practices aimed at increasing diversity.

With support from the London Inclusive Economy Working Group, social procurement policies, which help to ensure purchasing power is used to generate social impact, were developed for municipal infrastructure projects and anchor agencies in 2018. However, additional work is needed to ensure social procurement policies are implemented in London's public institutions.

Additionally, while the Coalition to Empower Gender Equality was established to bring awareness to issues of gender inequality, and consultations were conducted by the Ontario Gender Wage Gap Strategy Steering Committee to develop recommendations focused on closing the gender wage gap, further action is required to collaborate with employers to implement strategies that close the wage gap for Indigenous peoples, women, LGBTQ2S+ individuals, people living with disabilities, and racialized communities.



### 3.3 Health

The health of individuals, families, and communities is influenced by the causes and impacts of poverty. The social determinants of health provide a holistic understanding of the ways in which poverty impacts every area of health. There is momentum in the community to leverage and invest in strategies that address the social determinants of health and are responsive to the health needs of Londoners.

#### Outcome:

Londoners have improved access to health, mental health, and addiction services.

#### How Do We Know?

**\$555,420**

was invested in mental health and addiction services



**38,000+**

Help Yourself Through Hard Times booklets were distributed or downloaded



**4**

new community-based health services were established



**13**

outreach-based family support programs were developed or expanded



**3**

no-cost dental programs were established or expanded

## What Has Changed in London?

### **Investments have been made to connect Londoners to mental health and addiction services.**

Between 2017 and 2019, \$555,420 was invested into mental health and addiction services. A total of \$471,420 was invested in the 24/7 Canadian Mental Health Association, Middlesex Support Line to connect Londoners with mental health and addiction services and supports. Further, \$84,000 was invested in the 211 Ontario helpline and website to help connect people with information and local services, including those related to mental health and addiction.

More than 25,000 copies of the Help Yourself Through Hard Times guide were distributed and 13,000 online copies were downloaded between 2017 and 2019. The guide outlines basic needs services individuals and families on limited incomes can access during times of financial hardship.

An inventory of events in London promoting awareness of mental health and addiction was also developed and distributed.

### **There is greater coordination among local mental health and addiction agencies.**

In 2017, the *Community Mental Health and Addiction Strategy for London* was developed to improve the outcomes and experiences of people living with mental health issues and/or addiction in London. In alignment with the plan, ten mental health and addiction service agencies are working collaboratively to promote increased system coordination.

Further, to strengthen the mental health and addiction service system, the Canadian Mental Health Association, Middlesex and Addiction Services of Thames Valley are exploring the integration of mental health and addiction agencies in the Thames Valley region.

### **Availability of health and dental services has increased for low-income Londoners.**

To increase access to primary care for vulnerable people and Londoners living with low income, the London InterCommunity Health Centre received \$1.3 million in provincial funding. As a result, the number of primary care service areas accepting patients at the health centre grew from 16 in 2017 to 19 in 2019.

Between 2018 and 2019, four new community-based health services were established in London. These include the Regional Francophone Community Health and Social Services Hub, a health clinic for newcomers to Canada, the Team Care program that provides interprofessional health supports to low-income individuals, and a new London InterCommunity Health Centre site in East London.

As a result of a gap analysis, 13 outreach-based support programs for families were developed or expanded. In addition, three no-cost dental services were established or expanded, including a dental program for low-income seniors, the Southwest Ontario Aboriginal Health Access Centre Dental Clinic that provides dental care to First Nations, Métis, and Inuit adults and children, and a dental clinic at Parkwood Institute.

Advocacy efforts were also conducted through multiple avenues at the municipal level to extend access to health and dental benefit programs, such as the Ontario Drug Benefit and Non-Insured Health Benefit, for those transitioning off of social assistance. Additionally, through a comprehensive review, City of London processes were revised to enhance supports for individuals transitioning from social assistance.

It is important to note that multiple policy changes made by the provincial government were overturned in 2019 and advocacy efforts continue for improvements to health and dental benefits.

### **What Still Needs Further Attention?**

Activities have been conducted to address each health-focused LFA recommendations and ongoing efforts are being implemented to meet Londoners' health needs.



### 3.4 Homeless Prevention and Housing

Housing is among the most fundamental basic needs and rights. Housing stability creates space and security for people to move away from a crisis mentality and begin planning for pathways out of poverty.

#### Outcome:

Londoners have access to more housing-focused supports.

#### How Do We Know?

6

coordinated initiatives focused on housing and homelessness were implemented

500+

individuals experiencing homelessness were supported to secure permanent housing

898

housing service referrals were provided through London's Coordinated Informed Response

32,000+

people were supported with housing stability needs

1,050

households received Housing Stability Bank loans



## What Has Changed in London?

### **There is greater coordination between service providers addressing housing and homelessness.**

Six coordinated initiatives provided housing related supports to vulnerable people living in the community.

- Between April and December 2019, London's Coordinated Informed Response supported individuals experiencing homelessness by providing 898 referrals to housing services, 508 referrals to emergency shelter, 510 referrals to support services, and 76 referrals to support transfers out of encampments. This initiative is a coordinated effort across multiple service areas and organizations that supports individuals who are street involved, sleeping rough, and urban camping to find safe alternative solutions focused on housing.
- Street Level Women At Risk was developed as a collaborative of 27 programs representing 23 organizations, including homeless serving organizations, addiction services, mental health and physical health services, violence against women services, corrections and justice services, public health services, child welfare services, and social service providers. Street Level Women At Risk assists women who are experiencing homelessness and engaged in street involved sex work to secure permanent housing with supports.
- To promote information sharing and coordination, 13 homeless serving programs and over 400 users are now using a shared database called the Homeless Individuals and Families Information System (HIFIS).
- In 2018, the London Police Service formed the London Connectivity Situational Table. Over 20 partners are engaged in the coordinated approach to provide wraparound services to individuals at acute risk of harm and victimization.
- The Behavioural Response Team program implemented by London Health Sciences Centre uses an interdisciplinary team approach to provide assessments, consultations, and in-home support services for older adults presenting with responsive behaviours related to dementia, mental health, or addiction and their caregivers. A member of the Behavioural Response Team participated in the LFA Homeless Prevention and Housing Accountability Table to inform the work of the program.
- The By-Name List and Coordinated Intake was implemented as a collaborative effort across London's homeless serving organizations to identify individuals experiencing chronic homelessness and high emergency shelter use. Through this approach, individuals with the greatest needs are matched to London's most intensive resources.

## **Londoners were engaged in developing strategies to address housing and homelessness.**

In 2019, LFA members participated in six consultations to identify key housing-related issues and provide feedback on strategies to be included in *Housing Stability for All: The Housing Stability Action Plan for the City of London 2019-2024*. The four strategic areas of focus outlined in the plan include responding to the homelessness crisis, creating more housing stock, providing housing supports, and transforming the service system.

Additionally, Atlohsa Family Healing Services led the development of the *Giwetashkad Indigenous Homelessness Strategic Plan 2020-2023*, and a draft copy of the plan was submitted to the City of London in 2020. Outlined in the plan are strategies to address Indigenous homelessness and improve access to culturally appropriate housing and homelessness services for Indigenous peoples. The plan represents the voices and perspectives of Indigenous community members with lived and/or living experience of homelessness. The plan is in the process of being finalized and will be shared with the community.

## **Efforts have been made to improve diversion from emergency shelter and support rapid housing.**

Two research papers were written to explore current trends in emergency shelter use and best practices regarding diversion and rapid housing. The research focused on assessing the effectiveness of emergency shelter diversion programs and helping to prevent experiences of homelessness for families by working with them to maintain stable housing and avoid eviction.

Additionally, a review of housing services provided by the City of London, London and Middlesex Community Housing, and Housing Development Corporation, London was completed in September 2019 in an effort to streamline the process by which affordable housing is accessed. Through the review, opportunities for efficiency and effectiveness in housing service delivery were identified and are being put into action to help people secure housing more quickly.

## **Londoners were supported to move from homelessness to permanent housing.**

Over 500 individuals experiencing homelessness secured permanent housing through Street Level Women At Risk, Homes4Women London, Housing First programs, and the efforts of London's first Housing Stability Week.

In addition, 362 unique individuals completed an assessment for services during London's Housing Stability Week and 807 youth experiencing or at risk of homelessness were supported through programs provided by Youth Opportunities Unlimited.

## Londoners received support to maintain housing stability.

By integrating supportive models within existing community housing stock, over 32,000 individuals have been supported to address their housing stability needs.

Additionally, housing services and supports have adopted a Housing First approach, which focuses on helping individuals and families experiencing chronic homelessness to secure and maintain housing by providing intensive and ongoing support. Between 2017 and 2018, a series of Housing First workshops were held to support effective implementation of a Housing First approach in London and ensure consistent practice across homeless serving organizations and programs.

Landlords were engaged through consultation and feedback sessions to discuss housing vulnerable individuals and strategies to help keep more Londoners housed. In partnership with the London Property Management Association, three presentations and training events were also held with landlords to support families at risk of experiencing housing instability.

Further, LUSO Community Services and United Way developed a tool to help landlords and tenants with English language barriers communicate more effectively. The tool outlines common tenancy related questions in English, which are then translated into multiple languages.

In 2019, Housing Stability Bank loans were provided to 1,050 households to help them maintain their housing. Additionally, Housing Stability Bank services were expanded to provide 50% loan forgiveness and to allow individuals living in supportive rooming houses to access emergency rental and utility assistance.

## Efforts have been made to increase the availability of affordable housing.

Between 2018 and 2019, 88 new affordable housing units were developed by the Housing Development Corporation, London and over 50 affordable rental housing units were established through negotiations with developers.

Advocacy papers were also written to encourage increased development of affordable and supportive housing units. Additionally, six papers were written and three meetings were attended to advocate for the National Housing Benefit to be included in the National Housing Strategy.

In April 2020, the Canada-Ontario Housing Benefit, a federal-provincial housing allowance program, was launched to provide a portable monthly housing subsidy to low-income households.

Further, work on the *Affordable Housing Community Improvement Plan* was advanced, resulting in the development of the *Affordable Housing Development Toolkit*. The toolkit outlines a range of planning and land use tools that encourage organizations and private sector businesses to invest in the development of new affordable housing units.

## Investments have been made to enhance community safety in social housing.

Informed by advocacy efforts, London City Council approved a \$750,000 investment in the 2016-2019 multi-year budget for the regeneration of social housing properties. Additionally, as a result of the Social Housing Sustainability Pilot project, energy efficiency upgrades were made at London and Middlesex Community Housing properties.

Building Condition Assessment and Reserve Fund Analysis studies were also conducted for all of London's social housing providers to evaluate the condition of social housing available in London. Further, a full operational review was initiated to determine progress on London and Middlesex Community Housing vacancy and unit restoration.

## What Still Needs Further Attention?

Further action is required to expand supportive housing approaches for people with disabilities to ensure individuals living with disabilities have adequate housing supports.

Additional work is also required to develop attainable housing strategies responsive to older adults' needs and to create spaces for those who are residing in hospital or do not qualify for long-term care. Two grant applications were submitted for projects exploring strategies to support seniors in their homes, including a research project on innovative supportive housing models for London seniors and a pilot project that uses technology to provide in-home patient monitoring and support to vulnerable older adults. However, results are not yet available to determine the impact of these initiatives.

More efforts are needed to clear the social housing waitlist. While a paper was written advocating for a review of social housing waitlist policies and procedures, further action is required to address the social housing waitlist.

A review of existing housing policies was conducted, however, additional work is required to ensure mixed income and intensification housing development policies are implemented to avoid creating large areas with low-income housing.

Further action is also needed to implement strategies that assist with housing start-up costs. While the provision of financial supports has been included as one of the key actions in *Housing Stability for All: The Housing Stability Action Plan for the City of London 2019-2024*, it is still early in the implementation process to determine the results of the plan.

Additionally, while an advocacy paper was written recommending a review of physical accessibility policies and procedures in affordable housing, continued efforts are required to ensure affordable housing meets Londoners' accessibility needs.



### 3.5 Transportation

Transportation is not just about “getting around town.” High quality, affordable transportation helps individuals get to what they need, such as healthcare appointments, child care, and jobs. Transit also positively impacts the socio-cultural dimensions of poverty by providing opportunities for increased engagement in community life for people who could not otherwise get around the city. Public transit not only provides a way to move people around town, but can be leveraged as a poverty reduction strategy that connects people with the opportunities they need.

#### Outcome:

Londoners’ ability to access their city has improved.

#### How Do We Know?

100%

of London Transit Commission buses are accessible

1,374,048

bus rides were subsidized for low-income Londoners

680,480

free bus rides were accessed by children under 12

1

Non-Peak Pass was implemented for Paratransit customers

776,996

bus rides were discounted through the Youth Transit Pass

450

employers have access to public transit for the first time

## What Has Changed in London?

### **Affordability of public transit has improved.**

Transit costs have been reduced for low-income Londoners and youth. In 2018, an income-related transit subsidy program was launched. The result was that between 2018 and 2019, there were 1,374,048 subsidized rides. Similarly, the launch of the Youth Transit Pass resulted in 776,996 discounted rides for youth between 2018 and 2019. In addition, children under the age of 12 are now able to ride the bus for free. Between 2018 and 2019, 680,480 rides were taken by children under 12 years of age.

### **Accessibility of public transit has increased.**

All London Transit Commission buses are now designated as accessible. Further, promotional activities raised awareness of free London Transit and Paratransit ridership for attendants and support workers of registered individuals. In addition, a Non-Peak Pass for Paratransit customers was put in place.

Advocacy was also undertaken to promote improved transit accessibility in the winter months. In total, two research and advocacy papers recommending policy changes to increase snow removal and sidewalk clearing were written and shared with the City of London.

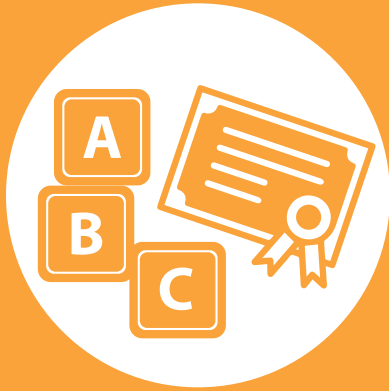
### **Innovative approaches to transportation have been explored and implemented.**

In 2018, over 120 people attended a transit summit to explore innovative approaches to transportation. Topics discussed at the summit included encouraging businesses to promote carpooling and rideshare programs, identifying gaps in public transit services, expanding bus routes into industrial areas, increasing route times on main bus routes, and identifying public transit needs.

Further, based on proposed recommendations, public transit routes were expanded in 2019 to add service in new areas. As a result, 450 employers in London have access to public transit for the first time, increasing Londoners' access to employment in industrial areas.

## What Still Needs Further Attention?

Continued efforts are needed to increase safe, affordable transportation options, such as cycling lanes and cycling infrastructure. While the Cycling Master Plan was approved and work has been done to improve cycling infrastructure in London, it is still too early to determine the outcomes of this plan.



## 3.6 Early Learning and Education

Investment in early years education ensures children get the best start in life and has dramatic downstream impacts for the community. By focusing on early learning and education, we begin to build supportive, inclusive life pathways that can stop the next generation from living in poverty.

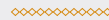
### Outcome:

Londoners have increased access to education and learning opportunities.

### How Do We Know?

**891**

new licensed child care spaces are available



**48**

Community Volunteer Income Tax Clinics were implemented



**60**

participants attended Youth Connector Training



**394**

participants engaged in the My Action Plan to Education (M.A.P.) program



**26**

mentorship and support programs for parents were established or expanded

## What Has Changed in London?

### **Availability of child care and early learning opportunities has increased.**

Between 2017 and 2019, 891 new licensed child care spaces were created in London. Further, an Early Childhood Educator recruitment and retention plan was launched in 2019 to help increase the number of qualified Early Childhood Educators in London and provide more child care spaces.

In addition, advocacy letters were written to promote increased investment in early years education and literacy programming by all levels of government.

### **Active steps are being taken to improve quality of care in the early years and child care sector.**

In 2019, the *London-Middlesex Child Care and Early Years Service System Plan 2019-2023* was developed to serve as a four-year roadmap for early years and child care services. Strategic priorities outlined in the plan include supporting professional learning and capacity building for educators and administrators to elevate the quality of services, championing community priorities to improve the service system, and using evidence-informed decision-making to respond to community needs.

Research led by Fanshawe College was also conducted to create a London-specific early years policy framework, developed from the perspectives of parents, child care providers, and practitioners in London to reflect their needs and aspirations.

Additionally, the Licensed Child Care Network worked collaboratively with the community to draft responses to proposed regulatory recommendations within the early years and child care sector, ensuring the voices of London and Middlesex early years and child care providers were heard.

Work was also done by Strive to promote the active use of an equity lens in child care services. Child care centres across London and Middlesex County participated in learning and training opportunities provided by Strive, which works to ensure equity strategies are put into practice and equity indicators are included in the expected practice of licensed Child Care and Family Centre networks.

Two new programs were implemented by Vanier Children's Services to provide more supports for addressing children's mental health and well-being.

- Circle of Security provides evidence-informed group supports for parents, teaching parents new ways to understand their children's needs and behaviours in order to effectively respond to and nurture positive connections, reactions, and relationships.



- School Community Intervention Partnership (SCIP) offers effective early intervention for children in elementary school who experience difficulties with emotional and behavioural self-regulation. The program offers consultation, intake, and assessment services, case management and service coordination, and support for parent and caregiver skill development.

Training events were also developed and implemented to increase early years and child care providers' capacity to address children's mental health and well-being.

## **There are more resources available to help parents support their children's learning and development.**

As a result of a community-wide gap analysis and the development of a comprehensive approach for creating evidence-informed parenting programs, 26 mentorship and support programs for parents were established or expanded to address unmet needs. These programs assist caregivers in meeting the social and emotional needs of their children by providing support, guidance, and education.

In December 2018, the waitlist for child care subsidies was reduced to zero, meaning there were no wait times and applications were processed immediately upon receipt. It is important to note that in 2019, the child care subsidy waitlist increased due to provincial policy changes regarding the allocation of child care funding. To help address the increased waitlist, a review of the City of London child care subsidy prioritization policy was completed and a request was made to initiate the prioritization process.

Advocacy letters were also written recommending increases to the child care fee subsidy for low-income families to help them access affordable early years and child care services.

Further, advocacy for improved quality of parental leave benefits and flexible leave times was conducted. On November 27, 2017, the *Fair Workplaces, Better Jobs Act, 2017* was passed, resulting in a number of changes to the *Employment Standards Act (ESA)* that promote greater gender equality and improved parental leave benefits.

## **Availability of financial literacy and life skills training opportunities has increased.**

Junior Achievement South Western Ontario developed a financial literacy program to promote early development of financial literacy skills. The program was incorporated into the education curriculum for Grade 7 students. Additionally, careers and math courses focused on financial literacy were developed and included in the Grade 11 education curriculum.

Additionally, between 2018 and 2019, the Community Volunteer Income Tax Program provided 48 clinics where volunteers offered free tax preparation support to Londoners with a modest income and a simple tax situation. Clinics served primarily newcomers, students, seniors, and other marginalized community members.

In 2018, the first Circles® group focused on youth and young adults was established, helping young people to build their network of social and professional connections, develop soft skills and self-sufficiency, and explore education, employment, or training opportunities. In partnership with Goodwill Industries and City of London Social Services, the Circles® group is hosted by the London InterCommunity Health Centre and supported by their Youth Outreach Workers.

## **There are more supports available to help Londoners graduate from high school and engage in post-secondary education.**

Six initiatives and programs provided youth with academic supports and resources to explore educational opportunities.

- My Action Plan to Education (M.A.P.) provided by the Boys and Girls Club of London was expanded in 2018 to support more children and youth. As a result, 253 participants engaged in the program in 2018, a 79% increase from 2017 when 141 children and youth participated. The program offers academic, social, financial, and advocacy supports focused on helping participants experience success in school.
- In 2019, the Youth Connector Training initiative of the Child and Youth Network held four pilot training sessions with 60 participants. To ensure youth have access to meaningful, supportive relationships with adults and peers in mentorship roles, training provides participants with foundational knowledge, skills, and tools to build more purposeful relationships with youth, effectively support youth, and navigate service systems.
- United Way invested \$20,000 in the Big Brothers Big Sisters of London and Area Bigs on Campus Program in November 2017 to support additional staffing, enhanced organizational structure, event management and planning, and access to engagement opportunities for mentees. In collaboration with Western University, Bigs on Campus provides mentees with programming and on-campus events, including campus tours, sporting events, music workshops, and resume writing workshops.
- The London District Catholic School Board launched a pilot initiative called the Wise Program that allows high school students to participate in a university course for free.
- The London District Catholic School Board also implemented an online tool called Pathways to help high school students explore educational and career opportunities and build a plan for their future.
- The online myBlueprint Career Planner was made available to all Thames Valley District School Board students in Grades 7-12, teachers, and parents to help them explore educational options, learning styles, career interests, secondary school courses, and educational or career goals.

Local research was also conducted to explore establishing a Pathways to Education™ parallel program in London, which received endorsement from the Child and Youth Network.

Additionally, a review of City of London processes resulted in adjustments to help individuals receiving Ontario Works cover the costs of obtaining a General Education Development (GED) certificate.

### **What Still Needs Further Attention?**

While a strategy was developed to expand child care availability to evenings and weekends, additional work must be done to implement the strategy and increase the availability of child care spaces outside of daytime working hours to meet the needs of London families.

A review of existing matched savings programs was conducted, however, additional efforts are required to expand matched savings programs to help families save for their children's education.

Further action is also required to develop a community strategy to address the financial barriers for school-based extra-curricular activities.

In addition, four post-secondary institutions in London were engaged to discuss strategies to support students living in poverty, however, continued work is needed to develop and implement supports that ensure students are able to access post-secondary education.



## 3.7 Food Security

Food is one of our most fundamental basic needs. Food also has vital economic, social, and cultural (and indeed, spiritual) dimensions.

Food insecurity is one of the tragedies of poverty, and emergency food programs are a necessary interim measure. Over the long-term, an effective approach to poverty would eliminate the need for these.

### Outcome:

Londoners have improved food security.

### How Do We Know?

**350**

food boxes were distributed monthly

**\$460,584**

Harvest Bucks were given to local families

**1,073,000 KG**

of fresh fruits and vegetables was donated to the Community Harvest Program

**159,000 KG**

of fresh food was rescued and distributed to local agencies

**180**

participants engaged in the Food Families program

**3,390**

people participated in collective kitchen programs

## What Has Changed in London?

### Access to fresh, quality food has increased.

In 2019, the London Food Bank's Community Refresh campaign resulted in a 15% increase in fresh food donations between 2018 and 2019. Similarly, as a result of expanding the Community Harvest Program, local farmers donated 1,073,000 kg of fresh produce between 2018 and 2019, representing a 24% increase.

Between 2018 and 2019, the London Food Coalition rescued 159,000 kg of quality, fresh food from grocery stores and restaurants and distributed it to 20 local member agencies. Local member agencies redistributed the food to Londoners experiencing or at risk of food insecurity.

The London Good Food Box program was expanded in 2019 to offer affordable boxes of fresh seasonal produce to more areas of the city. In 2017, there were two distribution sites. This increased to 14 distribution sites in 2019. An average of 350 food boxes are now being distributed on a monthly basis.

### Londoners are being supported to grow their own food.

In 2019, 52 partners were involved in the annual Seedy Saturday event, which is hosted by the London Middlesex Master Gardeners in partnership with the City of London. In total, 1,041 people attended the event to exchange seeds, participate in gardening workshops, and learn how to grow their own food.

The London Food Bank implemented an annual Compost Value Day where Londoners can purchase compost for a low cost to improve their soil for gardening.

Additionally, 17 hydroponic growing towers were distributed to community agencies across London to help people grow their own food and increase access to healthy produce throughout the year.

In alignment with the *London Community Gardens Program Strategic Plan 2015-2019*, the number of community gardens available in London increased from 15 in 2017 to 17 in 2020. In 2019, there were 450 active gardeners in the London Community Gardens Program.

Local policies and strategies that encourage more community gardens and urban farms are also being supported. For example, the City of London Urban Agriculture Strategy was developed in 2017 with the primary goal of directing urban agriculture efforts in five key areas: growing; processing; distribution; food loss and recovery; and education and connection.

## **Londoners have increased buying power.**

The Harvest Bucks program helps Londoners purchase fresh fruit and vegetables. Between 2017 and 2019, \$460,584 Harvest Bucks were distributed to Londoners through community and emergency food programs. Further, the number of locations accepting Harvest Bucks increased from five to eight locations.

To improve low-income Londoners' ability to buy healthy, culturally appropriate food, the City of London Social Services food voucher system was revised to provide individuals receiving social assistance with grocery store gift cards instead of food vouchers. Providing gift cards allows recipients greater flexibility to purchase what they need at the grocery store.

## **Londoners were supported to improve their food literacy and save money.**

A total of 180 participants attended the Child and Youth Network's Food Families program between 2018 and 2019, with a 25% increase in participants in 2019. The Food Families program supports neighbourhood residents to come together over a series of sessions to learn about purchasing, growing, preparing, and sharing food.

Between 2018 and 2019, the number of collective kitchen sites in London increased from 15 to 24 and the number of program sessions increased from 50 in 2018 to 74 in 2019. The number of collective kitchen participants increased from 1,344 in 2018 to 2,046 in 2019, representing a 52% increase in the number of participants in 2019.

The Equipment Lending Program was also expanded from two sites in 2018 to four sites in 2019. The Equipment Lending Program allows organizations to facilitate food programming by lending them the necessary basic kitchen supplies.

Best practices regarding food literacy were developed by the Middlesex-London Health Unit to help individuals and families plan, prepare, and cook meals that are healthy, tasty, and affordable. Further, the Middlesex-London Food Policy Council led the development of a directory to share information about food literacy programming and resources available in London.

## **There are more initiatives promoting awareness and understanding of affordable, healthy food options.**

Campaigns promoting healthy, local food options were supported through LFA, including the Healthy Kids Community Challenge. The Healthy Kids Community Challenge is an initiative that promotes healthy eating, physical activity, and healthy behaviours for children under the age of 12. In total, over 100 organizations were engaged in the initiative and 20 projects were implemented.

Further, to promote awareness of affordable, healthy food options in London, the Child and Youth Network All About Food neighbourhood mapping initiative was launched in 2018. Mapping was conducted in six neighbourhoods to identify low or no cost food sources, such as food cupboards, community gardens, and community kitchens.

Research on food deserts, which are areas of the city with little or no access to grocery stores, was also conducted. In 2017, the Food System, Health and Economic Development project report was released by the Human Environments Analysis Laboratory exploring factors that drive the movement of food retailers away from urban areas and small towns and strategies to increase access to nutritious food.

Additionally, the Middlesex-London Food Policy Council was established with the vision of sustaining a healthy, safe, equitable, and ecologically responsible local food system that nourishes all residents and is economically viable. Key activities of the council include identifying policy changes that support food security and advocating for their implementation, engaging with and providing education to the community about relevant local food system issues, and supporting research on emerging local food system priorities.

### **What Still Needs Further Attention?**

Actions have been taken to address all LFA recommendations related to improving food security for Londoners.



### 3.8 System Change

London is fortunate to have a large number of organizations and individuals working to address the causes and impacts of poverty. Coordinated efforts are needed to holistically “wrap around” individuals who could benefit from a variety of supports.

#### Outcome:

Londoners are working together to change systems to address poverty.

#### How Do We Know?

60

organizations were engaged in poverty-focused planning tables

70%

increase in unique users visiting the #UNIGNORABLE campaign website

18+

papers and letters were written advocating for provincial and federal policy change

11

actions identified by London residents at the 2018 Good Neighbourhood Conference were implemented by the City of London

4

new Family Centres were opened

38

individuals with lived and/or living experience of poverty were engaged as key decision-makers with LFA



## What Has Changed in London?

### **Poverty-focused service providers were engaged in coordinated, collaborative efforts to end poverty.**

LFA brought together 60 stakeholder organizations, poverty-focused planning tables, and 160 volunteers from diverse backgrounds to collaborate on LFA recommendations, coordinate efforts to address poverty in London, and ignite change.

Additionally, seven Accountability Tables and a Leadership Table were developed by LFA to strengthen the culture of collaboration across organizations and sectors and coordinate implementation of the recommendations outlined in *London for All: A Roadmap to End Poverty*.

### **Efforts have been made to improve access to community resources and supports.**

Over 18 advocacy papers and letters were written and more than 12 one-on-one meetings were facilitated with elected officials to advocate for improved access to resources and supports in the areas of income and employment, transportation, health, homelessness and housing, early learning and education, and food security. Further, LFA members engaged in public consultations, coalition building, media relations, and public presentations to promote LFA recommendations as a foundation for the development of policies that would help Londoners access the resources and supports they need.

Additionally, the familyinfo.ca website was revised to help families connect to community supports, such as community hubs and resource centres, Family Centres, and libraries. Familyinfo.ca is a web portal for parents, caregivers, and service providers that offers information about and links users to children's programs, services, and resources in London and Middlesex.

LFA Accountability Tables also reviewed applicable City of London processes to identify ways to streamline and simplify access to services and supports.

Two consultations were conducted with existing Neighbourhood Economic Development Corporations to explore how neighbourhoods can be used as a venue and vehicle for social change, improved access to resources, and strengthened neighbourhoods, as well as their impact on individual well-being and the social and economic conditions of cities.

## Londoners have more opportunities for social participation and are engaging in their community.

The #UNIGNORABLE fundraising campaign brought awareness to local issues like poverty, homelessness, and barriers to education and promoted charitable gift-giving towards programs with sustained, transformative impacts on poverty. The campaign was launched by United Way in 2018 and was built on throughout 2019 and 2020. In 2019, the campaign website had 17,420 new unique visitors, an increase of 70% from 2018, 24,830 website sessions (up 60% from 2018), and 38,863 unique website page views (an increase of 46% since 2018). Further, six videos and ten bus shelter ads were created for the campaign.

Londoners also participated in building strong, engaged, community-driven neighbourhoods by supporting the implementation of the London Strengthening Neighbourhoods Strategy (2017-2020). The Good Neighbourhood Conference was held in 2018, 2019, and 2020 to bring London residents together to explore what makes a neighbourhood “good” and get involved in London’s strategy to help make all of London’s neighbourhoods stronger. In 2018, conference participants identified 11 actions to strengthen neighbourhoods, which have been implemented by the City of London.

In addition, 38 individuals with lived and/or living experience of poverty participated as key decision-makers in creating system change through LFA. Between 2017 and 2019, individuals with lived and/or living experience represented LFA at 14 conferences and symposiums, 16 trainings, 20 speaking engagements, 56 events, and 220 meetings. To recognize their work and support their participation in LFA, \$50,000 in direct compensation was provided to individuals with lived and/or living experience for their time and work with LFA. Additional supports were provided to individuals with lived and/or living experience working with LFA, such as reimbursement for travel and work-related expenses, coverage of conference and symposium registration fees, support to access professional development opportunities, meals, and support to address basic needs.

Work done by LFA to engage individuals with lived and/or living experience of poverty was also featured in *10 – Engaging People with Lived/Living Experience*, a guide written by Tamarack Institute for Community Engagement. The guide highlights leading practices for how to meaningfully engage and empower individuals with lived and/or living experience in poverty reduction work.

LFA also promoted recognition of Londoners’ commitment to volunteerism and creating a caring community by supporting the work of the London and Area Association for Volunteer Administration. The association offers resources and supports such as networking opportunities, education, and advocacy for those managing volunteers.

## Londoners have access to more gathering spaces where the community can come together.

Four new Family Centres were opened, including Family Centre Fox Hollow, Fanshawe Family Centre, Family Centre Blessed Sacrament, and an Indigenous-led Licensed Child Care and EarlyON Child and Family Centre.

Additionally, the Bostwick Community Centre was developed in partnership with the City of London, YMCA of Southwestern Ontario, and London Public Library, and was opened in 2018.

Dundas Place, London's first flex street, was also completed in 2019 and provides a key public space to bring people together.

Further, members of LFA attended three meetings to provide input into the City of London Parks and Recreation Master Plan and inform strategies that ensure London residents have access to high quality parks, recreation programs, sport services, and community facilities.

### What Still Needs Further Attention?

The London Poverty Research Centre at King's developed a framework to assess existing services and supports using a set of local indicators for social, environmental, and economic change based on the United Nations Sustainable Development Goals (SDGs). The framework will help to identify service gaps, duplications, and needs in an effort to align work and actions across different sectors and fields.

As the framework for assessing existing services and supports was completed by the London Poverty Research Centre at King's in early 2020, further action is needed to conduct a review of existing supports and services, identify unmet needs, and develop strategies to address gaps identified through the review.

## Section 4.0

# KEY INSIGHTS AND PRIORITIES

This section of the report outlines priorities for moving forward identified by each LFA Accountability Table related to their focus area and insights from United Way about implementing a collective impact approach to ending poverty in London.

## 4.1 LFA Accountability Table Priorities for Moving Forward

Presented below are the key priorities identified by each LFA Accountability Table for moving forward to address poverty in their area of focus.

**Changing Mindsets Accountability Table** – Strengthen relationships and increase partnerships between municipal leaders, Indigenous peoples, and community partners.

**Income and Employment Accountability Table** – Focus all efforts on the implementation of a basic income program.

**Health Accountability Table** – Support the implementation of a coordinated local mental health and addiction strategy, collaborating with all key stakeholders.

**Homeless Prevention and Housing Accountability Table** – Support the implementation of *Housing Stability for All: The Housing Stability Action Plan for the City of London 2019-2024* and encourage organizations (e.g. faith organizations, social entrepreneurs, etc.) to invest in attainable housing to increase housing supply.

**Transportation Accountability Table** – Maintain free public transit for children aged 12 years and under and a discounted bus pass for youth (13 to 17 years old), and explore innovative approaches to municipally funded public transportation.

**Early Learning and Education Accountability Table** – Support the development of a national child care strategy and address barriers to educational success.

**Food Security Accountability Table** – Coordinate efforts, including with non-traditional partners such as faith communities, to address food literacy, distribution, and security.

**System Change Accountability Table<sup>1</sup>** – Engage people with lived and/or living experience in future initiatives.

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<sup>1</sup> The LFA Leadership Table also acted as the System Change Accountability Table to oversee LFA recommendations focused on addressing system level change.

## 4.2 Key Insights From United Way

Outlined below are key insights United Way learned from implementing a coordinated, collective impact approach to ending poverty. These insights were prepared in consultation with the LFA Leadership Table and can be used to inform future initiatives. The following were critical to the successful implementation of LFA.

### Approach and Process

1. Using a coordinated, collective impact approach to address poverty.
2. Positioning the project to serve as the community voice on poverty.
3. Basing the project on clear philosophies, values, principles, and policy positions.
4. Engaging and providing compensation for people with lived and/or living experience of poverty.
5. Engaging a diverse group of individuals to put the recommendations into action, including City of London staff, people with lived and/or living experience, people with diverse backgrounds and experiences from a range of sectors, social service agencies, all levels of government, Indigenous communities, and academic experts.
6. Clearly defining the project's role, lead agency, and expected outcomes.
7. Establishing a measurement framework to evaluate and report on project results.
8. Leveraging the learnings of other communities doing this type of work, and in turn, contributing to the learnings of other communities.

### Governance and Funding

1. Receiving stable funding and support from the City of London, which allowed for a coordinated approach to be implemented and recommendations to be moved forward.
2. Establishing a lead agency (i.e. backbone support) for the project that is viewed as being arms length, neutral, and apolitical.

### Focus and Direction

1. Identifying emerging issues, addressing changes related to the recommendations, and ensuring the project was adaptive and responsive to the changing environment.
2. Ensuring the areas of focus were prioritized, clear, and measurable.

## Section 5.0

# RECOMMENDATIONS

Outlined below are recommendations from United Way to the City of London for consideration to inform future poverty reduction initiatives.

1. Given the City of London's goal of ending poverty in a generation, the City of London must continue to fund a collective impact approach to poverty reduction, incorporating key insights from London for All.
2. Using the City of London strategic plan, provincial and national poverty reduction strategies, and the localized Sustainable Development Goals (SDGs) as a guide, identify one area of focus and work on that area of focus (e.g. supportive housing, truth and reconciliation) until measurable improvement is achieved.
3. Strengthen and increase the involvement of individuals with lived and/or living experience of poverty by prioritizing the inclusion of equity-seeking populations and providing adequate compensation for time and support from a Social Worker and/or coach.



## Section 6.0

# CONCLUSION

Results from the impact assessment demonstrate that the implementation of the LFA recommendations created positive changes towards ending poverty in the London community.

Results demonstrate that Londoners have increased their understanding of and engagement in ending poverty. Further, Londoners have access to more income, employment, and housing-focused supports, improved access to health, mental health, and addiction services, and increased access to education and learning opportunities. Londoners' ability to access their city and experience food security has also improved.

At a system level, Londoners are working together to change systems and structures to address poverty, improve access to services and supports, and increase opportunities for community participation.

Moving forward, the impact assessment results can be used to inform future initiatives and collaborative strategies focused on ending poverty in London.

# Appendix A:






# INITIATIVE-LEVEL RESULTS

Presented below is the full list of the 112 LFA recommendations organized by focus area and the status of the recommendation indicating whether the recommendation has been implemented, is in progress, or has not been achieved. Please refer to the following legend to identify the status of each recommendation:



 - Complete       - In Progress       - Not Achieved

Overall, of the 112 LFA recommendations, 92 (82%) were completed, 14 (13%) are in progress, and 6 (5%) were not achieved within the duration of the LFA initiative.











## 1.0 Changing Mindsets











Recommendation	Status
<p><b>1.1</b> Develop a campaign to educate and engage the community on poverty that:</p> <ul style="list-style-type: none"> <li>• gathers and shares stories of people with lived experience with poverty;</li> <li>• counteracts stigma toward, and recognizes the strengths of, Londoners living in poverty;</li> <li>• confronts mental health stigma and its relationship to poverty;</li> <li>• demonstrates how the status quo is harmful to all of us, and is ultimately more costly;</li> <li>• encourages community ownership of developing solutions to poverty in London; and</li> <li>• provides resources for Londoners to learn about how they can help their neighbours</li> </ul>	
<b>1.2</b> Grow existing awareness and engagement initiatives	
<b>1.3</b> Increase the number of organizations providing Indigenous Cultural Safety training	
<b>1.4</b> Increase the number of organizations providing Cultural Competency training	
<b>1.5</b> Collaborate with school boards to build on existing resources that help students understand the impacts of poverty and to reduce stigma	
<b>1.6</b> Strengthen relationships and increase partnerships between municipal leaders, Indigenous peoples, and community partners to create an Indigenous poverty strategy	
<b>1.7</b> Create a “Made in London” campaign that encourages residents to think and buy local in order to support the local economy and increase local employment	



Recommendation	Status
<b>1.8</b> Publicly acknowledge support for the Truth and Reconciliation Commission of Canada: Calls to Action's recommendations and use the findings to educate Londoners and address systemic racism and discrimination	
<b>1.9</b> Strengthen programs to counteract violence against women and support National Inquiry into Missing and Murdered Indigenous Women and Girls	

## 2.0 Income and Employment

Recommendation	Status
<b>2.1</b> Use <i>London's Community Economic Roadmap</i> to accelerate skills training programs that meet local labour market needs	
<b>2.2</b> Become a Basic Income Guarantee pilot site	
<b>2.3</b> Develop and implement hiring practices aimed at increased diversity	
<b>2.4</b> Implement social procurement policies at public institutions	
<b>2.5</b> Establish the Living Wage figure for London	
<b>2.6</b> Support the implementation of the <i>Brighter Prospects: Transforming Social Assistance in Ontario</i> recommendations, including linking social assistance rates to inflation and allowing individuals to retain more of their assets before accessing social assistance	
<b>2.7</b> Advocate for adequate, liveable rates for people accessing Ontario Works and Ontario Disability Support Program	
<b>2.8</b> Advocate for adequate, liveable rates for older adults accessing social assistance and pension programs, including: <ul style="list-style-type: none"> <li>• Canada Pension Plan</li> <li>• Old Age Security</li> <li>• Guaranteed Income Supplement</li> <li>• Guaranteed Annual Income System</li> </ul>	
<b>2.9</b> Evaluate provincial minimum wage levels in the context of the Low Income Measure and use as a tool to address poverty where appropriate	
<b>2.10</b> Promote the business case for employers to pay a Living Wage and acknowledge those who are already doing so	

Recommendation	Status
<p><b>2.11</b> Urge Federal and Provincial partners to create more employment training programs using an equity lens to target specific demographics with increased barriers to work (e.g. persons with disabilities, persons with mental health or addictions challenges, etc.)</p>	
<p><b>2.12</b> Support provincial efforts to enhance legislation to support workers in maintaining employment, such as provincial Bill 177, which provides survivors of sexual or domestic violence with up to 10 days of paid leave to deal with the harm they experienced</p>	
<p><b>2.13</b> Encourage employers to consider skills and knowledge in the absence of credentials (e.g. diplomas and degrees)</p>	
<p><b>2.14</b> Work with employers to increase flexibility in workplace for those with family responsibilities including basic benefits and sick time</p>	
<p><b>2.15</b> Collaborate with employers to close the wage gap for Indigenous peoples, women, LGBTQ, differently abled, and racialized communities</p>	
<p><b>2.16</b> Support initiatives aimed at increasing employment opportunities for newcomers in London, such as:</p> <ul style="list-style-type: none"> <li>• advocating for recognition of non-Canadian education, credentials, and work experience;</li> <li>• promoting networking opportunities for newcomers;</li> <li>• increasing awareness of the existence and harmful effects of newcomer exploitation through the “informal economy,” where newcomers are paid too little or not at all;</li> <li>• expanding employment initiatives focusing on “soft skills” (communication, interpersonal skills, etc.); and</li> <li>• increasing employer awareness of cultural and religious holidays as a way to enhance cultural competency in the workplace</li> </ul>	
<p><b>2.17</b> Advocate for the elimination of the cost of applying to have a criminal record expunged to remove a financial barrier for people looking to find work</p>	
<p><b>2.18</b> Promote and invest in opportunities for entrepreneurs living with low income, such as microloans</p>	
<p><b>2.19</b> Create more supports for Londoners looking to develop new social enterprises</p>	
<p><b>2.20</b> Provide supports to address bad credit by collaborating with the financial sector to provide banking alternatives and credit counseling, eliminating the need for predatory lending</p>	


Recommendation	Status
<b>2.21</b> Reorganize individual and social assistance funds, subsidies, and vouchers to make it easier for people to access resources	✓
<b>2.22</b> Reduce clawbacks for people moving from social assistance to paid employment	✓
<b>2.23</b> Bring service providers together to develop a plan that coordinates supports for people transitioning from social assistance to work or school	✓
<b>2.24</b> Review job creation strategies in all sectors to ensure a focus on full-time, permanent work with adequate pay	✗
<b>2.25</b> Advocate for increased enforcement of child support payments	✓

### 3.0 Health








Recommendation	Status
<b>3.1</b> Develop and implement a coordinated local mental health and addictions strategy, collaborating with Ontario Health and other key stakeholders	✓
<b>3.2</b> Reduce the stigma associated with mental illness and addiction and create a campaign to support connecting people with appropriate services	✓
<b>3.3</b> Advocate for extended health and dental benefit programs, including Ontario Drug Benefit and Non-Insured Health Benefit, for a longer period of time for those transitioning off social assistance	✓
<b>3.4</b> Expand local no-cost dental programs for Londoners living with low income	✓
<b>3.5</b> Connect primary care providers accepting patients with Londoners who need care and live with low income	✓
<b>3.6</b> Working with Ontario Health, use health equity lens to increase access to care for vulnerable people	✓
<b>3.7</b> Advocate for the expansion of Community Health Centres	✓
<b>3.8</b> Support implementation of proven outreach-based family support programs	✓

## 4.0 Homeless Prevention and Housing

Recommendation	Status
<b>4.1</b> Build a culture of practice around effective implementation of the Housing First approach	
<b>4.2</b> Engage landlords in keeping more people housed	
<b>4.3</b> Invest in housing allowances to support flexible, permanent housing stability for individuals and families	
<b>4.4</b> Implement strategies that assist in housing women at risk of or experiencing homelessness	
<b>4.5</b> Implement strategies that support housing youth at risk of or experiencing homelessness	
<b>4.6</b> Leverage funding and invest in the regeneration of existing London and Middlesex Community Housing properties	
<b>4.7</b> Continue to implement London's Homeless Prevention and Housing Plan, which includes increasing the stock of affordable housing and supportive housing	
<b>4.8</b> Increase physical accessibility in affordable housing	
<b>4.9</b> Support mixed income and intensification housing development policies to avoid creating large areas with low-income housing	
<b>4.10</b> Enhance community safety in social housing	
<b>4.11</b> Create a coordinated response with supports and protections for vulnerable people living in the community	
<b>4.12</b> Continue to support the evolution of emergency shelters to improve diversion, rapid housing, and specialization	
<b>4.13</b> Expand the capacity of the Housing Stability Bank, which provides emergency rental and utility assistance	
<b>4.14</b> Expand supportive housing approaches for people with disabilities	
<b>4.15</b> Connect with healthcare to work with older adults with complex needs to develop attainable housing strategies responsive to their needs, creating spaces for those who are residing in hospital or do not qualify for long term care	

Recommendation	Status
<b>4.16</b> Partner with Indigenous community to create housing plan	
<b>4.17</b> Coordinate available supports for people transitioning between housing options	
<b>4.18</b> Implement strategies to assist with start-up costs of housing (furniture, moving, household items)	
<b>4.19</b> Encourage organizations (e.g. faith organizations, social entrepreneurs) to invest in attainable housing to increase housing supply	
<b>4.20</b> Clear the social housing waitlist and reinvest resources in housing that keep the waitlist clear	
<b>4.21</b> Encourage private sector to increase supply of attainable rental housing	
<b>4.22</b> Streamline the process by which affordable housing is accessed to help people get housed more quickly	












## 5.0 Transportation

Recommendation	Status
<b>5.1</b> Reduce transit-related costs for people with low income through consideration of pricing and subsidy models	
<b>5.2</b> Engage all stakeholders, including businesses and London Transit Commission, regarding timing, routes, and accessibility to help connect people to services, supports, and employment opportunities	
<b>5.3</b> Allow children under 12 to ride public transit free to help families with transit costs and encourage ridership	
<b>5.4</b> Increase accessibility of transit for persons with disabilities	
<b>5.5</b> Increase safe, affordable transportation options, such as improved cycling lanes and cycling infrastructure, that serve people who live, work, or seek services in London	
<b>5.6</b> Explore innovative approaches to transportation, such as rideshare programs	
<b>5.7</b> Introduce discounted bus pass for youth (13 to 18 years old)	

## 6.0 Early Learning and Education

Recommendation	Status
6.1 Increase the number of licensed childcare spaces	
6.2 Reduce the wait time to receive childcare subsidy	
6.3 Demonstrate active use of an equity lens in childcare quality strategies	
6.4 Increase capacity of childcare sector to address mental health issues	
6.5 Advocate for increased investment by all levels of government in early years education and literacy programming	
6.6 Support development of national childcare strategy	
6.7 Advocate for increases to childcare fee subsidy for low income families	
6.8 Expand elementary school initiatives that increase awareness of all post-secondary options	
6.9 Advocate for improved quality of parental leave benefits, including exploration of flexible leave times	
6.10 Expand mentorship and support programs for new parents	
6.11 Expand matched savings programs to help families save for education	
6.12 Create flexible childcare spaces outside of daytime working hours	
6.13 Develop a community strategy to eliminate financial barriers for school-based extra-curricular activities	
6.14 Implement coordinated approach to education, building on proven projects in London and other communities, to increase high school graduation rates	
6.15 Develop a community strategy to eliminate financial barriers to achieving GED (General Educational Development)	
6.16 Collaborate with post-secondary institutions to identify ways to support students living in poverty	
6.17 Increase availability of financial literacy and “basic life skills” training for all Londoners, including children and youth	

## 7.0 Food Security

Recommendation	Status
7.1 Support development of the London & Middlesex Food Policy Council	
7.2 Support campaigns that promote healthy, local food	
7.3 Until emergency food sources are no longer required, ensure fresh, high quality food is easily available (convenient locations and hours) to those who need it	
7.4 Expand programs that support residents shopping and cooking together to save money, such as collective kitchens	
7.5 Expand local food literacy programs for all ages to increase knowledge of affordable, healthy food options	
7.6 Support local policies and strategies that encourage more community gardens and urban farms on public and private land to provide space for residents to come together, volunteer, and grow their own food	
7.7 Work with farmers to provide more fresh food to people who need it most	
7.8 Reclaim quality, usable food from grocery stores and restaurants in a cost-effective way	
7.9 Increase availability of gift cards, food cards, coupons, price-matching, and fresh food vouchers that provide healthy, culturally appropriate food	
7.10 Work with local growers and service providers to distribute seeds and soil during growing season, paired with education on growing food	
7.11 Build on research on “food deserts” (areas of the city with little or no access to grocery stores) and support business models that address them (e.g. markets, fresh food in convenience stores, etc.)	

## 8.0 System Change

Recommendation	Status
8.1 Review supports and services to understand which to scale up and which to stop	
8.2 Bring poverty-focused planning tables together to coordinate, collaborate, and streamline efforts	
8.3 Engage people with lived experience in democratic processes and institutions	
8.4 Use these recommendations as London's mandate to advocate for policy change from provincial and federal governments	
8.5 Build strong, engaged, community-driven neighbourhoods by continuing to implement the London Strengthening Neighbourhoods Strategy	
8.6 Promote London's "community hubs" (such as Family Centres, resources centres, and libraries) and online resources to help families connect to supports	
8.7 Develop strategies and services to address unmet needs identified through the review of supports and services	
8.8 Identify ways to streamline and simplify access to support	
8.9 Strengthen the culture of collaboration across all organizations and sectors	
8.10 Research the viability of Neighbourhood Economic Development Corporations that provide community-driven opportunities to access resources that strengthen neighbourhoods and encourage community participation	
8.11 Promote charitable gift-giving toward programs with sustained, transformative impacts on poverty	
8.12 Build more public gathering spaces (e.g. recreation centres, parks) to increase access to space for unstructured recreation and space for community to come together	
8.13 Recognize Londoners' commitment to volunteerism and a caring community and build upon these efforts	



# Appendix B:

# COLLECTIVE IMPACT SURVEY RESULTS

Presented below is a summary of the results from the collective impact survey completed by collaborative partners engaged in LFA.

## Methodology

An online survey was distributed to LFA collaborative partners to gather feedback about their experience and the impacts of LFA on participants, individuals and families experiencing poverty, organizations, and the service system.

Between March 23, 2020 and April 9, 2020, a total of eight individuals completed the survey. The timing of the survey coincided with the implementation of emergency measures to address the Covid-19 pandemic. As a result, a lower than expected response rate was received. While the survey dates were extended to provide participants with an opportunity to respond, individuals and organizations were focused on addressing immediate needs related to Covid-19 and were not able to respond to the survey. The response rate is not reflective of collaborative partners' level of engagement with LFA.

Survey responses were analyzed to prepare descriptive statistics and identify common themes.

## Respondent Information

### Role With LFA (n=8)

Participants were asked to identify how they were involved with the LFA initiative. Results are presented below.

Role With LFA	Number of Respondents
Member of an LFA Accountability Table	50% (n=4)
Member of the LFA Leadership Table	37.5% (n=3)
Other	12.5% (n=1)

In total, half (50%, n=4) of survey respondents were members of one of the seven Accountability Tables, and 37.5% (n=3) were engaged with LFA as a member of the Leadership Table. Further, one respondent (12.5%) reported they were engaged with LFA as an observer and listener.

### Length of Time Involved With LFA (n=8)

Less Than 1 Year	1-2 Years	3 Years or More
0%	25%	75%

Three-quarters (75%, n=6) of respondents reported they had been involved with LFA for three years or more and one-quarter (25%, n=2) were involved for one or two years.

### Level of Engagement With LFA (n=8)

High	Medium	Low
50%	37.5%	12.5%

When asked to rate their level of engagement with LFA, half (50%, n=4) of respondents reported having a high level of engagement, 37.5% (n=3) had a medium level of engagement, and 12.5% (n=1) reported their level of engagement with LFA was low.

## Impact of London for All

### Participant Level Impact

#### Impact of LFA on Participants (n=8)

Yes	No	Unsure
87.5%	0%	12.5%

Overall, 87.5% (n=7) of respondents reported that being part of LFA had an impact on them. One respondent (12.5%) was unsure whether being involved with LFA had an impact on them.

## How LFA Has Impacted Participants

One of the most significant changes respondents experienced as a result of LFA was increased awareness and understanding about the issues impacting the community and other change-makers working to address poverty in London. Further, respondents noted they were able to build new relationships and work more closely with other agencies. Specifically, one respondent discussed that LFA and support from partner agencies was helpful in promoting policy and regulation changes addressing poverty and housing. One respondent also noted that being involved with LFA was an empowering experience.



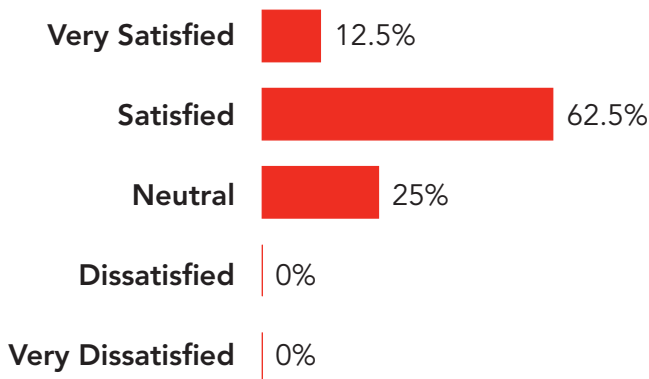
*"I tend to plan with people in my sector, so it widened my perspective."*

- LFA Participant

*"It was empowering to be part of the conversation around how we make things better for our community, and it helped me get a better understanding of the issues."*

- LFA Participant

## Level of Satisfaction Participating in LFA (n=8)



A total of 75% (n=6) of respondents reported they were very satisfied or satisfied with their experience participating in LFA and 25% (n=2) provided a neutral response.



*"I believe it helped the community and those living in poverty when recommendations moved forward. Some of the recommendations were too broad in nature and outside the scope of what could be done at the community level."*

- LFA Participant

*"I saw some new relationships get formed. I especially appreciated that the leadership group wasn't made up of 'the usual suspects'."*

- LFA Participant

*"The group was very open and receptive. All participants displayed a huge commitment to the initiative."*

- LFA Participant

## Organization Level Impact

### Impact of LFA on Organizations (n=8)

Yes	No	Unsure
62.5%	25%	12.5%

When asked whether participating in LFA had an impact on their organization, 62.5% (n=5) of respondents agreed it had, 25% (n=2) reported being part of LFA did not have an impact on their organization, and 12.5% (n=1) of respondents were unsure.

### How LFA Has Impacted Organizations

Respondents reported that participating in LFA allowed organizations from different sectors and with different areas of expertise to develop improved relationships and work more collaboratively to address systemic challenges related to poverty. Further, one respondent noted that being engaged in LFA helped their organization focus its work on the issues identified as priority areas by the community. Committing to becoming a Living Wage employer was also identified as a significant organizational change resulting from participating in LFA. Additionally, one respondent noted their organization did not experience a change, as the issues addressed by LFA were ones their organization was already working on.



*“It allowed our organization to be part of a high-level discussion about addressing the systemic challenges we are facing through the integration of different sectors and areas of knowledge.”*  
- LFA Participant

*“It helped focus issues to work on and assisted us in developing better ties with other agencies in the community when working together to push forward recommendations from London for All.”*  
- LFA Participant

## Individual and Family Level Impact

### Impact of LFA on Individuals and Families (n=8)

Yes	No	Unsure
62.5%	0%	37.5%

In total, 62.5% (n=5) of respondents agreed LFA has had an impact on individuals and families experiencing poverty and 37.5% (n=3) were unsure whether LFA has had an impact on individuals and families.

### How LFA Has Impacted Individuals and Families

It was reported by respondents that some of the activities implemented by LFA to move the recommendations forward have had a direct impact on individuals and families experiencing poverty. Specifically, the implementation of transit subsidies and investment in the regeneration of community housing through the municipal budget were identified as activities that have had a direct positive impact on individuals and families in the community. Further, one respondent noted that changes to services has resulted in improved service provision for individuals and families. Some respondents reported they were unable to assess or determine the impacts LFA has had on individuals and families experiencing poverty.



*"I think some of our services have changed to serve people a little more effectively."*

- LFA Participant

*"LFA was very helpful in the recent push to have affordable housing issues be seriously considered."*

- LFA Participant

## System Level Impact

### Impact of LFA on the Service System (n=8)

Yes	No	Unsure
62.5%	0%	37.5%

When asked whether LFA has had an impact on the service system, including how organizations work together, collaborative initiatives, policy, and practice, 62.5% (n=5) of respondents agreed LFA has had an impact on the service system and 37.5% (n=3) were unsure.

### How LFA Has Impacted the Service System

Improved collaboration across the service system was one of the most significant changes resulting from LFA, as reported by respondents. It was noted that organizations came together in different settings to support individuals and families experiencing poverty. Respondents also discussed that LFA helped to maintain ending poverty as a priority issue in the community and ensured the recommendations outlined in the plan remained a key focus across community working groups and services. Further, one respondent identified that LFA provided a common framework organizations could use to implement and measure their work. One respondent noted that while priorities were set for the community, additional work could be done to implement the developed strategies.



*"I think there is a little more collaboration."*

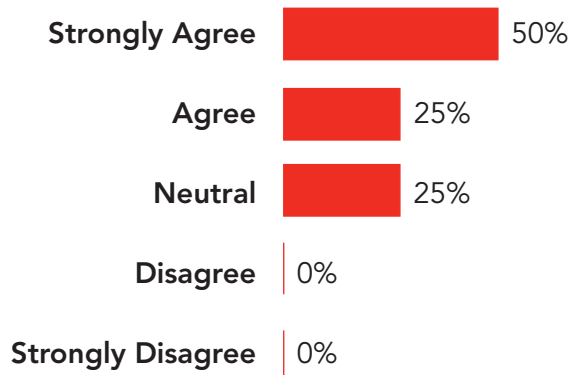
- LFA Participant

*"LFA assisted working tables that already existed to focus on issues outlined in the recommendations."*

- LFA Participant

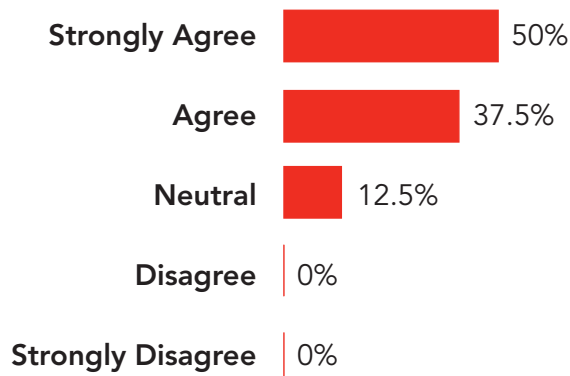
# Approaches of London for All

## Having a Leadership Table Was a Valuable Approach (n=8)



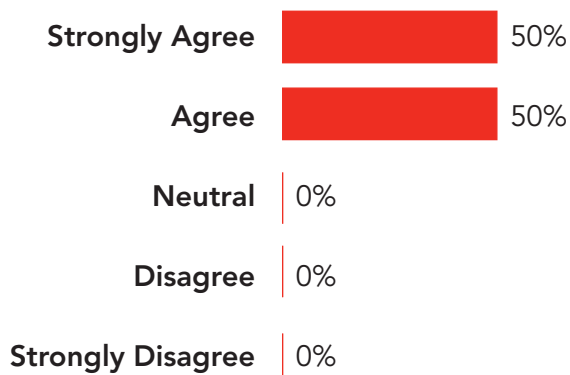
Three-quarters (75%, n=6) of respondents strongly agreed or agreed that having a Leadership Table in place was a valuable approach used by LFA. One-quarter (25%, n=2) of respondents neither agreed nor disagreed this was a valuable approach.

## Having Accountability Tables Was a Valuable Approach (n=8)



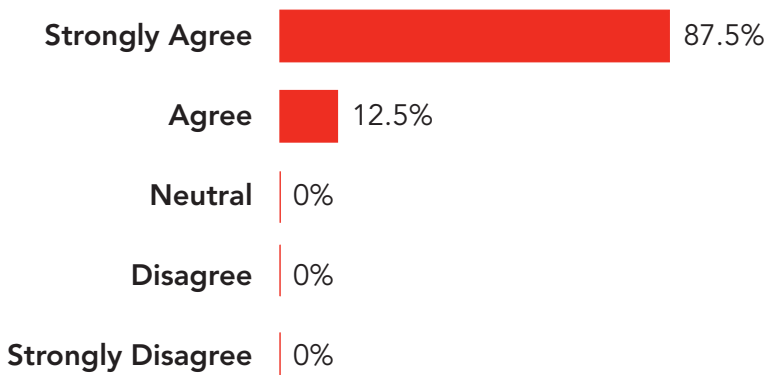
When asked whether implementing Accountability Tables was a valuable approach used by LFA, 87.5% (n=7) of respondents strongly agreed or agreed and 12.5% (n=1) provided a neutral response.

## Having a Lead Agency Was a Valuable Approach (n=8)



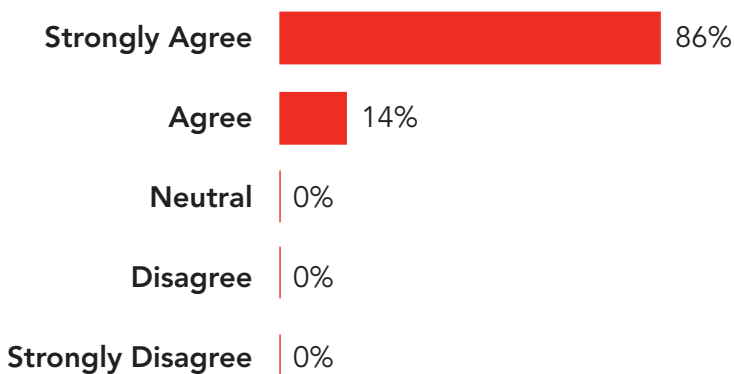
All respondents (100%, n=8) strongly agreed or agreed that establishing a lead agency to oversee the work of LFA was a valuable approach.

### Engaging Individuals With Lived and/or Living Experience Was a Valuable Approach (n=8)



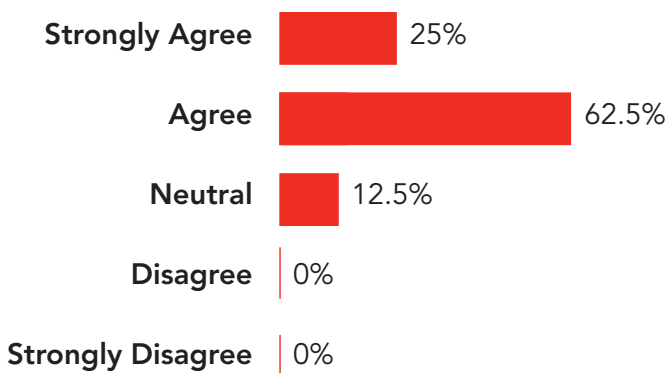
Further, 100% (n=8) of respondents reported engaging individuals with lived and/or living experience of poverty was a valuable approach used by LFA.

### Bringing Different Sectors Together Was a Valuable Approach (n=7)



Overall, when asked whether bringing different sectors together was valuable to the work of LFA, 100% (n=7) of respondents strongly agreed or agreed it was a valuable approach.

### Providing Recommendations Through the London for All Plan Was a Valuable Approach (n=8)




In total, 87.5% (n=7) of respondents strongly agreed or agreed that providing recommendations through the London for All plan was a valuable approach. One respondent (12.5%) neither agreed nor disagreed with this statement.





**United Way**  
**Elgin Middlesex**

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# POVERTY IS A COMMUNITY ISSUE

More than  
**62,000**  
Londoners  
live in poverty.  
That's **1 in 7** of us.



London urgently needs to address poverty. Too many people in our community lack the resources they need to live with dignity and it's holding us all back.

**London for All** is our city's roadmap to end poverty. As lead agency, United Way convened community partners to facilitate long-term solutions and systems change. Together, we're creating pathways out of poverty so that all Londoners can participate and thrive.

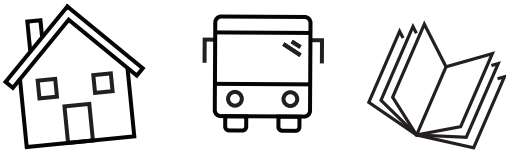
London for All is:

**60+** stakeholder organizations came together to ignite change

**38** individuals identifying with lived or living experience who were involved as key decision-makers

**160+** volunteers from diverse backgrounds

## LONDON FOR ALL IN ACTION



### 112 Recommendations addressing:

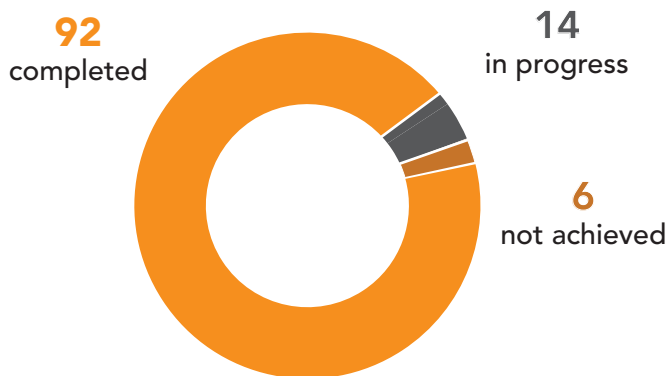
- Income & Employment
- Food Security
- Health
- Transportation
- Early Learning & Education
- Changing Mindsets
- Systems Change
- Homelessness Prevention & Housing

### Understand which supports and services to scale up and which to stop

The London Poverty Research Centre (LPRC) was commissioned by London For All to develop a set of local indicators based on the United Nations Sustainable Development Goals (SDGs) to integrate social, environmental, and economic targets for change. This localization is intended to inform collaborations, gaps, duplications, and needs to move our community toward positive systemic changes.

### Streamline access to affordable housing so people can get housed more quickly

Housing Stability For All - The Housing Stability Action Plan (2019-2024) defines the current environment and future needs of London and area. The Plan sets the new direction for our community's collective work to address housing stability and develop one system that works together to meet the needs of individuals and families.



**"It was a privilege to work with a group of people with similar interests and goals to eradicate poverty in our community. A very powerful experience!"**

– Member, LFA Leadership Table

[unitedwayem.ca/london-for-all](https://unitedwayem.ca/london-for-all)



United Way  
Elgin Middlesex

## LONDON FOR ALL

A ROADMAP TO END POVERTY

Year 3 • 106 • May 2020



London  
CANADA

# LONDON FOR ALL VOLUNTEERS

## Leadership Table

Luke Nicholas, Chair  
Jeff Preston, Vice Chair  
Dharshi Lacey  
Eric Todd  
Deb Peckham  
Marci Allen-Easton  
Dwayne Hill  
Sue Wilson  
Vijay Venkatesan  
Sandra Fieber  
Jayne Garland  
Jim Wilkes  
Patricia Hoffer  
Sandra Datars Bere  
Kelly Ziegner

## Income & Employment

David Billson, Chair  
Kevin Dickins  
Karen Flood  
Vijay Venkatesan  
Carol Stewart  
Dani Bartlett  
Debra Mountenay  
Joe Henry  
Mike Laliberte  
Nancy McQuillan  
Robert Collins  
Wendy Lau  
Wilma de Rond

## Early Learning & Education

Heather Lokko, Chair  
Adrienne Small  
Sandra Fieber  
Celine  
BourbonnaisMacDonald  
Diane Gordon  
Jen Smith  
Joe Henry  
Lee-Anne Cross  
Lisa Manax-Skikos

Marion Dunleavy  
Riley Culhane  
Yvette Scrivener  
Candace Parrack

## Health

Scott Courtice, Chair  
Deb Peckham  
Beth Mitchell  
Dr. Chris Mackie  
Joe Antone  
Kelly Simpson  
Dr. Laura Neumann  
Martha Powell  
Pam Hill  
Sherri McRobert

## Food Security

Tosha Densky, Chair  
Chris Blain  
Eric Todd  
Andrew Fleet  
Anne Zok  
Dave Cook  
Ellen Lakusiak  
Glen Pearson  
Hugh Mitchell  
Jana Keller  
Leif Maitland  
Maureen Temme  
Mike Woods  
Molly Campbell  
Paul Seale  
Sarah Campbell  
Sean Hunter  
Stanislav Rajic  
Vicki Mayer

## Homelessness Prevention & Housing

Greg Playford, Chair  
Jan Richardson  
Dave Purdy  
Deb Peckham

Eric Todd  
Marci Allen Easton  
Sue Wilson  
Abe Oudshoorn  
Anne Armstrong  
Betsy Esbaugh  
Brian Turcotte  
Cathy Nolan  
Charlotte Dingwall  
Chris Babcock  
Jaclyn Seeler  
Joan Atkinson  
Josh Browne  
Martha Powell  
Matt Thompson  
Mirella Bryant  
Monica Wolf  
Stephen Giustizia

## Transportation

Sheryl Rooth, Chair  
Cheryl Smith  
Jeff Preston  
Amanda Stark  
Jason Jordan  
Jim Swan  
Pam Quesnel  
Brian Tansy  
Amanda Stratton  
Mel Sheehan

## Changing Mindsets

Circles Guiding Coalition  
Jessica Justrabo  
Trevor Johnson  
Vito Mendonca  
Tracy Smith Carrier  
Colleen Amatruda  
Bev Kobe  
Shane Clarke  
Katherine Krakowski  
Susan Gowan  
Joanne Girvan  
Pat Matthews

Meagen Pyper  
Darryl H  
Mary Ellen Lawrence  
Chris Blain  
Mel Sheehan  
Deana Ruston  
Marg Richings  
Sheila Simpson  
Lore Wainwright  
Michele Manocchi  
Andree Ribout  
Saleha Khan  
Chief Jessica Hill  
Chief Myeengun Henry  
Jens Stickling  
Raymond Deleary  
Jennifer Whiteye  
Al Day  
Cherilyn Hill  
Chanda Kennedy  
Evelyn Young  
Luke Nicholas  
Southern First Nations  
Secretariat  
London District Chiefs  
Council  
Circles Groups  
Andre Vashist  
James Shelley  
Tina Lightfoot  
Eric Todd  
Jessica Bugorski  
Wendy Lau  
Skylar Franke  
Kristen Loblaw  
Jason Mandlowitz  
Murray Hamilton  
Joe Bezzina  
Bonnie Smith  
Nicole Kovacs  
Mike Courey  
Luis Patricio






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# LONDON FOR ALL



A ROADMAP TO END POVERTY






## London For All Summary Report: 2017-2020

Strategies	Accomplishments
<p>✓ 1.1 Develop a campaign to educate and engage the community on poverty that</p>	<p><b>Poverty Over London Campaign / If You Knew</b> – The Poverty Over London campaign was launched in May 2016 by London’s Child and Youth Network Ending Poverty Priority. Engaging primarily through the web and social media, the campaign addresses common misconceptions about poverty by including those with lived experience telling their story. The website also features a list of advocates in London focused on poverty, as well a quiz to understand your community style, and a comprehensive list of ways each Londoner can be involved in the fight to end poverty. The CYN has put an exceptional amount of work into this campaign, and London For All has refreshed the information and linked this campaign site to the existing LFA website. London For All engaged with the Circles Guiding Coalition for lived/living experience perspective for all changes and updates on the site.</p> <p><b>See One Community</b> - The London InterCommunity Health Centre has developed an online campaign to raise awareness of poverty in London and the impact on the larger community.</p> <p><b>ReThink Poverty</b> - is a workshop designed by Goodwill Industries and the City of London, to provide attendees with an opportunity to learn more about the issue of poverty and focus on solutions for addressing the systemic and structural causes of poverty. Attendees are presented with statistics on local poverty, and participate in a poverty simulation exercise to help crystallize the day to day experiences of those experiencing poverty in London.</p> <p>As part of the London Public Library Community Awareness Plan, five ReThink Poverty information sessions were offered at various London Public Library locations during the months of February and March 2019. An additional three ReThink Poverty information sessions were offered during the months of June and August 2019. This is an ongoing commitment from the London Public Library.</p>
<p>✓ 1.2 Grow existing awareness and engagement initiatives</p>	<p>Poverty awareness and engagement initiatives developed and/or expanded include:</p> <p>Youth Poverty Symposium - Defining how Poverty Affects Youth in London</p> <p>Bridges Out of Poverty / Circles, City of London</p> <p>ReThink Poverty - presented by Bridges Out of Poverty / Circles, Goodwill Industries &amp; City of London</p> <p>Poverty Over London / If You Knew</p> <p>London For All (LFA)</p>
<p>✓ 1.3 Increase the number of organizations providing Indigenous Cultural Safety training</p>	<p>The Indigenous Cultural Safety (ICS) program is offered Ontario-wide and administered by SOAHAC.</p> <p>Anti-Indigenous racial discrimination and bias have profound negative impacts on the health and wellness of Indigenous communities in Ontario. The Ontario ICS Program is focused on supporting Indigenous Health transformation as part of the overall health and social service systems transformation underway in Ontario. The goal is to improve Indigenous healthcare experiences and outcomes by increasing respect and understanding of the unique history and current realities of Indigenous populations.</p> <p>SOAHAC facilitates and promotes transformative decolonizing, Indigenous specific anti-racist education using evidence informed and coordinated approaches and strategies. They also work in collaborative partnerships and support organizational change initiatives, seeking to improve awareness about how colonialism is embedded in services, and motivating people with influence to address anti-Indigenous racial discrimination.</p> <p>The SOAHAC team supports organizational and system level coordination and planning related to ICS. They are also interested in collaboration and knowledge exchange opportunities with existing Indigenous cultural safety initiatives.</p> <p><b>City of London</b> - All senior management and middle management employees at the City of London were offered Inter-cultural training and the Kairos Blanket Exercise workshop. The Kairos Blanket Exercise was offered at all seven Family Centres in London to over 140 participants including Family Centre staff, partner agencies and members of the community; to build awareness of early Canadian history and the lasting impact of colonization on Indigenous peoples.</p>

Strategies	Accomplishments
<p> <b>1.4 Increase the number of organizations providing Cultural Competency training</b></p>	<p>London Cross Cultural Learners Centre (CCLC) resumed its provision of Intercultural Education Services in January 2017, focused on Cultural Competency training.</p> <p>A variety of training modules have been developed to meet the needs of the community. Intensive training is available for specialized audiences: workshops focusing on practical implications in specific areas of competence are available, and Train-the-Trainer courses are available for those who want to become certified trainers and provide training to their organization(s) and/or clientele.</p> <p>In 2017, Cultural Competency training was provided at 22 organizations in the City of London. 1,200 participants took part in these training sessions, delivered by CCLC. Twenty individuals received their Certified Trainers certification through the Train-the-Trainer program and then provided training to 350 people in their respective workplaces.</p>
<p> <b>1.5 Collaborate with school boards to build on existing resources that help students understand the impacts of poverty and to reduce stigma.</b></p>	<p>The school boards have substantial existing resources to help students understand the impacts of poverty and to reduce stigma. The school boards are constantly reviewing additions to the curriculum and the creation of additional resources. Examples of these additional resources include:</p> <ul style="list-style-type: none"> <li>• Reframing our Responses: trauma informed training for 20% of staff from select schools</li> <li>• Reaching and Teaching Students in Poverty: 4 high schools were selected to be involved in this training to enhance relationships between teachers and student</li> <li>• ReThink Poverty: resource provided to local school boards for staff/student education opportunities</li> </ul>
<p> <b>1.6 Strengthen relationships and increase partnerships between municipal leaders, Indigenous peoples and community partners to create an Indigenous poverty strategy</b></p>	<p><b>London For All Summary of Actions:</b></p> <p>March 2019: Luke Nicholas sent out an email to the following individuals requesting input in our work on LFA recommendation 1.6  Al Day, N'Amerind; Raymond Deleary, Atlohsa; Brian Dokis, SOAHAC; Bonnie Smith, SOAHAC  Jennifer Whiteye, Southern First Nations Secretariat; Dwayne Hill, LFA; Cheryl Hill, Oneida Nation of the Thames; Chief Jason Henry, Kettle &amp; Stony Point First Nation; Chief Jessica Hill, Oneida Nation of the Thames;  Chief Mary Duckworth, Caldwell First Nation; Chief Roger Thomas, Munsee-Delaware Nation; Chief Myeengun Henry, Chippewas of the Thames First Nation</p> <p>April 2, 2019; Luke Nicholas hosted a conference call to discuss LFA recommendation 1.6 with Jennifer Whiteye, Al Day, Raymond Deleary, Bonnie Smith (on behalf of Brian Dokis), Roxanne Riddell</p> <p>Discussion: What do we want to include in our presentation to municipal leaders:</p> <ul style="list-style-type: none"> <li>• Current state of Indigenous poverty in the City of London</li> <li>• Context – understand the effects of colonization and how it leads to the situation today</li> <li>• Commitment to the Giwetashkad Project: Homelessness / Housing Plan</li> <li>• Our Health Counts – SOAHAC</li> </ul> <p>April 18, 2019: Roxanne presented on the work of LFA and specifically to recommendation 1.6 at the London District Chiefs Council and the Southern First Nations Secretariat Joint Board meeting</p> <p>May 7, 2019: Luke Nicholas hosted a meeting at N'Amerind Friendship Centre (see notes attached)</p> <p>June 25, 2019: Roxanne attended the London City Council meeting and requested Council representation to assist with LFA recommendation 1.6</p> <p>June 26, 2019: Councillors Maureen Cassidy and Elizabeth Pelozo were appointed to participate in discussions on LFA recommendation 1.6</p> <p>October 21, 2019: Meeting held at City Hall with Councillors Maureen Cassidy, Elizabeth Pelozo, Jennifer Whiteye and Roxanne (see notes attached)</p> <p>October – December 2019: Requests sent to Adam Thompson, Manager, Government &amp; External Relations, City of London (as per Councillors Cassidy &amp; Pelozo's instructions) for information to proceed with a social gathering for members of London City Council and London &amp; Area Indigenous Leaders.</p> <p>December 31, 2019: City of London update received from Councillor Maureen Cassidy and shared with LFA recommendation 1.6 working group (see notes attached)</p> <p>February 12, 2020: Meeting held at City Hall with Adam Thompson and Roxanne to discuss next steps on social gathering. Adam Thompson informed Roxanne that he was finalizing arrangements for Mayor Holder and members of City Council to meet with members of Chippewas of the Thames First Nation and Munsee-Delaware Nation and information would be provided. Adam did not yet have confirmation of Oneida Nation of the Thames representation.</p> <p>We acknowledge that progress on this work has been quite slow. We continue to pursue our request for a social gathering.</p>

Strategies	Accomplishments
<p>✓ 1.7 Create a “Made in London” campaign that encourages residents to think and buy local in order to support the local economy and increase local employment</p>	<p><b>CTV London: Made Right Here</b> - In 2018 CTV London, with support from the LEDC, Woodstock Economic Development, Local Employment Planning Council and Corporate Training Solutions Fanshawe, launched a new video series called Made Right Here. This series puts a spotlight on products that are manufactured right here in London and southwestern Ontario.</p> <p><b>London &amp; Area Works</b> - The London &amp; Area Works series on CTV London is back on Mondays on the 6 o'clock news featuring our region's expanding employers and sectors.</p> <p><b>Business London</b> - focuses exclusively on London, chronicling companies on the move.</p> <p><b>London Inc.</b> is the Forest City's premiere business magazine celebrating the entrepreneurial culture and spirit thriving in the Forest City.</p> <p><b>Venture Cover™ Magazine</b> - provides information as well as feature-length stories on businesses within the community.</p> <p><b>LEDC London Magazine</b> - highlights economic initiatives and showcases London's unique and innovative ventures.</p> <p><b>Meaningful Market</b> - is a collection of local social enterprise products supporting social impact in our community. The market takes place in December and is held at Innovation Works.</p>
<p>✓ 1.8 Publicly acknowledge support for the Truth and Reconciliation Commission of Canada: Calls to Action's recommendations and use the findings to educate Londoners and address systemic racism and discrimination</p>	<p><b>Truth &amp; Reconciliation Calls to Action: Education: 12 We call upon the federal, provincial, territorial, and Aboriginal governments to develop culturally appropriate early childhood education programs for Aboriginal families.</b></p> <p>The City of London and the Southwest Ontario Aboriginal Health Access Centre (SOAHAC) have partnered on a new Indigenous-led Licensed Child Care and EarlyON Child and Family Centre. As the first of its kind in London, the Centre will provide culturally relevant early years programming that is based in language and Spirit, serving families in London and Middlesex County. Indigenous families expressed that access to culturally relevant, quality Indigenous-led programming that supports families is critical. Since inception, this project has been guided and supported by the Journey Together Indigenous Planning Committee, which includes representatives from local Indigenous-led organizations, Indigenous parents and caregivers, and other relevant planning partners. Construction of the Centre is expected to be complete in 2020.</p> <p><b>Truth &amp; Reconciliation Calls to Action: Professional Development and Training for Public Servants: 57 We call upon federal, provincial, territorial, and municipal governments to provide education to public servants on the history of Aboriginal peoples, including the history and legacy of residential schools, the United Nations Declaration on the Rights of Indigenous Peoples, Treaties and Aboriginal rights, Indigenous law, and Aboriginal-Crown relations. This will require skills-based training in intercultural competency, conflict resolution, human rights, and anti-racism.</b></p> <p>Beginning in 2016, the City of London's Human Resources department began working with neighbouring First Nations communities to develop an intercultural competency training package for City of London staff. The training package includes fundamental information relating to relationship building, human rights, anti-oppression and anti-racism. The Initial package was rolled out in October 2017 as part of London's annual Employee Update event and was presented to roughly 2,000 employees. This information is now part of the City of London's core training program for all new employees. More recently, a “train the trainer” session for facilitating Blanket Exercises was also conducted in April of 2019 and it has helped the City of London execute a series of Blanket Exercise offerings on a regular basis, wherein, the staff from the City conducts the Blanket Exercise.</p> <p><b>Truth &amp; Reconciliation Calls to Action: National Centre for Truth and Reconciliation: 77 We call upon provincial, territorial, municipal, and community archives to work collaboratively with the National Centre for Truth and Reconciliation to identify and collect copies of all records relevant to the history and legacy of the residential school system, and to provide these to the National Centre for Truth and Reconciliation.</b></p> <p>In 2016, The London Public Library facilitated the collection of records from local institutions relating to the residential school system, working with local First Nations communities and organizations. All relevant records which were identified as part of this process have now been forwarded on to the National Centre for Truth and Reconciliation. Unfortunately, there did not appear to be a high volume of local sources at that time.</p> <p><b>Truth &amp; Reconciliation Calls to Action: 82 We call upon provincial and territorial governments, in collaboration with Survivors and their organizations, and other parties to the Settlement Agreement, to commission and install a publicly accessible, highly visible, Residential Schools Monument in each capital city to honour Survivors and all the children who were lost to their families and communities.</b></p> <p>This Municipal Council Resolution was intended to honour the legacy of the residential school survivors, recognizing that residential school survivors and next generations living in London may have attended residential schools across Canada. The project will have consideration for the local story of the Mount Elgin Residential School, which was previously located closest to London at the Chippewa of the Thames First Nation. It was suggested that there should also be an acknowledgement of the missing residential school children within the scope of the project.</p>



Strategies	Accomplishments
	<p><b>Atlohsa Peace Awards</b> - The inaugural event was held in October 2018 where seven individuals were honored for their work towards Truth and Reconciliation in London. The nomination categories are represented by The Seven Grandfather Teachings: Bravery, Honesty, Humility, Love, Respect, Truth and Wisdom. For 2019 a new award category was introduced: the Atlohsa Peace Awards Rising Star. This award is presented to a youth, under 18 years of age, who has made an outstanding contribution to Indigenous culture and/or community.</p> <p><b>Museum London</b> - is taking an active role in creating historical and artistic experiences for Indigenous audiences and for those that want to learn more about Indigenous culture. The Indigenous Legacies Project was a two-year community mobilization project to engage London and area Indigenous community leaders, organizations, and individuals as co-creators of community outreach and cultural activities, while providing the opportunity to present a more inclusive history of London that includes the First Nations story.</p> <p><b>London Indigenous Culture Card</b> - The Indigenous Culture Card- London and Middlesex was developed by Healthy Weights Connection (Western University) and London's Child and Youth Network in response to overwhelming interest expressed by service providers in London and Middlesex County to learn more about First Nations, Métis and Inuit (FNMI) cultures and local communities. The purpose of the guide is to serve as a first step towards cultural competence and to help service providers learn more about FNMI history, the local cultures and how to work competently and sensitively with FNMI communities.</p> <p><b>Local Indigenous Learning Series – 2019</b> The nonprofit sector has an important role to play in working towards reconciliation. This series is an opportunity to learn and build your knowledge and understanding of Canada's shared history, with a local emphasis. The series is designed to serve as a tool for gaining awareness and understanding of the original peoples of this land.</p>
<p> <b>1.9 Strengthen programs to counteract violence against women and support National Inquiry into Missing and Murdered Indigenous Women and Girls</b></p>	<p><b>City of London Strategic Plan (2019 – 2023)</b> - The City of London is the first municipality in Canada to add safety of women as a standalone pillar in their strategic plan. Creating a Safe London for Women and Girls. Outcome: London has enhanced the potential for women and girls to live safe lives. Expected Result: Decrease male violence against women and girls who are subjected to abuse, assault and non-state torture in their intimate relationships; sex trafficking; sexual assault; and workplace harassment.</p> <p>Programs available in our community to counteract violence against women and support National Inquiry into Missing and Murdered Indigenous Women and Girls are provided by Anova; London Abused Women's Centre (LAWC); My Sister's Place (MSP); Atlohsa Family Healing Services; Changing Ways, and Museum London.</p> <p>National Inquiry into Missing and Murdered Indigenous Women and Girls – Reclaiming Power and Place: The Final Report of the National Inquiry into Missing and Murdered Indigenous Women and Girls was released in June 2019.</p> <p>Annual Memorial March for Missing and Murdered Indigenous Women and Girls Indigenous women in Canada experience violence every day, through racism and sexism. The march is held annually on February 14 as a call to action, a moment to mourn, an opportunity to remember the women who are still missing, and a time to dedicate ourselves to justice.</p> <p>The Moose Hide Campaign is a grassroots movement of Indigenous and non-Indigenous men and boys who are standing up against violence towards women and children. Wearing the moose hide signifies your commitment to honour, respect, and protect the women and children in your life and to work together to end violence against women and children.</p>
<p> <b>2.1 Use London's Community Economic Roadmap to accelerate skills training programs that meet local labour market needs</b></p>	<p><b>Youth Employment and Skills Strategy (YESS)</b> - provides funding to organizations to deliver a range of activities that help youth overcome barriers to employment and develop a broad range of skills and knowledge in order to participate in the current and future labour market.</p> <p><b>Second Career Program</b> - a government program designed to help laid-off workers get the skills and training they need to find jobs in high-demand occupations in Ontario.</p> <p><b>Pathways Skill Development</b> - assists individuals to overcome barriers to meaningful employment, and build new futures for themselves and their families.</p>

Strategies	Accomplishments
 <b>2.2 Become a Basic Income Guarantee pilot site</b>	<p>The Ontario Basic Income pilot project was launched in 2017. The City of London was not successful as a host City.</p> <p>The pilot project was implemented in Hamilton, Brantford, Brant County, Lindsay and Thunder Bay and the surrounding area to test whether a basic income can better support vulnerable workers, improve health and education outcomes for people on low incomes, and help ensure that everyone shares in Ontario's economic growth.</p> <p>On July 31, 2018, Minister MacLeod announced that the three-year \$150 million pilot project would be cancelled despite campaign assurances that it would continue if Premiere Ford was elected.</p> <p>The Basic Income project concluded on March 31, 2019.</p>
 <b>2.3 Develop and implement hiring practices aimed at increased diversity</b>	<p><b>Community Diversity &amp; Inclusion Strategy: City Council's 2015-2019 Strategic Plan</b> identified the need to develop a Community Diversity &amp; Inclusion Strategy (CDIS) as a way to build a diverse, inclusive and welcoming community by supporting all Londoners to feel engaged and involved in our community.</p> <p><b>"All Are Welcome Here" Campaign</b> - is a product of the London Middlesex Local Immigration Partnership with various partners including the City of London. The purpose of the campaign is to end racism and religious and ethnic discrimination in the city.</p> <p><b>1,000 Acts of Welcome Campaign</b> - is a local campaign to end racial, religious and ethnic prejudice and discrimination in London by engaging residents in creating a welcoming community - one welcoming act at a time!</p>
 <b>2.4 Implement social procurement policies at public institutions</b>	<p>City of London and United Way Elgin Middlesex have begun a conversation regarding exploring a Community Benefits agreement and what that may look like with respect to infrastructure projects that the City is leading in the future.</p> <p>In 2019, the London Poverty Research Centre and United Way Elgin Middlesex advocated to City of London staff for the development of a social procurement framework. The City is striking a working group to review.</p>
 <b>2.5 Establish the Living Wage figure for London</b>	<p>Great work done by the London Poverty Research Centre at King's University College and the Middlesex London Health Unit. The Living Wage for London, Ontario is \$15.53 per hour; however, where the employer provides an employee medical insurance plan, the Living Wage drops to \$14.57 per hour.</p> <p>In 2019, the London Poverty Research Centre at King's University College calculated the city's living wage as \$16.20 per hour, a 4.3 per cent increase over the 2016 living wage, when the calculation was last made. It's also more than \$2 more than the province's minimum wage, which currently sits at \$14/hour. Ideally, the living wage will be calculated on an annual basis by the members of the local community.</p>
 <b>2.6 Support the implementation of the Brighter Prospects: Transforming Social Assistance in Ontario recommendations, including linking social assistance rates to inflation and allowing individuals to retain more of their assets before accessing social assistance</b>	<p>Brighter Prospects: Transforming Social Assistance in Ontario</p> <p>Increased limits for assets for recipients of ODSP and Ontario Works so that individuals and families can build financial resilience and better weather daily cost pressures and unexpected financial needs.</p> <p>Effective September 2017 the following changes were implemented:</p> <p>Ontario Works asset limits increased from:</p> <ul style="list-style-type: none"> <li>\$2,500 to \$10,000 for single individuals</li> <li>\$5,000 to \$15,000 for couples</li> </ul> <p>ODSP asset limits increased from:</p> <ul style="list-style-type: none"> <li>\$5,000 to \$40,000 for single individuals</li> <li>\$7,500 to \$50,000 for couples</li> </ul>



Strategies	Accomplishments
<p>✓ <b>2.7 Advocate for adequate, liveable rates for people accessing Ontario Works and Ontario Disability Support Program</b></p>	<p>Along with a submission on the Income Security roadmap from the Ontario Municipal Social Services Association (OMSSA) for which the City of London is one of the 47 Representatives, a proposal was prepared by the London Community Advocates Network and sent on behalf of LFA to the Honourable Charles Sousa, Minister of Finance. Additionally the Income Security roadmap was attached to the submission.</p> <p>The Roadmap for Change is a comprehensive plan that will help break the cycle of poverty in Ontario. The recommendations contained in the report will significantly improve the income security system in Ontario.</p> <p>Disability Tax Credit and Registered Disability Saving Program Reform – a proposal was prepared by the London Community Advocates Network and sent to the Honourable Diane Lebouthillier, Minister of National Revenue.</p> <p>Proposed changes to ODSP criteria – a letter was prepared by United Way Elgin Middlesex and the LFA Income &amp; Employment table and sent to the Honourable Todd Smith, Minister, Children, Community and Social Services.</p>
<p>✓ <b>2.8 Advocate for adequate, liveable rates for older adults accessing social assistance and pension programs, including: • Canadian Pension Plan • Guaranteed Income Supplement • Old Age Security • Guaranteed Annual Income System</b></p>	<p>Along with a submission on the Income Security roadmap from the Ontario Municipal Social Services Association (OMSSA) for which the City of London is one of the 47 Representatives, a proposal was prepared by the London Community Advocates Network and sent on behalf of LFA to the Honourable Charles Sousa, Minister of Finance. Additionally the Income Security roadmap was attached to the submission.</p> <p>The Roadmap for Change is a comprehensive plan that will help break the cycle of poverty in Ontario. The recommendations contained in the report will significantly improve the income security system in Ontario.</p>
<p>✓ <b>2.9 Evaluate provincial minimum wage levels in the context of the Low Income Measure and use as a tool to address poverty where appropriate</b></p>	<p>In 2018, the province announced the government will develop a made-in-Ontario Market Basket Measure that could serve to inform future decisions about rate increases and reforms to the income security system.</p> <p>According to the Ontario Living Wage Network, a minimum wage should place you 10% above the Provincial poverty line – which is the low-income measure (Ontario Living Wage Network, 2018). As of January 1, 2018, the minimum wage for Ontario is \$14 per hour.</p> <p>In 2017, Premier Kathleen Wynne’s government planned a \$15 minimum wage to take effect in 2019 bringing minimum wage closer to a living wage. This was overturned by the rollback of the Ford Government. A Living Wage is different from minimum wage. A Living Wage reflects what earners need to make in order that their household can meet its basic needs. It ensures families are not under severe financial stress, promotes social inclusion, and helps families achieve a basic level of economic security.</p> <p>In 2016, researchers determined that the Living Wage for London, Ontario is \$15.53 per hour; however, where the employer provides an employee medical insurance plan, the Living Wage drops to \$14.57 per hour.</p> <p>In 2019, the London Poverty Research Centre at King’s University College calculated the city’s living wage as \$16.20 per hour, a 4.3 per cent increase over the 2016 living wage, when the calculation was last made. The London Poverty Research Centre (LRCP), lead agency for Living Wage Ontario in London, made the announcement as part of Living Wage Week November 4 – 10, 2019. It’s also more than \$2 higher than the province’s minimum wage, which currently sits at \$14/hour.</p>

Strategies	Accomplishments
<p>✓ <b>2.10 Promote the business case for employers to pay a Living Wage and acknowledge those who are already doing so</b></p>	<p>Living Wage London launched in partnership with Living Wage Canada. There are currently 22 London employers that have registered as a Living Wage employer with Living Wage London. United Way Elgin Middlesex joined the ranks of living wage employers in 2019, signalling that paying people at least enough to meet basic needs for shelter, food and recreation is a critical investment in our community.</p> <p>A Living Wage is different from minimum wage. Participating is not mandatory, it is a voluntary program that employers may implement in their workplaces. A Living Wage reflects what earners need to make in order that their household can meet its basic needs. It ensures families are not under severe financial stress, promotes social inclusion, and helps families achieve a basic level of economic security.</p> <p>In 2016, researchers determined that the Living Wage for London, Ontario is \$15.53 per hour; however, where the employer provides an employee medical insurance plan, the Living Wage drops to \$14.57 per hour.</p> <p>In 2019, the London Poverty Research Centre at King's University College calculated the city's living wage as \$16.20 per hour, a 4.3 per cent increase over the 2016 living wage, when the calculation was last made. The London Poverty Research Centre (LRCP), lead agency for Living Wage Ontario in London, made the announcement as part of Living Wage Week November 4 – 10, 2019. It's also more than \$2 higher than the province's minimum wage, which currently sits at \$14/hour. As of February 2020, there are 19 Certified Living Wage Employers in London - representing 949 Employees.</p>
<p>✓ <b>2.11 Urge Federal and Provincial partners to create more employment training programs using an equity lens to target specific demographics with increased barriers to work (e.g. persons with disabilities, persons with mental health or addictions challenges, etc.)</b></p>	<p>Along with a submission on the Income Security roadmap from the Ontario Municipal Social Services Association (OMSSA) for which the City of London is one of the 47 Representatives, a proposal was prepared by City of London staff and sent on behalf of the CYN. The Income Security roadmap was attached to the submission, specifically pages 117-123 which focus on employment, and pages 103-123 which cover supporting persons with disabilities.</p>
<p>✓ <b>2.12 Support provincial efforts to enhance legislation to support workers in maintaining employment, such as provincial Bill 177, which provides survivors of sexual or domestic violence with up to 10 days of paid leave to deal with the harm they experienced</b></p>	<p>DOMESTIC OR SEXUAL VIOLENCE LEAVE - rolled into Bill 148 - came into effect January 1, 2018 and provides a new stand-alone leave specifically for victims of domestic or sexual violence. The leave entitles and employee who has been employed for at least 13 consecutive weeks to a leave of absence when that employee, or the employee's child, is the victim of domestic or sexual violence or experiences the threat of sexual or domestic violence. Employees are entitled to claim 10 days of Domestic or Sexual Violence Leave and/or up to a potential maximum of 15 weeks of leave.</p>
<p>✓ <b>2.13 Encourage employers to consider skills and knowledge in the absence of credentials (e.g. diplomas and degrees)</b></p>	<p>•City of London Social Services has been working closely with the Local Employment Planning Council and the local Workforce Development Board to strategize best practices to work with employers with a focus on labour market needs, trends, and training opportunities. This initiative has also been discussed at the Local Employment Planning Council's Inter-governmental/inter-ministerial group.</p> <p>The London Jobs Now initiative was launched that brings together key employment industry stakeholders including private sector, public sector, and post-secondary, along with the Chamber of Commerce and Economic Development partners to engage and bridge the gap between those currently not looking for work and employers. The work of encouraging employers to consider the diversity of ways to address their hiring needs is ongoing and continuous work.</p> <p>Ontario launched Local Employment Planning Council (LEPC) pilots as part of the ministry's work to modernize employment and training programs and services. LEPC's will promote place-based approaches to workforce development, while generating and analyzing local labour market information. This City of London was one of eight communities selected for this pilot due to its unique labour market conditions. The pilot ended September 30, 2018.</p> <p>The Employment Sector Council and London Economic Development Corporation created a recruitment checklist for employers (see attached). This resource was shared with the Job Developers Network at their meeting in February 2020 and referenced in the LEPC quarterly newsletter in March 2020.</p>

Strategies	Accomplishments
<p> <b>2.14 Work with employers to increase flexibility in workplace for those with family responsibilities including basic benefits and sick time</b></p>	<p>New leave protections came into effect on January 1, 2018 through Bill 148, representing an important step forward to ensure that workers are better able to take care of their health and that of their families.</p> <p>On October 23, 2018, the Ontario government introduced Bill 47, Making Ontario Open for Business Act, 2018, to repeal numerous provisions of the previous Bill 148. The government indicated that the proposed amendments are designed to "remove the worst burdens that prevent Ontario businesses from creating jobs while expanding opportunities for workers".</p> <p>Current personal emergency leave entitlements would be replaced with a package of annual leave days for workers employed for at least 2 consecutive weeks, comprised of up to 3 days of personal illness, 2 days for bereavement and 3 days for family responsibilities. Employers would be permitted to require evidence of entitlement to leave that is reasonable in the circumstances, including asking employees to provide a medical note from a qualified health practitioner.</p>
<p> <b>2.15 Collaborate with employers to close the wage gap for Indigenous peoples, women, LGBTQ, differently abled, and racialized communities</b></p>	<p>On April 1, 2018, Equal Pay for Equal Work was added to the Employment Standards Act. In the 2018 Budget, the Federal government also put forward pay equity legislation.</p> <p><b>The Coalition to Empower Gender Equality (CEGE)</b> - was founded in 2019, by the Canadian Federation of University Women – London, through funding by the Ministry of Women and Gender Equality Canada. The CEGE wants to bring awareness to empower women and men to balance economic and political, as well as social and employment conditions for gender equality in Canada. Members of the LFA Income and Employment table and CEGE were collaborating on an engagement event to be held in Spring 2020. This event has been postponed.</p> <p><b>City Symposium on Gender Equality</b> - This symposium was held in March 2020 in collaboration with community and university partners and hosted by CHRESI. The event explored questions about gender equality in our community and what is being done to address inequity. Presentations and discussions were focussed on what we can do to ensure everyone had equitable access to the same opportunities.</p>

Strategies	Accomplishments
<p>✓ 2.16 Support initiatives aimed at increasing employment opportunities for newcomers in London, such as:</p>	<p><b>Social Services and Supports – City of London</b>  The City of London Social Services continues to approve funding on a case-by-case basis for foreign trained professionals in receipt of Social Assistance to complete any necessary Canadian equivalency testing or educational upgrading.</p> <p>The City of London Social Services continues to work with service partners to encourage alternative career path opportunities, specifically within the medical field.</p> <p>New soft-skills programming aimed at supporting newcomers through Ontario Works Employment services have been launched through partnerships with WIL Employment Services and Fanshawe College.</p> <p>Programming offered in the community in partnership with the City of London Social Services includes employment preparation supports for Internationally Trained Individuals and Alternative Career Opportunities for new Canadians through WIL Employment Services.</p> <p><b>City of London - Newcomer Day</b> - The City of London, in partnership with the London Public Library, held its first annual Newcomer Day on October 10, 2019. This event was an opportunity for information to be shared and a variety of activities at both City Hall and the London Public Library's central branch. Activities included a presentation by the City of London's Human Resources.</p> <p><b>Immploy</b> - mentorship programs bring together immigrant talent with volunteer mentors at regional companies. The programs strengthen leadership, coaching and cross-cultural skills of company employees who volunteer their time and knowledge as a mentor to a skilled Canadian newcomer.</p> <p><b>WIL</b> Employment Connections is a non-profit community organization that provides quality employment support services and career development solutions to the London community. WIL offers a full range of employment programs and services that are specifically tailored to meet the needs of immigrants and newcomers to Canada.</p> <p><b>London &amp; Middlesex Local Immigration Partnership (LMLIP)</b> is a collaborative community initiative designed to strengthen the role of our community in serving and integrating immigrants. LMLIP is co-led by the City of London and brings together many sectors, volunteers and immigrant communities to develop and implement locally-driven strategic plans for the successful integration of immigrants in London and Middlesex. The work of the LMLIP is guided by a Central Council and six sub-councils representing issues on various issues including employment.</p> <p><b>Goodwill Career Centre</b> partners newcomers and employers in order to build relationships that create confidence and trust in the skills and experience that newcomer clients can bring to the organization. As a result of these partnerships, clients get an opportunity to utilize their previous experience and employers create diversity in their organizations.</p> <p><b>Access Centre for Regulated Employment (ACRE)</b> provides information and application assistance to internationally trained individuals seeking licensure or related employment in Ontario's regulated professions. The Access Centre also supports internationally trained tradespersons to apply for a Trade Equivalency Assessment TEA).</p> <p><b>Community Connections – Cross Cultural Learners Centre (CCLC)</b> is an initiative developed to facilitate and promote the arrival of newcomers to Canada.</p>
<p>✓ 2.17 Advocate for the elimination of the cost of applying to have a criminal record expunged to remove a financial barrier for people looking to find work</p>	<p>In partnership with the OW/ODSP Advocates group, letters were sent to The Honorable Ralph Goodale, Minister of Public Safety Canada; and the Honorable Jody Wilson-Raybould, Minister of Justice and Attorney General of Canada regarding eliminating fees to obtain pardons and having a criminal record expunged.</p> <p>As well, the OW/ODSP Advocates group prepared a memorandum outlining the step by step process to have a criminal record expunged. This document has been shared with the Income &amp; Employment group, Ontario Works / ODSP, Circles, and the information can also be found on the John Howard Society of Ontario website.</p>

Strategies	Accomplishments
<p>✓ 2.18 Promote and invest in opportunities for entrepreneurs living with low income, such as microloans</p>	<p><b>Impact Loan Program</b> – is a program delivered by Goodwill Industries with the help of the Small Business Centre and Libro Credit Union. Together, they assist entrepreneurs so that they can create financial stability for themselves and their families. The City of London allocated multi-year funding to the Goodwill micro loan program totalling \$105,000 over three years (2107 - 2019)</p> <p><b>VERGE Capital – Pillar Nonprofit Network</b> - helps social enterprises (non-profit, for-profit and cooperatives) bring their business ideas to fruition through two social finance loan funds. VERGE provides capital to both new and established enterprises across Southwestern Ontario.</p> <p><b>Social Impact Fund – London Community Foundation</b> - is a social investment program that turns donations into capital loans for both non-profits and for-profits. While the priority of the fund continues to be the creation of local affordable housing, the Social Impact Fund will now also have an allocation to provide financing or investment in all types of social enterprise projects and organizations that are looking to improve the community, and can demonstrate a social return or value.</p> <p><b>Small Business Centre</b> - is a not-for-profit organization that provides training and support to starting and growing businesses.</p>
<p>✓ 2.19 Create more supports for Londoners looking to develop new social enterprises</p>	<p><b>Pillar Nonprofit Network - Social Enterprise Coaching</b> - Pillar provides access to support and expert knowledge to social enterprises at all stages of business development, from idea to growth.</p> <p><b>LEAP Junction (Entrepreneurial Services)</b> - is an exciting initiative mandated to seek out, support and promote student entrepreneurial enterprise located on the Fanshawe College campus. Leap Junction is part of the London Campus Linked Accelerator, a joint initiative with Western University funded by the Government of Ontario under the Youth Jobs Strategy.</p> <p><b>Futurpreneur Canada</b> - is a national, non-profit organization that provides financing, mentoring and support tools to aspiring business owners aged 18-39.</p> <p><b>London Small Business Centre</b> - is local, non-profit that advises individuals on turning a concept into a business plan and on to actual business start-up.</p> <p><b>Tech Alliance</b> - Help entrepreneurs starting or growing a tech-based business.</p>
<p>✓ 2.20 Provide supports to address bad credit by collaborating with the financial sector to provide banking alternatives and credit counseling, eliminating the need for predatory lending</p>	<p><b>City of London Social Services – Cheque Encashment Program</b> Throughout 2019, the City of London implemented and expanded a Cheque Encashment program in partnership with local Scotiabank branches which provided a safe and secure way for those on Social Assistance that receive monthly entitlement cheques but do not have a bank account, to have their cheques cashed without depending on Alternative Financial Institutions (AFI's). The City of London Social Services team continues to assist those in receipt of Social Assistance to obtain a bank account for the purposes of Direct Benefit Deposit. Direct Deposit remains the preferred method of financial support both for those in receipt of social assistance as well as third party vendors such as landlords and utility companies. The City of London Social Services will be implementing Reloadable Payment Cards (RPC's) in March of 2020 in one pilot site as the program begins to roll out throughout the year and beyond. The RPC's provide a modernized and dignified means of ensuring those in receipt of social assistance are not reliant on AFI's for cheque cashing when a bank account does not exist or is not accessible. This means that OW clients would not need to use the services of payday lenders to cash cheques. As a result, in 2019, (and because City of London can track where cheques are cashed) more than \$102,000 was diverted from payday lending businesses. This is money that would have been paid by OW clients to payday lenders in service fees. More than 6,000 cheques that would have typically been cashed at payday lenders did not need to be.</p> <p><b>Money Coach Services – Housing Stability Bank – Salvation Army Centre of Hope</b> The Housing Stability Bank now provides one-to-one coaching regarding financial matters such as budgeting, banking, direct deposits, credit and debt management, benefit entitlement, completing applications and more. They also provide relevant connections to community services.</p>
<p>✓ 2.21 Reorganize individual social assistance funds, subsidies and vouchers to make it easier for people to access resources</p>	<p><b>City of London Social Services</b> moved from the food voucher system to giving grocery store gift cards instead. The benefits to doing this are: dignity of the client; individuals can use the card to purchase whatever they need at the grocery store where the food voucher was somewhat prescriptive; individuals can use the gift card over multiple occurrences and have full access to all the funds on the card. With the food voucher, they had to spend all the money in one occurrence.</p> <p><b>Employment Related Expenses (ERE)</b> can be tailored to the needs of clients.</p> <p>The City of London Social Services through their Ontario Works employment framework transformation have realigned all employment Purchase of Service (POS) agreements to focus on labour market; Entry, Re-Entry, and Rapid Re-Entry to maximize and prioritize the level of support needed for successful employment retention.</p>

Strategies	Accomplishments
<p>✓ 2.22 Reduce clawbacks for people moving from social assistance to paid employment</p>	<p>Effective January 2017, child support payments are fully exempt from social assistance benefit calculations, thereby increasing incomes for families receiving both social assistance and child support. Prior to this change, child support payments were treated as income and deducted dollar-for-dollar from benefits. Clients are no longer required to pursue child support as a condition of eligibility for social assistance.</p>
<p>✓ 2.23 Bring service providers together to develop a plan that coordinates supports for people transitioning from social assistance to work or school</p>	<p>Purchase of Service (POS) Agencies (and non-POS agencies) meet at least quarterly to review processes, referrals, new programming, and updates to support agencies supporting people into employment and school</p> <p>The recent RFP process included community consultations with service providers 1 – with community agencies and 2 – with POS agencies</p> <p>Employment Sector Council meets monthly to advocate for employment and helping people through the transition stage</p> <p>The City of London supports London &amp; Area Works – a project of London Employment Planning Council (LEPC) and London Economic Development Corporation (LEDC) with annual job fairs which bring employers, service providers and potential employees together</p> <p>Local Employment Planning Council (LEPC) brought together members of the Central Planning Table to discuss integrated planning at the Workforce Planning Summit held in May 2018</p> <p>LEPC has delivered the Learning4Life tool that helps people navigate through school and employment options in London and area</p> <p>LEPC has the following sub-committees that work with transitions to employment and school / training: Intergovernmental working group; Central Planning table; and the Apprenticeship table</p> <p>2019 marked the launch of a new Employment Services Framework which implemented a reorganized support plan that places an emphasis on job retention for people transitioning into employment from Social Assistance</p> <p>Further Employment Services transformation by the Provincial government will call for future plans to be created</p>
<p>↓ 2.24 Review job creation strategies in all sectors to ensure a focus on full-time, permanent work with adequate pay</p>	<p>Ontario's economy, like others around the world, has changed. Work is different and, for many people, increasingly less secure. Many workers struggle to support their families on part-time, contract or minimum-wage work, and many more don't have access to time off due to illness.</p> <p>To address this changing workplace environment, the Fair Workplaces, Better Jobs Act, 2017 was passed on November 22, 2017. This legislation makes a number of changes to both the Employment Standards Act, 2000, the Labour Relations Act, 1995, and the Occupational Health and Safety Act.</p> <p>Bill 47, Making Ontario Open for Business Act, 2018 ("Bill 47") came into force on January 1, 2019. Bill 47 repeals or rewrites numerous provisions of the previous government's Fair Workplaces, Better Jobs Act, 2017 ("Bill 148").</p>
<p>✓ 2.25 Advocate for increased enforcement of child support payments</p>	<p>In partnership with the OW/ODSP Advocates group the following letters were sent to The Honorable Lisa McLeod, Minister of Children, Community and Social Services regarding increasing enforcement of child support orders. (Letters can be found on the LFA website).</p>

Strategies	Accomplishments
<p>✓ 3.1 Develop and implement a coordinated local mental health and addictions strategy, collaborating with Southwest Local Health Integration Network and other key stakeholders.</p>	<p><b>The City of London 2015-2019 Strategic Plan</b> called for the development of a Community Mental Health and Addiction Strategy as part of the Plan's key focus on Strengthening our Community; caring and compassionate services and the elimination of "barriers for individuals facing poverty, mental health and addictions and help them find pathways to be successful." An Advisory Council, consisting of representatives of key local service providers and agencies was formed in July 2017.</p> <p>The Community Mental Health and Addictions Strategy for London: Moving Forward Together report, which provided key strategic directions to transform London's mental health and addictions services at a systems level, was presented to Council on December 12, 2017. Council directed that remaining budgetary funds of \$112,000 be allocated towards implementation of the recommendations.</p> <p>On December 18, 2018, Council approved the award of the Request for Proposal 18-43 to the Ivey International Centre for Health Innovation (Ivey) to implement the recommendations of the Community Mental Health and Addictions Strategy at a cost of \$111,974. In 2019, Ivey staff employed a grassroots, community engagement model to drive implementation of the strategic directions recommended through the CMHAS process.</p> <p><b>SW-LHIN (South West Local Health Integration Network)</b> - has been working with its mental health and addictions partners to increase capacity as well as to standardize and coordinate mental health and addiction services across London. This work has been driven by and continues to align to Ontario's Comprehensive Mental Health and Addictions Strategy: Open Minds, Healthy Minds.</p> <p><b>Re: Working to Improve Mental Health and Addictions Services</b></p> <p>May 1, 2019 a communication was sent out to Health system partners announcing the decision of four community mental health and addictions agencies in Thames Valley to explore how a potential integration can improve mental health and addictions services for clients and families.</p> <p>Addiction Services of Thames Valley; Canadian Mental Health Association, Elgin; Canadian Mental Health Association, Middlesex; Canadian Mental Health Association, Oxford; South West Local Health Integration Network</p>
<p>✓ 3.2 Reduce the stigma associated with mental illness and addiction and create a campaign to support connecting people with appropriate services.</p>	<p>Mental Illness and addiction awareness campaigns supported / promoted:</p> <p><b>Bell Let's Talk</b> campaign is an annual awareness campaign and Day (January) driving the national conversation to confront stigma around mental illness.</p> <p><b>Breakfast of Champions</b> is presented by St Joseph's Health Care Foundation in partnership with the Canadian Mental Health Association (CMHA) Middlesex. The event raises awareness and funds to support mental health programs.</p> <p><b>CMHA Mental Health Week</b> is an annual campaign (May) to raise awareness to end stigma associated with mental illness.</p> <p><b>Mental Illness Awareness Week</b> is an annual campaign to educate and increase awareness about mental illness. It takes place every year during the first full week of October.</p> <p><b>National Addictions Awareness Week</b> is an annual campaign held every November by the Canadian Centre on Substance Abuse in partnership with addiction prevention, treatment and recovery organizations across the country.</p> <p><b>Recovery Week</b> is held during the month of September, Canadians in recovery from addiction join in events/activities that build awareness and challenge societal stigma.</p> <p>Connecting people with appropriate services:</p> <p><b>Reach Out</b> - is a 24/7 bilingual information, support and crisis service for those living in London, Middlesex, Oxford and Elgin counties. This service is for people living with mental health and addictions needs – as well as their families, caregivers and health care providers. Reach Out is an example of the commitment of local mental health and addictions agencies to faster, more coordinated access to services. It is a partnership project of Addiction Services of Thames Valley and the Canadian Mental Health Associations of Middlesex, Elgin and Oxford. Reach Out is funded by the South West Local Health Integration Network.</p> <p><b>211 Ontario</b> – is a helpline and website that provides information on and referrals to Ontario's community, social, health-related and government services.</p> <p><b>Help Yourself Through Hard Times</b> – is a guide to basic needs services for London and Middlesex County. It lists services that provide assistance to individuals and families on limited incomes during times of financial hardship. The booklet is updated once a year, and is available for download, or in print form from the <a href="#">City of London</a> or at many social service locations in London.</p>

Strategies	Accomplishments
<p>✓ 3.3 Advocate for extended health and dental benefit programs, including Ontario Drug Benefit and Non-Insured Health Benefit, for a longer period of time for those transitioning off social assistance</p>	<p>Municipalities across Ontario, including the City of London and the Social Services team have advocated with the Provincial government on matters related to employment, social assistance, and Discretionary Benefits.</p> <p>Multiple policy changes made by the Provincial Government have been overturned in 2019 including the planned elimination of the Transition Child Benefit, and planned increases to financial claw-back's on employment earnings for individuals on Ontario Works.</p> <p>Advocacy efforts continue through multiple avenues at the Consolidated Municipal Service Manager level.</p>
<p>✓ 3.4 Expand local no-cost dental programs for Londoners living with low income</p>	<p><b>Health Centres to help deliver new Dental Program for Low-Income Seniors:</b> On April 11, 2019 the Ontario government announced its commitment of \$90 million dollars to support a dental program for low-income seniors so they can access dental care. Seniors with an annual income of less than \$19,300, or senior couples with a combined annual income of less than \$32,300, will qualify for the program, which is scheduled to start in late summer 2019.</p> <p>Community Health Centres and Aboriginal Health Access Centres will deliver the new dental program for seniors in the community. Because Alliance members offer comprehensive primary health care, they can also provide wrap-around services to ensure low income seniors get the care they need – help with transportation, interpretation and connecting them to other health and social services all under one roof. This new investment provides preventative care and will reduce dental visits to hospital emergency rooms. Thanks to the Community Health Centres, the Alliance for Healthy Communities, and Ontario Oral Health Alliance for advocating in support of this new program, Dental Care for Low Income Seniors, as promised by the Provincial government in the 2018 Provincial election.</p> <p><b>SOAHAC Dental Clinic:</b> The SOAHAC Dental Clinic provides FREE dental care to First Nations, Métis, and Inuit (FNMI) adults and children who are covered for services under Non-Insured Health Benefits, Ontario Works, or ODSP. They also provide services to Indigenous (FNMI) children and youth from 0-17 years old who are covered under Non-Insured Health Benefits, Healthy Smiles Ontario, or Children's Aid Society.</p> <p><b>Parkwood Hospital Dental Clinic:</b> The Parkwood Hospital Dental Clinic provides services to all individuals in care at Parkwood Institute. Individuals can continue obtaining services at the dental clinic after release from Parkwood Hospital.</p> <p><b>Dental Outreach Community Services (DOCS):</b> Dental Outreach Community Services (DOCS) host clinics at Western University and in the community. Screening services only in the community with follow up at Western University.</p> <p><b>Healthy Smiles Ontario:</b> Healthy Smiles Ontario provides free dental care for eligible children and youth aged 17 and under. Children, youth and/or families with other insurance are not excluded; however they are required to access their other dental insurance prior to accessing Healthy Smiles Ontario.</p> <p><b>Dental Screening Programs:</b> Mandatory dental screening at all schools in TBDSB and LDSCB for grades JK/SK and Grade 2. These screenings indicate low, medium and high risk. If schools rank in medium risk then a grade 9 screening is added. If schools rank in high risk then screening is done in grades 2, 4, 6, and 8.</p> <p><b>Middlesex London Health Unit:</b> Fluoride varnish program is provided by the LMHU to daycares, JK/SK and is expanding to Indigenous Centres. Dental Preventative Program (dental screening, fluoride, cleaning) is provided at LMHU for anyone up to 17 years of age.</p>
<p>✓ 3.5 Connect primary care providers accepting patients with Londoners who need care and live with low income including primary care</p>	<p><b>Primary Care Services – London Intercommunity Health Centre:</b> Primary care services are provided, within a Health Promotion framework, by a team that includes registered nurses, registered practical nurses, a community dietitian, physiotherapists, nurse practitioners, and physicians. The Health Centre has experience working with people who face barriers to accessing care who have complex health care needs.</p> <p><b>Family Health Teams – London and Middlesex:</b> Family health teams are teams of doctors, nurse practitioners, nurses, social workers, and other health care providers who work together to provide team-based primary care in their communities.</p> <p><b>Southwest Ontario Aboriginal Health Access Centre (SOAHAC):</b> Aboriginal Health Access Centres are innovative, Aboriginal specific, Indigenous informed health care agencies. They provide a combination of health and social services to First Nations, Métis and Inuit communities.</p>





Strategies	Accomplishments
<p>✓ <b>3.6 Working with the South West Local Health Integration Network, use health equity lens to increase access to care for vulnerable people</b></p>	<p>In developing the Integrated Health Service Plan 2016-2019, the SWLHIN worked with individuals using the health system, health service provider leaders and governors, networks, municipal leaders and the public to design a plan that reflects the current needs and directions of the health system.</p> <p>In May 2018 the South West Local Health Integration Network (LHIN) announced a \$1.3 million funding boost from the province which will be used to expand the London InterCommunity Health Centre (LIHC). The goal of the expansion is to enhance equitable and timely access to primary care and further strengthen integration of primary care and other services, leading to easier system navigation and improved patient experience.</p>
<p>✓ <b>3.7 Advocate for the expansion of Community Health Centres<sup>15</sup></b></p>	<p>Health and social service partners worked together to improve support and access to services for French-speaking clients through a Regional Francophone Community Health and Social Services Hub effective June 4, 2018. The hub is an access point and source of information to help clients with service navigation as well as awareness of, and participation in culturally-sensitive activities and services. It is a pilot in London-Middlesex with the potential for expansion to other areas.</p> <p>In May 2018 the South West Local Health Integration Network (LHIN) announced a \$1.3 million funding boost from the province which will be used to expand the London InterCommunity Health Centre (LIHC). The goal of the expansion is to enhance equitable and timely access to primary care and further strengthen integration of primary care and other services, leading to easier system navigation and improved patient experience. Through this expansion, the London Intercommunity Health Centre's services now include:</p> <ul style="list-style-type: none"> <li>• A health clinic for Canadian newcomers, which is located at London's Cross-Cultural Learner Centre (CCLC);</li> <li>• A People in Need of Teams (PINOT) program that helps connect clients who have multiple barriers in receiving healthcare in accessing team-based care with “allied” health professionals, such as social workers, respiratory therapists, footcare nursing, senior supports, systems navigation and physiotherapists;</li> <li>• A new location has been established in East London, as this geographic area has the lowest access to allied healthcare in the City.</li> </ul>


Strategies	Accomplishments
<p>✓ 3.8 Support implementation of proven outreach-based family support program</p>	<p><b>Nurse-Family Partnership (NFP)</b> - is a free home visiting program run by the Middlesex London Health Unit (MLHU) where public health nurses visit young, first-time moms during their pregnancy and the first two years of their child's life.</p> <p><b>Outreach Team ("Street Nursing")</b> - The Middlesex-London Health Unit's Outreach Team participates in locating, engaging, educating, and ultimately linking people to care, treatment and basic needs programs</p> <p><b>Substance Abuse Outreach Program</b> - run by Addiction Service Thames Valley (ADSTV) meets clients within the community, in a mutually agreed upon location, that is comfortable and easily accessible for the client.</p> <p><b>Community Health &amp; Harm Reduction Outreach Program</b> - is a relational engagement strategy to connect priority populations with health education, social services and community resources.</p> <p><b>Health in Housing Initiative</b> - (HiHI) recognizes the need to bring Health Centre programs and services to reach people where they are at in their communities. The Health Centre's services benefit those who might feel isolated, marginalized, and vulnerable due to poverty and other health related factors.</p> <p><b>Integrated HIV/AIDS (Mycare)/Hepatitis C Care Programs</b> - Registered Nurses, Outreach Workers, and Social Workers provide street level and agency outreach, and onsite nursing/social support to people at risk or living with HIV/AIDS/HCV who are facing barriers to access to treatment and are significantly marginalized by poverty, drug addiction, mental health, and housing instability.</p> <p><b>North East London Community Engagement</b> - Supported by the Health Centre, the North East London Community Engagement (NELCE) is a resident-based, action-oriented community group focused on strengthening and improving the community of Northeast London.</p> <p><b>Psychology Services</b> - Psychologists offer psychometric testing and psychological assessment to people with intellectual/cognitive/adaptive impairment. This is an important class of assessment as many Health Centre clients have some form of complex challenges and may need social assistance.</p> <p><b>Seniors Wrap-Around Program</b> - This program supports isolated Canadian-born, immigrant, and francophone seniors.</p> <p><b>Social Work Services</b> - Social Workers provide services to individuals, couples, families, and groups in the form of instrumental supports, counselling, crisis intervention, therapy, advocacy, and coordination of resources.</p> <p><b>System Navigation Services</b> - System Navigators offer intake services for new clients and provided a comprehensive assessment of their strengths, capacities and needs across the social and physical determinants of health. They assist clients in navigating the broader health and social systems by providing information and supports to access resources that they need.</p> <p><b>Youth Outreach Services</b> - In various community settings in North East and East London, the Youth Outreach Workers (YOW) work together with youth, ages 12-21, to build their resiliency and skills.</p>
<p>✓ 4.1 Build a culture of practice around effective implementation of the Housing First approach</p>	<p>Homelessness begins in a home, in a neighbourhood, in our communities. The lasting or permanent solution to preventing and ending homelessness is housing with support. It has been the historical and often current practice, that individuals and families experiencing homelessness were expected to address the issues that led to their homelessness, such as addiction, trauma and mental illness, before they were housed.</p> <p>London's Homeless Prevention System focuses on: Securing Housing; Housing with Support; Housing stability; and Shelter Diversion. The priority of a Housing First approach is to move individuals and families experiencing homelessness quickly into housing with supports and then begin to work on the issues that contributed to their homelessness from the stability and safety of their own home.</p> <p>A Housing First or Housing with Support approach assists individuals and families by seeking out and supporting the right housing, at the right time, with the right level of support to develop lasting housing stability.</p> <p><b>City of London</b> - There are six Housing First programs in London supporting individuals experiencing chronic homelessness, youth, street involved sex workers, families, and individuals involved in the justice system. Over 400 individuals and families have solved their experience of homelessness in the last five years through the support of Housing First programs.</p> <p><b>CMHA Middlesex</b> - In June 2017 CMHA conducted an external review of their Housing First Program. The major finding from the evaluation was that the CMHA Housing First program is functioning very well relative to performance standards of Housing First programs in other jurisdictions.</p>

Strategies	Accomplishments
<p>✓ 4.2 Engage landlords in keeping more people housed</p>	<p><b>Landlord Engagement Toolkit: A Guide to Working with Landlords in Housing First Program</b>  This toolkit was developed in collaboration with a diverse group of stakeholders from 24 different organizations from communities across Canada. It is meant to be a practical “how to” guide to working with landlords in the context of a Housing First program. It will help program providers build effective, lasting relationships with landlords.</p> <p><b>RentSmart Ontario Training</b> - A consortium of five agencies providing housing services in Niagara came together to deliver the RentSmart curriculum to all Ontarians, an interactive education and support program designed to increase housing stability through successful tenancies for both tenant and landlord across the province. The Region of Niagara supported a pilot program which was the first of its kind in Ontario and provided the potential to lead the provincial rollout of the program model and initiate the development of a RentSmart Ontario training and support network. RentSmart Ontario is part of a national initiative led by Rent Smart Education and Support Society. RentSmart Ontario provides education and support to tenants and landlords with the goal of successful tenancies. RentSmart training is now being provided in the City of London in partnership with the London Property Management Association (LPMA) and London Middlesex Community Housing (LMCH) to educate tenants and landlords.</p> <p><b>London Cares Homeless Response Services</b> - Housing Selection Workers identify private-market landlords and property groups interested in making apartments available to individuals experiencing homelessness.  By participating in this program, landlords are supported by the Housing Selection Workers to ensure 24/7 response is available to the tenant, landlord and extended community.</p> <p><b>CMHA Middlesex Housing First program</b> – employs a housing selection worker whose role is to engage landlords. CMHA Middlesex is also participating in a 3-year pilot project – NO FIXED ADDRESS – finding housing for individuals on the psychiatric floors who would otherwise be discharged from LHSC or Parkwood to homelessness.</p> <p><b>Help Yourself Through Hard Times</b> is a guide to basic needs services for London and Middlesex County. It lists services that provide assistance to individuals and families on limited incomes during times of financial hardship. The booklet is updated once a year, and is available for download, or in print form from the City of London or at many social service locations in London.</p> <p><b>The London Homeless Coalition (LHC)</b> exists to advise, shape and coordinate community responses to homelessness, and related needs to the London area. The LHC is an open network of individuals interested in the issue of homelessness in London, Ontario. Anyone may attend and participate in Homeless Coalition meetings. The Coalition is led by a Steering Committee, which is an annually elected body, to which anyone can self-nominate.  The London Homeless Coalition has 5 priority focus areas including:  Affordable Housing Crisis – to include the following actions:  - Supporting measures that tangibly reduce poverty  - Building relationships with landlords  - Defining what ‘affordable’ housing is</p>
<p>✓ 4.3 Invest in housing allowances to support flexible, permanent housing stability for individuals and families</p>	<p><b>CMHA Middlesex</b> receives rent supplements from the Ministry of Health. In recent years CMHA received 2015/2016 = 19; 2016/2017 = 17; and 2017/2018 = 16 new rent supplements with the addition of some staffing from the LHIN for support within housing.  2018/2019 Housing Allowances – City of London provided an additional \$1.6M over 4 years to support additional housing allowances &amp; supplements.</p> <p><b>The National Housing Strategy</b> was announced in November 2017 which our community advocated strongly for. The National Housing Strategy is the largest and most ambitious federal housing program in Canadian history. Over the next decade, it will invest \$55+ billion to build stronger communities and help Canadians across the country access a safe, affordable home. As a component of the National Housing Strategy, the federal government committed to introducing a new \$4 billion Canada Housing Benefit (CHB) that would provide affordability support directly to families and individuals in housing need. At the time, the government estimated that once fully enacted in 2020, the Benefit would deliver an average of \$2,500 per year to eligible households.</p>

Strategies	Accomplishments
<p>✓ 4.4 Implement strategies that assist in housing women at risk of or experiencing homelessness</p>	<p><b>Street Level Women at Risk (SLWAR)</b> uses a Housing Stability approach to assist women who are experiencing homelessness and involved in street level sex work to secure permanent housing with supports. SLWAR is a collaboration of 24 organizations working to provide housing and supports to street-level sex workers. London's Community Plan Regarding Street Level Women at Risk focuses on addressing the housing, exit strategies, health and well-being of women who are involved in street-involved sex work, and/or trading sex for food, drugs or a place to stay. The Community Plan is grounded in the lived experience of street-involved women, and feedback from London service providers. A "Housing First" approach is the underlying approach of the Plan.</p> <p><b>Homes4Women London</b> was a two-year pilot project to provide housing for women in London who are experiencing homelessness. This pilot project took place between 2015 – 2017. Homes4Women was funded by the London Community Foundation. The program delivery partners were Women's Community House, Canadian Mental Health Association – Middlesex: My Sister's Place, and the Healthzone Nurse Practitioner Led Clinic.</p> <p><b>CMHA</b> began a new supportive housing program in July 2017. A partnership was formed to take on 29 units in a building plus one for a staff office. The program provides affordable housing for women experiencing homelessness, trauma, mental health, addictions, etc.</p> <p><b>Anova</b> provides short-term accommodation for women along with other supports, such as counselling, meals, recreation and emergency transportation. Second Stage Housing is a rent-geared-to-income 25-unit apartment complex in South London offering housing to women and children who require safe, medium security housing.</p> <p><b>Atlohsa Family Healing Services</b>  <b>Zhaawanong Women's Shelter</b> provides 24-hour emergency shelter for Indigenous women and their children who are at risk of violence and/or homelessness.  <b>St. George Street Transitional Housing</b> is an 11-unit apartment building that houses women and their children to support their transition to safe and secure housing. St. George Street transitional housing units provide shelter for up to one year in a safe, supportive communal living environment.</p> <p>While Atlohsa does not provide long-term housing, staff can help with providing information and necessary applications for Native housing.</p> <p><b>Rotholme Family Shelter</b> primarily accommodates families (two parent and single parent families, both male and female led). There is accommodation for approximately twenty families. The length of stay varies from one day up to thirty days.</p> <p><b>The London Homeless Coalition (LHC)</b> - exists to advise, shape and coordinate community responses to homelessness, and related needs to the London area. The LHC is an open network of individuals interested in the issue of homelessness in London, Ontario.</p> <p>The London Homeless Coalition has 5 priority focus areas including:  Women's Homelessness and Housing – to include the following actions:  - Gender-based analysis of homelessness  - Identify hidden factors related to women's homelessness  - Diversify safe and affordable housing options for single women and women who are parenting and caregivers</p>



Strategies	Accomplishments
<p>✓ 4.5 Implement strategies that support housing youth at risk of or experiencing homelessness</p>	<p><b>Youth Opportunities Unlimited (YOU)</b> - The YOU Emergency Youth Shelter follows Housing First principles to ensure that all youth get what they need urgently – a safe place to sleep, eat and shower. Youth have access to trained staff who support them in accessing services to find long-term stable housing and address the underlying causes of homelessness. The YOU Emergency Youth Shelter gives YOU staff the opportunity to meet youth who need help sooner, meeting their immediate needs and providing a safe and supportive environment as YOU helps youth access housing, education, health care, employment and more.</p> <p>City of London provided \$2.2 M to build and operate a housing first emergency shelter for youth and an additional \$500K annually to operate – provide life skills</p> <p><b>CMHA</b> operates a transitional shared living program for youth offering a moderate level of support. CMHA also operates an 8 unit transitional supportive apartment program for youth.</p> <p><b>Project Home</b> is a housing stability/housing first program which is rooted in the City of London, Homeless Prevention System. Project Home focuses on housing and supporting adults and youth who have experienced chronic and persistent homelessness.</p> <p><b>Youth for Christ – Downtown Hub</b> - The Downtown Hub exists to be a consistent resource meeting the physical, social, emotional, and spiritual needs of at-risk youth in London. The goal is to provide a safe and consistent place for at-risk youth (16-25 years) to come to receive food, basic needs, support, advocacy, and a sense of community.</p> <p><b>Youth for Christ –Streetlight Mobile Youth Centre</b> - Streetlight aims to meet the physical, social, emotional and spiritual needs of at-risk youth in London. The goal is to provide a safe space for at-risk youth (16-26 years) to receive food, basic needs, advocacy and a sense of community.</p> <p><b>The London Homeless Coalition (LHC)</b> exists to advise, shape and coordinate community responses to homelessness, and related needs to the London area. The LHC is an open network of individuals interested in the issue of homelessness in London, Ontario.</p> <p>The London Homeless Coalition has 5 priority focus areas including:  Youth Homelessness and Prevention – to include the following actions:  - Advocating for housing opportunities  - Awareness and education for the community  - Supporting member organizations through transition time  - Addressing the youth to adult service cliff</p>
<p>✓ 4.6 Leverage funding and invest in the regeneration of existing London and Middlesex Housing Corporation properties</p>	<p>City Council enhanced investments to support the regeneration of social housing to a total of \$750,000. This was approved in the 2016-2019 multi-year budget.</p>
<p>✓ 4.7 Continue to implement London’s Homeless Prevention and Housing Plan<sup>16</sup> which includes increasing the stock of affordable housing and supportive housing</p>	<p><b>Housing Stability Action Plan – Housing Stability for All</b> - The City of London’s 2019-2024 Housing Stability Action Plan sets a new direction for the collective work of the community. The Plan sets a vision of Housing</p> <p>This five-year plan will call on all services, sectors, governments and residents to work collaboratively to prioritize and distribute actions that will have the greatest impact on addressing the rapidly changing and complex housing stability needs of individuals and families. The 2019-2024 Housing Stability Action Plan will help us to continue the work already being done to ensure every Londoners has a place to call home.</p> <p>Now that the City of London has a new community driven “Housing Stability for All Plan”, approved by Council and reviewed by the Province, there is a new set of deliverables that align with the City’s needs, Council’s strategies, and the recently approved budget. As part of the Stability Plan, there is a commitment to regular community reporting. A community report was submitted in January 2020 and another report is expected to be submitted in April or May 2020.</p>



Strategies	Accomplishments
<p> <b>4.8 Increase physical accessibility in affordable housing</b></p>	<p><b>Universal Design for New Housing Units</b> - Universal design creates housing accessible to those with disabilities. It also lets people stay in their homes as their circumstances change, without expensive renovations. Because a well-designed accessible unit doesn't look different from a standard unit, it appeals to those who need special features and to those who don't. Universal Design for new housing units was introduced by the Canada Mortgage and Housing Corporation (CMHC) and has been incorporated by the Housing Development Corporation (HDC) in London on new construction builds being mindful of our changing demographics.</p> <p><b>March of Dimes Canada (MODC)</b> - MODC's Home &amp; Vehicle Modification Program provides funding for basic home and/or vehicle modifications, and is intended to assist permanent Ontario residents with a substantial impairment expected to last one year or more, with their disability management. By reducing or eliminating life safety risks, these modifications enable children and adults with mobility restrictions to continue living in their homes.</p> <p><b>Housing Stability For All: The Housing Stability Action Plan for the City of London (2019-2024)</b>  The Housing Stability Action Plan (Plan) defines the current environment and future needs of London and area. The Plan sets the new direction for the collective work of the community to address housing stability.  Strategic Area of Focus 2: Create More Housing Stock  Strategic Initiative 2.3: Increase supportive and specialized housing options.  2.3.a. Develop a supportive and specialized housing model based on unique needs and local priorities.  2.3.b. Work across sectors and systems to create supportive housing solutions for individuals and families at risk of or experiencing homelessness.</p>
<p> <b>4.9 Support mixed income and intensification housing development policies to avoid creating large areas with low-income housing</b></p>	<p><b>The London Plan</b> - is a 20-year plan that sets out the vision, principles, priorities, strategies, policies and directions to the year 2035. It should be recognized that the Plan is not intended to necessarily reflect the use, intensity or form of development that currently exists today, but rather is intended to plan for what is envisioned over the next 20 years. The need to update the Plan will be reviewed within the first ten years and every five years thereafter to ensure that it is in keeping with changes in the social, economic and environmental context of the city. The Plan was last consolidated November 13, 2019.</p> <p><b>Homelessness Prevention and Housing:</b> for the purposes of The London Plan, providing accessible and affordable housing options for all Londoners is an important element of building a prosperous city.</p> <p><b>Affordable Housing Community Improvement Plan (CIP)</b> - Development of the Affordable Housing Community Improvement Plan (CIP) was directed by Council in June 2019, in coordination with other related affordable housing initiatives, including a broader "Affordable Housing Development Toolkit" and the update to the Housing Stability Plan. The City continues to seek input on the tools of the draft Toolkit and the draft Affordable Housing Community Improvement Plan.</p> <p><b>Strategic Plan for the City of London (2019-2023)</b> - sets the direction for the future. It identifies City Council's vision, mission, values and strategic areas of focus. It also identifies the specific outcomes, expected results, and strategies that Council and Civic Administration will deliver on together.</p>

Strategies	Accomplishments
	<p><b>Housing Stability For All: The Housing Stability Action Plan for the City of London (2019–2024)</b>  The Housing Stability Action Plan (Plan) defines the current environment and future needs of London and area. The Plan sets the new direction for the collective work of the community to address housing stability.  We need far more affordable housing stock in our community. The shortage of safe, affordable housing options is impacting the stability and health of people across our community.  Strategic Area of Focus 2: Create More Housing Stock  Strategic Initiative 2.1: Retain existing and create new affordable housing stock.  2.1.a. Work with the private market to retain existing affordability in rental market units.  2.1.b. Develop publicly owned and available lands for affordable housing.  2.1.c. Implement tools, policies, and programs (the municipal housing toolbox) to create new affordable housing through a Community Improvement Plan (CIP), zoning bylaw update, inclusionary zoning (IZ), bonusing, secondary units, etc.  2.1.d. Invest in affordable housing through development charges (growth paying for growth) through the creation of a community benefits charge and municipal assessment growth policy.  2.1.e. Explore opportunities to stimulate new affordable housing through government legislation.</p> <p><b>Housing Development Corporation, London (HDC):</b> The HDC centralizes the knowledge, skills, expertise, and tools required to support sustainable housing development, inclusive of affordable housing, throughout London and Middlesex. The mandate of HDC is to stimulate the development and sustainability of affordable housing throughout London and Middlesex.</p>
 <b>4.10 Enhance community safety in social housing</b>	<p>The City continues to focus on supporting housing providers in maintaining buildings in proper condition for the health and safety of residents. The City is finalizing the Building Condition Assessment and Reserve Fund Analysis studies for all of the community's social housing providers.</p> <p>The City has also implemented a Social Housing Sustainability Pilot to provide capital funding to support the energy efficiency upgrades of social housing providers.</p> <p>In July 2018, London Middlesex Community Housing (LMCH) issued a tender for:</p> <ul style="list-style-type: none"> <li>• proposed design of exterior lighting fixtures to enhance the safety / security and lighting aesthetic, as well as to reduce hydro consumption on 7 family town home sites within the city of London</li> <li>• proposed design of exterior lighting fixtures to enhance the safety / security and lighting aesthetic, as well as to reduce hydro consumption on 15 high rise sites within the city of London</li> <li>• proposed services for a complete solution to design, supply and install a new surveillance system at 39 Tecumseh Ave, London</li> </ul> <p>In September 2019, the Ontario Government changed regulations enabling community housing providers to ban tenants who had committed “serious crimes” from returning to a social housing unit for up to five years. The government wants to stop dangerous activity in community housing and enhance the safety of the tenants.</p>



Strategies	Accomplishments
<p>✓ 4.11 Create a coordinated response with supports and protections for vulnerable people living in the community</p>	<p><b>Coordinated Informed Response</b> – London’s Coordinated Informed Response works together with multiple service areas and organizations. This caring and compassionate response aims to support individuals who are street involved, sleeping rough and urban camping in finding safe alternative solutions focused on housing.</p> <p><b>By-Name List and Coordinated Access</b> - A By-Name List includes everyone currently experiencing homelessness in the community who has consented to share their information. The Coordinated Access List is a subset of the By-Name List that includes those that are active, eligible and interested in the housing support resources offered through the community’s Coordinated Access system. In April 2019, the Coordinated Informed Response began as a fulltime initiative. A City funded, coordinated, cross-functional team was put into place.</p> <p><b>London’s Homeless Prevention System</b> - focuses on: Securing Housing; Housing with Support; Housing Stability; and Shelter Diversion.</p> <p><b>Housing First</b> - The priority of a Housing First approach is to move individuals and families experiencing homelessness quickly into housing with support and then begin to work on the issues that contributed to their homelessness from the stability and safety of their own home.</p> <p><b>Behavioural Response Team – LHSC</b> - The Behavioural Response Team program is an assessment and consultation service for older adults presenting with responsive behaviours related to dementia, mental health or addiction. This service will provide quick assessment and support to individuals in the community or residential care.</p> <p><b>London’s Community Plan Regarding Street Level Women at Risk</b> - focuses on addressing the housing, exit strategies, health and well-being of women who are involved in street-involved sex work, and/or trading sex for food, drugs or a place to stay. The Community Plan is grounded in the lived experience of street-involved women, and feedback from London service providers. The Street Level Women at Risk Program is a collaboration of 24 organizations working to provide housing and supports to street-level sex workers.</p> <p><b>London Connectivity Situational Table</b> - In 2018 the London Police Service formed the London Connectivity Situational Table which provides a multi-partnership approach to wrap services around individuals at acute risk. Representatives from more than 20 local agencies meet once a week to better assess an individual’s needs and provide the best support.</p> <p><b>Project Home</b> - is a housing stability/housing first program which is rooted in the City of London, Homeless Prevention System. Project Home focuses on housing and supporting adults and youth who have experienced chronic and persistent homelessness.</p> <p><b>Resting Spaces</b> - Through the implementation of Resting Spaces, 20 daytime and overnight resting spaces have been made available to individuals experiencing homelessness who are demonstrating in-the-moment unpredictable and disruptive behaviours related to their substance use, mental health, and trauma that limits their eligibility to receive services.</p>
<p>✓ 4.12 Continue to support the evolution of emergency shelters to improve diversion, rapid housing, and specialization</p>	<p><b>Housing Stability for All: The Housing Stability Action Plan for the City of London</b> The Housing Stability Action Plan 2019-2024 (Plan) defines the current environment and future needs of London and area. The Plan sets the new direction for the collective work of the community to address housing stability. This Plan calls on all services, sectors, governments, and residents to address the rapidly changing and complex housing stability needs of individuals and families.</p> <p><b>London’s Emergency Shelters Progress Report: 2011-2016</b> - examines the use of London’s emergency shelters between 2011 and 2016. The analysis of billing data over this six-year period provided an opportunity to consider trends in emergency shelter use in London.</p> <p><b>Rotholme Shelter Diversion Initiative</b> - Lawson Health Research Institute, Western University, City of London, and Mission Services of London, Ontario, partnered on the Prevention of Homelessness Among Families (PHAF) project to assess the effectiveness of a shelter diversion pilot-program at Rotholme Women’s and Family Shelter (Mission Services). Rotholme’s shelter diversion program aims to divert family homelessness by working with families to maintain stable housing prior to eviction. In November 2019, the London Community Foundation announced a \$250,000 Community Vitality Grant to Mission Services in support of Rotholme Women’s &amp; Family Shelter’s Prevention of Homelessness Among Families (PHAF) Program.</p> <p><b>Point-in-Time Homeless Count</b> - There have been four enumeration events held in the City of London. During the most recent enumeration event, which occurred in 2018, 73 community volunteers and 20 team leaders from homeless serving agencies surveyed 406 individuals and families experiencing homelessness in 15 locations in London.</p>




Strategies	Accomplishments
<p> <b>4.13 Expand the capacity of the Housing Stability Bank, which provides emergency rental and utility assistance</b></p>	<p>The Housing Stability Bank offers financial assistance to low income Londoners to obtain and retain their housing and offers financial assistance to those at risk of homelessness to remain housed.</p> <p>All Housing Stability Bank loan application eligibility appointments completed as of April 1, 2018 were eligible for 50% loan forgiveness. To receive the 50% loan forgiveness, applicants were required to repay 50% of their loan (following which, the remaining 50% was forgiven). All Housing Stability Bank loan applications made prior to April 1, 2018 will remain owing per the original terms of the Applicant's loan arrangements.</p> <p>Rental Assistance - provides interest-free loans to assist with rental arrears, first month's rent (ODSP recipients only) and/or last month's rent.</p> <p>Emergency Utility Assistance - provides grants (until grants are exhausted annually) or interest-free loans to assist with utility arrears pertaining to gas, electricity or water. In May 2018, the Emergency Utility Assistance Program transitioned from a Limited-Time Grant Program to an Interest-Free Loan Program.</p> <p>Ontario Electricity Support Program - assists with the completion of applications to the Ontario Electricity Support Program.</p> <p>Money Coach Services - provides one-to-one coaching regarding financial matters such as budgeting, banking, direct deposits, credit and debit management, benefit entitlement, completing applications, and more.</p> <p>Connections and Referrals to Community Resources - provides relevant connections to community services.</p>
<p> <b>4.14 Expand supportive housing approaches for people with disabilities</b></p>	<p><b>Canadian Mental Health Association-Middlesex (CMHA)</b> - CMHA has increased support in housing first, has added a new supportive apartment program for women who have experienced trauma and violence, has piloted a transitional eating disorders residence, piloted a transition care home in partnership with London Health Sciences Centre and Parkwood Hospital and is involved in a 3 year Lawson research study – No Fixed Address version 2 – where CMHA provides a housing selection worker in the hospital to find housing and prevent discharge to homelessness (as of March 2018 they housed 120 individuals)</p> <p><b>Homes Unlimited</b> - Homes Unlimited (London) Inc. is a non-profit corporation formed in 1972 to provide affordable rental housing primarily for families of modest income. The corporation, and its sister organization Odell-Jalna Residences of London Ontario, own and operate 540 affordable, well-maintained housing units in nine locations. The properties are a mix of townhomes and apartments. Some accessible units are available at each location.</p> <p><b>Indwell</b> - Indwell is a Christian charity that creates affordable housing communities that support people seeking health, wellness and belonging. Indwell is Ontario's largest developer of new affordable housing with supports. In 2019, Indwell brought its transformational supportive housing model to London.</p> <p>In February 2019, Indwell finalized the purchase of Woodfield Gate, a new affordable housing building at 356 Dundas Street in downtown London. The new tenants include people who face challenges accessing quality housing, often due to mental health and other disabilities. The building opened in July 2019 and is now home to 69 individuals. London Community Foundation helped to fund the building's construction and provided a low interest loan to Indwell to purchase it from the developer.</p> <p>Indwell is partnering with the Mental Health Care Program at St. Joseph's Health Care London and the Canadian Mental Health Association-Middlesex to identify and welcome new tenants who are seeking supportive housing to continue their journey toward wellness. Indwell is working with neighbourhood groups, civic partners, and a growing community of donors to develop much-needed solutions for our community's housing crisis. Indwell is establishing a regional office in London and plan to create more affordable housing communities in London and southwestern Ontario.</p> <p>Indwell is also working on the development of the site of the former Embassy Hotel at Dundas and English into a three-storey, mixed used project. Indwell is currently in the planning stage of the project.</p>

Strategies	Accomplishments
<p> <b>4.15 Connect with healthcare to work with older adults with complex needs to develop attainable housing strategies responsive to their needs, creating spaces for those who are residing in hospital or do not qualify for long term care</b></p>	<p><b>Housing Stability For All: The Housing Stability Action Plan for the City of London (2019–2024)</b>  The Housing Stability Action Plan (Plan) defines the current environment and future needs of London and area. The Plan sets the new direction for the collective work of the community to address housing stability.  Strategic Area of Focus 3: Provide Housing Supports  Strategic Initiative 3.2: Implement coordinated access to mental health and addictions services and supports  Action 3.2b: Strengthen partnerships with the health sector to provide opportunities for continuity of care in the community</p> <p><b>Age Friendly London Action Plan (2017-2020)</b> - The Age Friendly London Action Plan represents the combined vision of older adult community members, service providers, organizations, working group Chairs, and City champions. The purpose of this plan is to guide the work to improve age friendliness in London. The Plan is comprised of eight focus areas, one of which is housing with a focus on “aging in place”.</p> <p><b>Cheshire Independent Living Services</b> - Cheshire is a non-profit, government funded organization that works to enable adults with significant physical disabilities and frail seniors to live actively, independently and with dignity in their own community. The majority of their services are provided through two programs which are funded by the Ministry of Health and Long-Term Care: Community Assisted Living and Attendant Outreach Services.</p> <p><b>Indwell</b> - Indwell is a Christian charity that creates affordable housing communities that support people seeking health, wellness and belonging. Indwell is Ontario’s largest developer of new affordable housing with supports. In 2019, Indwell brought its transformational supportive housing model to London.  In February 2019, Indwell finalized the purchase of Woodfield Gate, a new affordable housing building at 356 Dundas Street in downtown London. The new tenants include people who face challenges accessing quality housing, often due to mental health and other disabilities. The building opened in July 2019 and is now home to 69 individuals. London Community Foundation helped to fund the building’s construction and provided a low interest loan to Indwell to purchase it from the developer.</p> <p>Indwell is partnering with the Mental Health Care Program at St. Joseph’s Health Care London and the Canadian Mental Health Association-Middlesex to identify and welcome new tenants who are seeking supportive housing to continue their journey toward wellness. Indwell is working with neighbourhood groups, civic partners, and a growing community of donors to develop much-needed solutions for our community’s housing crisis. Indwell is establishing a regional office in London and plan to create more affordable housing communities in London and southwestern Ontario.</p> <p>Indwell is also working on the development of the site of the former Embassy Hotel at Dundas and English into a three-storey, mixed used project. Indwell is currently in the planning stage of the project.</p>
<p> <b>4.16 Partner with Indigenous community to create housing plan</b></p>	<p>The City of London has supported the development of a community driven, Indigenous-led housing and homelessness plan – the Giwetashkad Indigenous Homeless Plan by Atlohosa Family Healing Services. This plan represents culturally sensitive perspectives of community members with lived and/or living experience and sets out a vision of home as a place of safety and belonging for all peoples. The City has received the draft version of this plan and is continuing to support this process.</p> <p><b>The London Homeless Coalition (LHC)</b>  The London Homeless Coalition (LHC) exists to advise, shape and coordinate community responses to homelessness, and related needs to the London area. The LHC is an open network of individuals interested in the issue of homelessness in London, Ontario. Anyone may attend and participate in Homeless Coalition meetings. The Coalition is led by a Steering Committee, which is an annually elected body, to which anyone can self-nominate.</p> <p>The London Homeless Coalition has 5 priority focus areas including:  Supporting Our Community in Increased Understanding of Indigenous Homelessness – to include the following actions:  - Community engages with the definition of Indigenous Homelessness  - Understanding the commodification of housing and land and the “Push” out of spaces  - Understanding ‘regional’ specifics of Indigenous homelessness</p>

Strategies	Accomplishments
<p>✓ 4.17 Coordinate available supports for people transitioning between housing options</p>	<p><b>Coordinated Informed Response – City of London</b> - London’s Coordinated Informed Response works together 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.</p> <p>A 16-week pilot project ran for five months in 2018 known as The Core Area Informed Response. It focused on strategies to address the issues causing public concern and studied the situation to better understand what was happening, collect data and strengthen the Informed Response in the future. With the results of the evaluation, and knowledge gained by working in an integrated pilot program, strategies and actions were applied in forming a more committed initiative to better serve the needs in London.</p> <p>In April 2019, the Coordinated Informed Response began as a fulltime initiative. A City funded, coordinated, cross-functional team was put into place.</p> <p><b>By-Name List and Coordinated Access</b> - A By-Name List includes everyone currently experiencing homelessness in the community who has consented to share their information. The Coordinated Access List is a subset of the By-Name List that includes those that are active, eligible and interested in the housing support resources offered through the community’s Coordinated Access system. A Priority List is a subset of the Coordinated Access List that identifies those with the highest priority for matching to an available housing resource.</p> <p><b>London’s Homeless Prevention System</b> - focuses on: Securing Housing; Housing with Support; Housing Stability; and Shelter Diversion. Housing First - The priority of a Housing First approach is to move individuals and families experiencing homelessness quickly into housing with support and then begin to work on the issues that contributed to their homelessness from the stability and safety of their own home. “A Housing First or Housing with Support approach assists individuals and families by seeking out and supporting the right housing, at the right place, with the right level of support to develop lasting housing stability.”</p> <p>Providing Housing Supports is a strategic area of focus within the 2019-2024 Housing Stability Action Plan. City of London funds seven Housing First programs that provide intensive case management, housing finding and housing stability supports, primarily to chronically homeless individuals with high acuity. Limited housing stability support exists for individuals only requiring light or moderate support, representing a significant gap in the housing stability system. An opportunity exists to rapidly house lower and moderate acuity individuals thereby significantly reducing the number of individuals experiencing homelessness in London.</p> <p>The City of London, Homeless Prevention requested proposal submissions from experienced and qualified proponents to provide the following Housing Stability Services and included two representatives from the</p> <p>London Homeless Coalition Steering Committee to serve on the RFP Evaluation Team:</p> <p>a) Rent Stability Program: The Rent Stability Program is designed to serve low acuity individuals and families experiencing homelessness. Lower acuity participants that do not require the level of housing stability support provided by Rapid Rehousing and Housing First programs, are eligible for enrollment into the Rent Stability Program where they are provided with light support to achieve financial sustainability and housing stability.</p> <p>b) Rapid Rehousing Program: The Rapid Rehousing Program is designed to serve moderate acuity individuals and families experiencing homelessness. Moderate acuity participants that do not require the level of housing stability support provided by Housing First programs, are eligible for enrollment into the Rapid Rehousing Program where they are provided with moderate case management support to achieve financial sustainability and housing stability. Rapid rehousing is time limited, facilitating households to move quickly out of homelessness and back into the community, where broader resources are available. Connecting participants to services and supports to address ongoing needs is critical to the long-term success of formerly homeless families.</p> <p>c) Housing Identification Program: The Housing Identification Program is designed to serve individuals and families experiencing homelessness that are enrolled into a Rent Stability Program or Rapid Rehousing Program. The Housing Identification Program staffing may include Housing Finders and Landlord Liaisons. Housing Finders establish and maintain relationships with landlords; build and maintain a housing stock; and support program participants in finding and securing housing. The Landlord Liaisons’ role is to facilitate successful tenancy by monitoring rent payment and providing timely tenancy issue resolution support. The above division of responsibilities are suggestions only and can be modified as needed.</p> <p><b>Housing Stability For All: The Housing Stability Action Plan for the City of London (2019 – 2024)</b></p> <p>The Housing Stability Action Plan (Plan) defines the current environment and future needs of London and area. The Plan sets the new direction for the collective work of the community to address housing stability.</p> <p>Strategic Area of Focus 4: Transform the Service System</p> <p>Strategic Initiative 4.1: Redesign and implement a new housing system to better help individuals and families avoid homelessness and achieve housing stability</p> <p>Strategic Initiative 4.2: Use data to drive decision-making to respond in real-time to the housing stability needs of individuals and families</p>

Strategies	Accomplishments
<p> <b>4.18 Implement strategies to assist with start-up costs of housing (furniture, moving, household items)</b></p>	<p><b>Ontario Works Directives</b> -7.5 Housing-Related Benefits (as of February 2017) - Housing-related benefits are discretionary and are provided on a case-by-case basis at the discretion of the Administrator. Moving Expenses are a non-health-related discretionary benefit. The Administrator may approve payments to cover the cost of moving household furniture and personal effects from one place of residence to another.</p> <p><b>Impact Junk Solutions – Furniture Bank</b> - is primarily for people getting housed after experiencing homelessness. Furniture packages for an individual or couple (8 items) or a family (up to 14 items) are available. A fixed price of \$150 to \$225 is billed to agency or OW Discretionary Benefits. The idea is to offer free furniture to the client, while covering Impact Junk operating costs.</p> <p><b>Housing Stability Bank</b> - The Housing Stability Bank offers loans for rent arrears, first and last month's rent and utility arrears to support low-income Londoners.</p>
<p> <b>4.19 Encourage organizations (e.g. faith organizations, social entrepreneurs) to invest in attainable housing to increase housing supply</b></p>	<p><b>National Housing Strategy (NHS) and Canada Mortgage and Housing Corporation (CMHC)</b> Canada's first-ever National Housing Strategy was released in 2018. This \$55+ billion, 10-year plan will strengthen the middle class, cut chronic homelessness in half and fuel our economy. Most importantly, it will give more Canadians across the country a place to call home. Through the NHS, the federal government is bringing together the public, private and non-profit sectors to re-engage in affordable housing. Using a mix of funding, grants and loans, the strategy will create affordable, stable and livable communities. It will also create new opportunities for the federal government to innovate through partnerships with the community housing sector, co-operative movement, private sector, and research community.</p> <p><b>Housing Development Corporation (HDC)</b> - The HDC centralizes the knowledge, skills, expertise, and tools required to support sustainable housing development, inclusive of affordable housing, throughout London and Middlesex. HDC engages in a full range of services including development, new financial instruments, land acquisition and sale, affordable housing consultation and promotion with all partners and sectors.</p> <p><b>Indwell</b> - is a Christian charity that creates affordable housing communities that support people seeking health, wellness and belonging. Indwell is Ontario's largest developer of new affordable housing with supports. In 2019, Indwell brought its transformational supportive housing model to London.</p> <p>In February 2019, Indwell finalized the purchase of Woodfield Gate, a new affordable housing building at 356 Dundas Street in downtown London. The new tenants include people who face challenges accessing quality housing, often due to mental health and other disabilities. The building opened in July 2019 and is now home to 69 individuals. London Community Foundation helped to fund the building's construction and provided a low interest loan to Indwell to purchase it from the developer.</p> <p>Indwell is partnering with the Mental Health Care Program at St. Joseph's Health Care London and the Canadian Mental Health Association-Middlesex to identify and welcome new tenants who are seeking supportive housing to continue their journey toward wellness. Indwell is working with neighbourhood groups, civic partners, and a growing community of donors to develop much-needed solutions for our community's housing crisis. Indwell is establishing a regional office in London and plan to create more affordable housing communities in London and southwestern Ontario.</p> <p>Indwell is also working on the development of the site of the former Embassy Hotel at Dundas and English into a three-storey, mixed used project. Indwell is currently in the planning stage of the project.</p> <p><b>Habitat for Humanity</b> - Since its inception in 1993, the local chapter of Habitat for Humanity has built 80 homes across the region. In March 2019, two homes were completed as part on the non-profit's Manor project in London, where other homes have also been built on the site of the now-demolished Manor and Highland Park public school. The organization broke ground on two more homes on the same street in May 2019. Habitat for Humanity has embarked on 7 builds in the region in 2020. Due to COVID-19, 3 of the builds are temporarily on hold. Habitat also manages 7 ReStores in the region providing donated furniture, appliances, and building materials at an affordable price.</p> <p><b>London Affordable Housing Foundation</b> - The London Affordable Housing Foundation (LAHF) is a non-profit group of faith-based partners committed to making safe, affordable housing possible for people and families facing economic barriers to housing. They primarily use their funds for the purchase of land, which constitutes their single biggest expense. After securing lands for development, the foundation then seeks partnerships with governments and assistance from donors to fund the construction of affordable housing units.</p> <p><b>London Community Foundation (LCF)</b> - In response to London's growing housing crisis, the London Community Foundation has doubled its financial assistance to \$17 million to support the creation of affordable housing. For the past six years, LCF has demonstrated its leadership in this space through its Social Impact Fund – a \$10 million revolving loan fund that has enabled the creation of 341 units of affordable housing to date. With the support of LCF donors and community partners, LCF is deepening its commitment to addressing the affordable housing crisis with a dedicated affordable housing fund of \$17 million. Some of the organizations that have received assistance through LCF's Affordable Housing Fund include Indwell, the Italian Seniors Project, Homes Unlimited, and Youth Opportunities Unlimited.</p>

Strategies	Accomplishments
	<p>The Foundation also announced the establishment of a Housing Action Committee, chaired by London architect John Nicholson. The role of the committee will be to identify organizations, both community and for-profit, which have an interest and capacity to help create affordable housing but need more information and financial assistance to develop and deliver on their plans.</p> <p><b>Life Spin Housing Initiative</b> - Life Spin is one of the longest Community Economic Development (CED) organizations serving low-income citizens in Ontario. The Life Spin CED Housing Initiative is comprised of five commercial units, and 10 residential units. This sustainable housing initiative provides below market rents to an array of individuals with unique support needs.</p> <p><b>VERGE</b> - VERGE Capital is a social finance program of Pillar Nonprofit Network in collaboration with Libro Credit Union, London Community Foundation, Sisters of St. Joseph, SVX (an impact investing platform) and the Government of Ontario. VERGE Capital operates two social finance loan funds that provide capital to both new and established organizations across Southwestern Ontario.</p> <p><b>The City of London's Homeless Prevention Team</b> invited residents and community organizations to join community conversation and idea sharing meetings to help develop shared solutions towards ending homelessness and housing instability in London.</p> <p>The community meetings were an opportunity for the team to engage with residents and organizations to talk about their ideas and how the services they may already be providing can support more individuals in our community. The Homeless Prevention Team connected with residents and community organizations about important gaps in the system and existing supports that could possibly help fill these gaps. The team also used the meetings as an opportunity to provide insight into the homeless prevention and housing model the City is working towards and share updates on new and ongoing initiatives like the Housing Stability Week, Coordinated Informed Response and the Coordinated Access Centre.</p>
<p> <a href="#">4.20 Clear the social housing waitlist and reinvest resources in housing that keep the waitlist clear</a></p>	<p><b>Canada-Ontario Housing Benefit (COHB)</b></p> <p>In November 2017, the federal government released the National Housing Strategy (NHS), a 10-year, \$40 billion plan. The NHS sets out a renewed federal-provincial partnership to work together to achieve targets and outcomes, increase access to housing, reduce housing need and achieve better housing solutions across the spectrum.</p> <p>The NHS includes three provincially-administered initiatives that provide significant flexibility to support provincial housing priorities:</p> <ul style="list-style-type: none"> <li>• Ontario Priorities Housing Initiative: funding to address housing supply, repairs, and rental construction, affordability support, tenant supports and affordable homeownership. Program launched in fiscal 2019-20;</li> <li>• Canada-Ontario Community Housing Initiative: funding to preserve and expand community housing supply, protect housing affordability for tenants, and support repair and regeneration of community housing stock. Program launched in fiscal 2019-20; and</li> <li>• COHB: funding to provide portable housing payments directly to tenants to improve housing affordability.</li> </ul> <p>On April 30, 2018, as part of the NHS, the government of Ontario and the Canada Mortgage and Housing Corporation (CMHC) signed a Bilateral Agreement that outlines these provincially-administered NHS initiatives and their associated funding.</p> <p>On December 19, 2019, the federal and provincial governments announced the signing of an Addendum to the Bilateral Agreement that includes the mutually agreed-upon program design parameters for the COHB program.</p> <p>The COHB program is a provincially delivered, joint \$1.46 billion federal-provincial housing allowance program. The program helps to increase the affordability of rental housing for eligible households in housing need that are on, or are eligible to be on, social housing waiting lists and to households in housing need living in community housing by providing a direct income-tested Portable Housing Benefit (PHB).</p> <p>The COHB program will build on Ontario's Portable Housing Benefit – Special Priority Policy (PHB-SPP) program by providing housing assistance directly to additional priority household groups in need, and will reflect the diversity of housing markets in communities across Ontario.</p> <p>With the assistance of Service Managers, households will complete COHB applications which will be sent to the Ministry of Finance (MOF) to determine eligibility. Eligible applicants will receive a monthly PHB based on the difference between 80% of the Average Market Rent (AMR) of the relevant service area and 30% of their Adjusted Family Net Income (AFNI). PHB payments will be issued by MOF directly to households and subject to an annual renewal process. Households that have been found to be eligible may also receive first and last month's rent assistance directly from Service Managers, where appropriate.</p> <p>Households who are approved to receive benefits under this program must consent to be removed from the social housing waiting list of their local Service Manager.</p>






Strategies	Accomplishments
	<p><b>City of London - Housing Division</b></p> <ul style="list-style-type: none"> <li>• It is the Service Manager’s responsibility for identifying potential households to apply for the COHB.</li> </ul> <p>The province has identified priority groups for the Service Manager to target which includes (in no particular order):</p> <ul style="list-style-type: none"> <li>• Survivors of domestic violence and human trafficking</li> <li>• Person experiencing or at-risk of homelessness</li> <li>• Indigenous persons</li> <li>• Seniors</li> <li>• People with disabilities</li> </ul> <p>With the direction from the province, Civic Administration has recommended:</p> <ol style="list-style-type: none"> <li>1. Continue to support Survivors of domestic violence (through the legislative SPP priority) and human trafficking and</li> <li>2. Persons experiencing or at-risk of homelessness</li> </ol> <p>The existing Portable Housing Benefit for Survivors of Domestic Violence and Human Trafficking (PHB-SPP) will terminate/expire on March 31, 2020. The Ministry of Municipal Affairs and Housing will continue to support these current households directly when program transitions into the new COHB. Given the success of the PHB-SPP program in our community in moving vulnerable individuals and those at-risk households quickly to safe and appropriate housing, it is recommended that this priority group continue for new SPP households.</p> <p>Under the ‘persons experiencing or at-risk of homelessness priority group’, Civic Administration recommends utilizing the existing Homeless Prevention Coordinate Access System to target all the intended priority groups. Coordinated access is a way for communities to bring consistency to the process by which people experiencing or at risk of homelessness access housing and related services. Core components of a strong Coordinated Access System include a Housing First approach; real-time data about the supply of and demand for housing resources; and a streamlined service delivery approach with access points to service, a standardized workflow for triage and assessment; prioritization; and vacancy matching and referral.</p> <p>A Coordinated Access System makes it possible to take a comprehensive systems-based approach to addressing homelessness, rather than an agency-by-agency or program-centred approach. It supports better service integration, ensuring that service providers are working together to match clients experiencing homelessness with available resources in a consistent and transparent manner at the community level, regardless of where clients are being served.</p> <p>Currently, the Homeless Prevention Coordinated Access System is supporting approximately 663 individuals:</p> <ul style="list-style-type: none"> <li>• Persons experiencing or at-risk of homelessness 300</li> <li>• Indigenous persons 103</li> <li>• Seniors 123</li> <li>• People with disabilities 134</li> </ul> <p>Given that the potential demand within these priority groups greatly exceed funding available, Civic Administration’s recommended approach provides an opportunity to respond to the homelessness crisis in a meaningful and tangible way, ensures funding can be fully committed, expended, and meet the reporting requirements and timelines as outlined within COHB’s program guidelines.</p>

Strategies	Accomplishments
<p>✓ 4.21 Encourage private sector to increase supply of attainable rental housing</p>	<p><b>Housing Stability For All</b>  <b>The Housing Stability Action Plan for the City of London (2019–2024)</b>  The Housing Stability Action Plan (Plan) defines the current environment and future needs of London and area. The Plan sets the new direction for the collective work of the community to address housing stability.</p> <p>Strategic Area of Focus 2: Create More Housing Stock  Strategic Initiative 2.1: Retain existing and create new affordable housing stock.  2.1a: Work with the private market to retain existing affordability in rental market units.  2.1b: Develop publicly owned and available lands for affordable housing.  2.1c: Implement tools, policies, and programs (the municipal housing toolbox) to create new affordable housing through a Community Improvement Plan (CIP), zoning bylaw update, inclusionary zoning (IZ), bonusing, secondary units, etc.  2.1d: Invest in affordable housing through development charges (growth paying for growth) through the creation of a community benefits charge and municipal assessment growth policy.  2.1e: Explore opportunities to stimulate new affordable housing through government legislation.</p> <p>Strategic Initiative 2.3: Increase supportive and specialized housing options.  2.3.a. Develop a supportive and specialized housing model based on unique needs and local priorities.  2.3.b. Work across sectors and systems to create supportive housing solutions for individuals and families at risk of or experiencing homelessness.</p> <p><b>Affordable Housing Development: Planning Toolkit</b></p> <ul style="list-style-type: none"> <li>• Recent legislative changes have provided municipalities with new tools that can be used to support the development of affordable housing. The Province has also recently undertaken public consultation regarding increasing housing supply in Ontario.</li> <li>• The City currently has various tools, such as policies, incentives, and regulations, which can be used to support the development of housing and assist with the affordability of housing; however, these tools can be enhanced to better support the provision of affordable housing.</li> <li>• In November 2018, Council directed that the City's existing planning tools, as well as consideration of potentially introducing new tools, be coordinated through an affordable housing development strategy to promote the development of affordable housing</li> <li>• Since November 2018, City Planning, the Homeless Prevention and Housing Division, the Housing Development Corporation London (HDC), and London Middlesex Community Housing (LMCH) have identified that the affordable housing development “toolkit” may be prepared to support the framework of the City’s “Homeless Prevention and Housing Plan”.</li> <li>• The tools of the toolkit are intended to be used by private developers, non-profit organizations, and public agencies developing affordable housing units.</li> <li>• Bill 108, the “More Homes, More Choice Act, 2019” received royal assent in June 2019. The Bill proposes changes to various Provincial Acts, including the Planning Act and the Development Charges Act all intended to increase housing supply in Ontario.</li> </ul> <p>City Planning and the Homeless Prevention and Housing Division have been working collaboratively with housing-related agencies, such as the LMCH and the HDC, to determine an approach to coordinating housing policy framework and implementation tools. Through these discussions, it was recognized that a coordinated approach to the entire range of housing options is required by the City in order to address housing affordability. The Affordable Housing Development Toolkit is intended to be a set of tools to support the broader framework of the “Homeless Prevention and Housing Plan” that can also be used by private market developers creating affordable units.</p> <p>Implementing the Homeless Prevention and Housing Plan will be through tools and actions to be led by Homeless Prevention and Housing Services, Development Services, City Planning, as well as agencies such as the LMCH and HDC. The Affordable Housing Development Toolkit is a consolidation of planning-related tools that support the provision of affordable housing.</p>
<p>✓ 4.22 Streamline the process by which affordable housing is accessed to help people get housed more quickly</p>	<p><b>Housing Stability For All - The Housing Stability Action Plan for the City of London (2019–2024)</b>  The Housing Stability Action Plan (Plan) defines the current environment and future needs of London and area. The Plan sets the new direction for the collective work of the community to address housing stability.  A strong Housing Stability Action Plan needs to be managed as a system and all sectors and stakeholders need to be engaged. There is a need for a user-friendly system for individuals and families who require support to attain and retain housing. The system needs to be easier to navigate.</p>

Strategies	Accomplishments
	<p>Strategic Area of Focus 4: Transform the Service System</p> <p>Strategic Initiative 4.1: Redesign and implement a new housing system to better help individuals and families avoid homelessness and achieve housing stability.</p> <p>4.1.a. Articulate a clear vision for the delivery of housing stability for all.</p> <p>4.1.b. Create a community-based housing stability leadership working group to help guide the implementation of system change.</p> <p>4.1.c. Develop shared standards of practice within municipal housing services and homeless prevention and across the housing stability system.</p> <p>4.1.d. Align existing priority lists and services within the housing stability system.</p> <p>Strategic Initiative 4.2: Use data to drive decision-making to respond in real-time to the housing stability needs of individuals and families.</p> <p>4.2a. Develop a data culture to ensure decisions are informed by local intelligence.</p> <p>4.2d. Establish cross-functional teams that monitor changes to the housing market and determine the needs of priority populations.</p> <p><b>City of London - Housing Division</b></p> <ul style="list-style-type: none"> <li>• It is the Service Manager's responsibility for identifying potential households to apply for the COHB.</li> </ul> <p>The province has identified priority groups for the Service Manager to target which includes (in no particular order):</p> <ul style="list-style-type: none"> <li>• Survivors of domestic violence and human trafficking</li> <li>• Person experiencing or at-risk of homelessness</li> <li>• Indigenous persons</li> <li>• Seniors</li> <li>• People with disabilities</li> </ul> <p>With the direction from the province, Civic Administration has recommended:</p> <ol style="list-style-type: none"> <li>1. Continue to support Survivors of domestic violence (through the legislative SPP priority) and human trafficking and</li> <li>2. Persons experiencing or at-risk of homelessness</li> </ol> <p>The existing Portable Housing Benefit for Survivors of Domestic Violence and Human Trafficking (PHB-SPP) will terminate/expire on March 31, 2020. The Ministry of Municipal Affairs and Housing will continue to support these current households directly when program transitions into the new COHB. Given the success of the PHB-SPP program in our community in moving vulnerable individuals and those at-risk households quickly to safe and appropriate housing, it is recommended that this priority group continue for new SPP households.</p> <p>Under the 'persons experiencing or at-risk of homelessness priority group', Civic Administration recommends utilizing the existing Homeless Prevention Coordinate Access System to target all the intended priority groups. Coordinated access is a way for communities to bring consistency to the process by which people experiencing or at risk of homelessness access housing and related services. Core components of a strong Coordinated Access System include a Housing First approach; real-time data about the supply of and demand for housing resources; and a streamlined service delivery approach with access points to service, a standardized workflow for triage and assessment; prioritization; and vacancy matching and referral.</p> <p>A Coordinated Access System makes it possible to take a comprehensive systems-based approach to addressing homelessness, rather than an agency-by-agency or program-centred approach. It supports better service integration, ensuring that service providers are working together to match clients experiencing homelessness with available resources in a consistent and transparent manner at the community level, regardless of where clients are being served.</p> <p>Currently, the Homeless Prevention Coordinated Access System is supporting approximately 663 individuals:</p> <ul style="list-style-type: none"> <li>• Persons experiencing or at-risk of homelessness 300</li> <li>• Indigenous persons 103</li> <li>• Seniors 123</li> <li>• People with disabilities 134</li> </ul> <p>Given that the potential demand within these priority groups greatly exceed funding available, Civic Administration's recommended approach provides an opportunity to respond to the homelessness crisis in a meaningful and tangible way, ensures funding can be fully committed, expended, and meet the reporting requirements and timelines as outlined within COHB's program guidelines.</p>



Strategies	Accomplishments
<p>✓ 5.1 Reduce transit-related costs for people with low income through consideration of pricing and subsidy models</p>	<p>Effective January 1, 2018, a new income related transit program was launched. This program is for Londoners, 18 and over whose income is at or below the low income cut-off (after tax). This is a 2 year pilot project.</p> <p>The cost of a subsidized bus pass for eligible Londoners is \$52.00/month. The application process is available on line and in person through the City of London's Discretionary Benefits Program. Passes may be purchased at the 2 LTC locations and at 7 additional locations across the city.</p> <p>2020 Update: City of London Multi-Year Budget - Transit Subsidies Endorsed Discounted bus passes and other public transit subsidies were unanimously endorsed by city politicians, including reduced-cost passes for teens, low-income Londoners and free rides for kids 12 and younger. The London Transit Commission approved a fare increase, effective January 1, 2020, that impacted the Subsidized Transit Pass increasing the fee to \$61 per month.</p>
<p>✓ 5.2 Engage all stakeholders, including businesses and London Transit Commission, regarding timing, routes, and accessibility to help connect people to services, supports, and employment opportunities</p>	<p>In partnership with the LTC and the London Economic Development Corporation (LEDC), a Transit Summit "Getting People to Work Using Public Transit: Challenges &amp; Solutions" was held in London on May 15, 2018. Discussion topics included gaps in services; expanding routes into industrial areas; increasing route times on main routes; and identifying need.</p> <p>In February 2019, City Council directed staff to bring forward a list of projects that would be eligible for approximately \$370 million in federal and provincial funding designated for transit improvements in London.</p> <p>In March 2019, London City Council approved 10 transit and transit-supportive projects to submit for senior government funding consideration. Projects include elements of rapid transit, intersection improvements, and enhanced cycling and active transportation connections. To be considered, projects had to demonstrate they could improve the capacity of public transit infrastructure, the quality and/or safety of transit or access to public transit. Staff proposed 19 transportation projects that meet at least one of these outcomes and enhance transit and improve mobility for Londoners. Members of the public provided feedback on the proposed projects.</p>
<p>✓ 5.3 Allow children under 12 to ride public transit free to help families with transit costs and encourage ridership</p>	<p>This recommendation was implemented on January 1, 2017</p> <p>In May, 2017, fobs were distributed to LTC customers for use for any child between the ages of 5 and 12 wishing to ride the bus to get an accurate picture of ridership for this age category. The fobs are tapped on the smart card readers at the time of boarding, and each fob tap is recorded as a ride.</p> <p>As of January 1, 2018, LTC now has an accurate count of actual ridership. For the first quarter for 2018, child ridership has increased significantly with the introduction of free transit for children 12 and under (approximately 2 ½ fold).</p> <p>Ridership for children 12 and younger in 2018: 367,656 rides Ridership for children 12 and younger in 2019: 312,824 rides</p>
<p>✓ 5.4 Increase accessibility of transit for persons with disabilities</p>	<p>Great move forward for accessibility - every LTC bus is accessible. All new LTC buses have variant seating provided at the front of the bus. Some buses have 2 variant seating sections and newer buses have 3 sections - and these sections indicate that they are for persons with disabilities.</p> <p>Once registered at LTC, attendants and support workers are able to ride LTC and paratransit at no cost. This information is now advertised on the LTC website and the information is provided to LTC riders with disabilities. This provision is also included in the Disabilities Act which is coming in spring 2019.</p> <p>"Non-Peak Pass" - this bus pass is available at no cost to paratransit customers to ride LTC conventional transit during off-peak times Monday through Friday and all day Saturday and Sunday.</p> <p>Access to sidewalks is a big issue during the winter months. The City of London policies regarding sidewalk and bus stop clearing standards have been debated in council.</p> <p>2019 Update - A report going before the Civic Works Committee this month to enhance snow removal services in London. That means lowering the snowfall threshold for road plow deployment, for sidewalk plow deployment, and prioritizing school area sidewalks. It is recommended that the civic works committee reviews these options now as the road plow and sidewalk plow contracts expire in 2020-2021.</p>







Strategies	Accomplishments
 <p>5.5 Increase safe, affordable transportation options, such as improved cycling lanes and cycling infrastructure, that serve people who live, work, or seek services in London” at end of sentence</p>	<p>The Cycling Master Plan for the City of London was approved by City Council in September 2016. The final public review period extended into November 2016 and resulted in the submission of more constructive comments. The London ON Bikes Cycling Master Plan provides a series of recommendations to guide London’s cycling programs into the future.</p>
 <p>5.6 Explore innovative approaches to transportation, such as rideshare programs</p>	<p>In partnership with the LTC and the London Economic Development Corporation (LEDC), a Transit Summit “Getting People to Work Using Public Transit: Challenges &amp; Solutions” was held in London on May 15, 2018. Discussion topics included encouraging businesses to promote carpooling and rideshare programs.</p> <p><b>London’s Rideshare Program</b> – is a free of charge, self-serve website that automatically matches you to similar commuters. It is available to all Londoners and anyone who regularly commutes to and from London from surrounding communities.</p> <p><b>VRTUCAR - Community CarShare</b> – VRTUCAR members gain access to a fleet of cars that can be reserved at low cost for 30 minutes, an hour, a day or longer, according to your needs. Located in the heart of London, the cars are available 24/7.</p>
 <p>5.7 Introduce discounted bus pass for youth (13 to 18 years old)</p>	<p>A resolution was passed on October 17, 2017 to review / propose this discounted pass. A business case exploring options was presented to City Council during budget deliberations on November 27, 2017. A budget public participation meeting was held on November 22, 2017.</p> <p>In December 2017, as part of the annual budget update process, City Council approved a 22-month pilot that will provide youth ages 13-17 with a transit pass for \$52 per month. This new program rolled out September 1, 2018.</p> <p>2020 Update: City of London Multi-Year Budget - Transit Subsidies Endorsed. Discounted bus passes and other public transit subsidies were unanimously endorsed by city politicians, including reduced-cost passes for teens, low-income Londoners and free rides for kids 12 and younger. Ridership for 2019 = 593,728 rides.</p> <p>The London Transit Commission approved a fare increase, effective January 1, 2020, that impacted the Youth Transit Pass increasing the fee to \$61 per month.</p>
 <p>6.1 Increase the number of licensed childcare spaces</p>	<p>The City of London - Children's Services provided an additional 534 licensed childcare spaces (for ages 0 - 4 years) in 2017.</p> <p>Between December 2018 and September 2019 an additional 357 licensed childcare spaces were provided.</p> <p>An additional 176 spaces will be provided – 88 spaces in 2020 and 88 spaces in 2021.</p> <p>Fanshawe College has doubled their intake numbers for their Early Childhood Education program to increase the number of qualified ECE's available to meet the needs in our community. They have also adjusted their intake to three times per year and provide courses online and on weekends.</p> <p>In October 2019, an extensive ECE recruitment and retention plan was launched by the Licensed Child Care Network (LCCN) in partnership with the City of London, Middlesex County, and the province of Ontario. <a href="https://unsungheroesece.com/">https://unsungheroesece.com/</a></p>
 <p>6.2 Reduce the wait time to receive childcare subsidy</p>	<p>As of December 2018 there was no wait list for childcare subsidy. Applications were processed immediately upon receipt. The 2018 London-Middlesex Child Care and Early Years budget totaled \$65,356,114. Of that, \$58,503,801 was provided by the Province, \$6,628,282 was provided by the City of London, and \$224,031 was provided by Middlesex County. The City of London annually contributes \$1,076,034 above what is required by the Province, showing a strong commitment to enhancing supports for children and families across the community.</p> <p>Update: November 2019 - Since April 2019 the Province of Ontario has announced and implemented changes in the provincial allocation of childcare funding 3 separate times. Based on these changes the wait list has grown to 869. Of those on the wait list there are 200 clients currently being actioned on.</p> <p>The Child &amp; Early Years Plan contains a prioritization process and this policy was approved by London City Council in 2019. At present the wait list is addressed in order of receipt of application. LFA has followed up with the City regarding invoking the priority plan.</p> <p>Strategic Priority #1: Create a common experience for families accessing the service system - the first priority in this detailed action plan the City of London and community stakeholders is: Review and revise Fee Subsidy policies and procedures to streamline the process for families. This action is anticipated to occur with high involvement/action by the City of London in 2021.</p>

Strategies	Accomplishments
<p>✓ 6.3 Demonstrate active use of an equity lens in childcare quality strategies</p>	<p><b>Strive</b> (formerly <i>Quality Child Care Coordinating Committee</i>) is a collaborative group of Child Care and Early Years Practitioners who support learning and development in order to enhance quality practice. STRIVE incorporates an equity lens and is available to all Child Care providers. Strive promotes a collaborative approach to quality child care and professional learning across all early years and child care programs in our community. Strive leverages administrative support from a backbone organization; Childreach.</p> <p><b>Fanshawe College – Early Childhood Education Programs</b></p> <p>Regarding ECE Diploma Outcomes, the following program outcomes are included to address active use of an equity lens in childcare:</p> <p>Outcome 1: Design, implement and evaluate inclusive and play-based early learning curriculum and programs that support children’s holistic development and are responsive to individual children’s and groups of children’s observed abilities, interests and ideas. This outcome is embedded in 10 of the ECE courses</p> <p>Outcome 2: Establish and maintain inclusive early learning environments that support diverse, equitable and accessible developmental and learning opportunities for all children and their families.</p> <p>This outcome is embedded in 17 of the ECE courses.</p> <p>Outcome 9: Advocate for quality early learning environments and collaborate with member of the early learning team, families and community partners to establish and promote such settings.</p> <p>This outcome is embedded in 18 of the ECE courses</p> <p>Regarding ECL Degree Outcomes, the following program outcomes are included to address active use of an equity lens in childcare:</p> <p>Outcome 3: Exhibit leadership in the design and implementation of responsive curriculum based on critical analysis of pedagogy, historical perspectives and understandings of human development. This outcome is embedded in 21 of the degree courses</p> <p>Outcome 4: Design inclusive early childhood programs reflective of, and responsive to, children’s varied abilities and needs of young children and families</p> <p>This outcome is embedded in 13 of the degree courses</p> <p>Outcome 10: Advocate for and with children, families, colleague and the broader community, promoting the principles of quality in early childhood programs. This outcome is embedded in 17 of the degree courses</p>
<p>✓ 6.4 Increase capacity of childcare sector to address mental health issues</p>	<p>Detailed information is provided in the LFA recommendations write-up on the following programs:</p> <p>Local Youth Wellness Hub – Youth Opportunities Unlimited</p> <p>Merrymount Family Support and Crisis Centre – Community Outreach</p> <p>Ontario Centre of Excellence for Child and Youth Mental Health</p> <p>Connecting Families to Well-Being: Creating a Culture for Learning - Kings University College</p> <p>Vanier Children’s Services</p> <p>MLHU</p> <p>Strive</p>

Strategies	Accomplishments
<p>✓ 6.5 Advocate for increased investment by all levels of government in early years education and literacy programming</p>	<p><b>Encyclopedia on Early Childhood Development</b> - November 2018, the Minister of Families, Children and Social Development, announced funding of \$1,271,000 to Families Canada for its <i>Early Childhood Development Science to Practice: Knowledge Mobilization</i> project funded through the Social Development Partnerships Program. This project will promote the evidence-based Encyclopedia on Early Childhood Development through a variety of digital tools and e-learning products, to all Canadians, including families and services providers working directly with parents and children.</p> <p><b>Centres of Excellence for Early Years and Child Care</b> - In June 2017, Canada and Ontario signed the Early Learning and Child Care (ELCC) Agreement, as part of The National Early Learning and Child Care Multilateral Framework. Under the agreement, \$3 million per year is available to establish Centres of Excellence for Early Years and Child Care.</p> <p>In March 2018, the Ministry announced the following leads, working in collaboration with multiple partners from across the province, for each Centre of Excellence:</p> <ul style="list-style-type: none"> <li>• Provincial Centre of Excellence – Western University and Ontario Reggio Association</li> <li>• Indigenous Centre of Excellence – Ontario Aboriginal Head Start Association and Kenjgewin Teg Education Institute; and</li> <li>• Francophone Centre of Excellence – Collège Boréal and Association francophone à l'éducation des services à l'enfance de l'Ontario.</li> </ul> <p><b>The Child Care and Early Years - Service System Plan – City of London</b> - includes services such as child care, Family Centres, EarlyON programs, special needs resourcing, child care fee subsidy, new facilities, recreation programs, and training for professionals. In 2019, the City of London created its first Child Care and Early Years Plan that outlines how they will support families for the next 4 years.</p> <p><b>The Journey Together – Ontario's Commitment to Reconciliation with Indigenous Peoples</b> - To help promote healthy child development and support family well-being, Ontario will expand five existing child and family programs on-reserve. Working with Indigenous and federal partners to identify needs, the funding will also make more child and family programs available in more communities. Ontario will also help increase the number of off-reserve licensed child care spaces and culturally relevant programming for children and families. Programs will be delivered by urban Indigenous organizations working with municipal child care services.</p>
<p>✓ 6.6 Support development of national childcare strategy</p>	<p><b>Building an Early Years Policy Framework – Dr. Céline Bourbonnais-MacDonald</b> - The purpose of this research study (see attached) is to create an Early Years' policy framework that is co-constructed by those this particular policy would impact the most: parents, early years service providers, and practitioners. This policy-building process is based on using existing data provided by the City of London, along with Strive, a community partner who can provide access to ECE practitioners within the community.</p> <p><b>Licensed Child Care Network (LCCN)</b> - LCCN works collaboratively with the community to draft responses to proposed regulatory recommendations to ensure the voices of London &amp; Middlesex are heard at all levels of government. Collectively, LCCN expresses the ongoing needs of the early learning community to ensure their voices are heard so high quality child care remains a focus and a priority.</p> <p><b>London-Middlesex Child Care &amp; Early Years Service System Plan 2019-2023</b> - The Child Care and Early Years Service System Plan will serve as the roadmap for the next four years. As the Service System Manager (SSM) for London-Middlesex, the City of London has a mandate and directive from the Province of Ontario to engage in system-wide planning for licensed child care and early years. The service system plan provides a picture of the current services and opportunities for growth and development in London-Middlesex.</p> <p>The City of London's Neighbourhood, Children &amp; Fire Services Department has received no direction from either the Government of Canada or the Province of Ontario regarding the development of a national child care strategy.</p>

Strategies	Accomplishments
<p>✓ 6.7 Advocate for increases to childcare fee subsidy for low income families</p>	<p>The Ministry of Education identified 7 key initiatives in the Renewed Early Years and Child Care Framework (2017). One of the key initiatives is “ensuring a more affordable early years and child care system”. Through consultation with the community and system of child care providers, Children’s Services has continued to actively implement the key initiatives of the Renewed framework, with a focus on the issue of affordability.</p> <p>The document covers the provincial and federal commitment to early years and child care up to 2019.</p> <p>The following are highlights specifically regarding affordability and fee subsidies:</p> <ul style="list-style-type: none"> <li>• Page 4 speaks to the investment of the provincial government to affordability <ul style="list-style-type: none"> <li>o Tax credit</li> <li>o Providing fee subsidies to municipalities</li> <li>o Creating more affordable spaces- this area speaks to the changes in ratio for home-based child care and the expansion of recreational programs to include younger children- this was a strategy of the current provincial government to increase access and affordability of care for families- this direction has not had full support from the Early Years and Child Care community as it meant larger ratios and potentially less qualified child care providers. Through LCCN, feedback was provided to the province through their consultation process.</li> </ul> </li> <li>• Page 23- Part 3- speaks to the Canada-Ontario Early Learning and Child Care Strategy. Funding under this strategy provided full and partial fee subsidies - page 29-30 gives some great data including the percentage of children receiving fee subsidies.</li> <li>• Appendix - page 37-39 - provides a summary of the investment in all the Indicators, including Affordability, under the Agreement.</li> </ul>
<p>✓ 6.8 Expand elementary school initiatives that increase awareness of all post-secondary options</p>	<p>Information is provided in the LFA recommendations write-up on the following initiatives:</p> <ul style="list-style-type: none"> <li>myBlueprint Education Planner - TVDSB</li> <li>My Action Plan to Education (M.A.P.) - Boys and Girls Club of London</li> <li>CYN Literacy - Steering Committee</li> <li>Learning for Life - Local Employment Planning Council</li> <li>Pathways - LDCSB</li> </ul>

Strategies	Accomplishments
<p>✓ 6.9 Advocate for improved quality of parental leave benefits, including exploration of flexible leave times</p>	<p>On November 27, 2017, the <i>Fair Workplaces, Better Jobs Act</i> became law, resulting in a number of changes to the <i>Employments Standards Act (ESA)</i>.</p> <p>Pregnant employees have the right to take pregnancy leave of up to 17 weeks of unpaid time off work. In some cases the leave may be longer. Employers do not have to pay wages to someone who is on pregnancy leave.</p> <p>New parents have the right to take parental leave – unpaid time off work when a baby or child is born or first comes into their care. Birth mothers who took pregnancy leave are entitled to up to 61 weeks' leave. Birth mothers who do not take pregnancy leave and all other new parents are entitled to up to 63 weeks' parental leave.</p> <p>Parental leave is not part of pregnancy leave and so a birth mother may take both pregnancy and parental leave. In addition, the right to a parental leave is independent of the right to pregnancy leave. For example, a birth father could be on parental leave at the same time the birth mother is on either her pregnancy leave or parental leave.</p> <p>Employees on leave have the right to continue participation in certain benefit plans and continue to earn credit for length of employment, length of service, and seniority. In most cases, employees must be given their old job back at the end of their pregnancy or parental leave.</p> <p>An employer cannot penalize an employee in any way because the employee is or will be eligible to take a pregnancy or parental leave, or for taking or planning to take a pregnancy or parental leave.</p> <p><b>New five-week parental sharing – March 2019</b> - The Honourable Jean-Yves Duclos, Minister of Families, Children and Social Development, helped mark the first-ever Gender Equality Week by announcing that the Government of Canada intends to launch the new parental sharing benefit on March 17, 2019 promoting greater gender equality at home and in the workplace.</p> <p>This new measure will provide an additional five weeks of Employment Insurance parental benefits when parents—including adoptive and same-sex parents—agree to share parental benefits, or an additional eight weeks for those who choose the extended parental benefit option. Parents with children born or placed for adoption on or after March 17, 2019, will be eligible.</p> <p>As women make 85 percent of all parental claims and take longer leaves from the workplace, the Employment Insurance (EI) parental sharing measure is intended to promote greater gender equality by creating an incentive for all parents to take some leave when welcoming a new child and share the work of raising their children more equally.</p>
<p>✓ 6.10 Expand mentorship and support programs for new parents</p>	<p>Further information is included in the LFA recommendations write-up on the creation or expansion on the following programs providing mentorship and support for new parents:</p> <p>EarlyON Child and Family Centres</p> <p>London Children's Connection - Family Support Programs</p> <p>ChildREACH - Parent Connect / Young Parents Group / Mother Reach / Café Mom / Unpacking Parenthood</p> <p>Merrymount Family Support and Crisis Centre - Parenting Groups / Parent Talk / Therapeutic Parenting / Building Families / Circle of Security / Secure Connections / Mutual Aid Parenting Program (MAPP)</p> <p>Mother Reach Coalition - Mother Reach Support Group</p> <p>Middlesex London Health Unit- Pre-Natal Immigrant Program / Precious Moments / Nurse-Family Partnership</p> <p>Baby's Book Bag</p> <p>Healthcare Provider Outreach Initiative</p> <p>Healthy Words</p> <p>London Public Library</p> <p>Learning Disabilities Association of London Region</p>

Strategies	Accomplishments
<p> <b>6.11 Expand matched savings programs to help families save for education</b></p>	<p><b>SmartSAVER</b> - is a non-profit community project. Their goal is to make it easier for families to understand and access the government money that is available for education after high school using a Registered Education Savings Plan (RESP). SmartSAVER helps Canadian families start saving for their children's education with information on free government money and online access to get savings started. SmartSAVER has teamed up with Financial Institutions across Canada that will help applicants get an RESP started with \$0; no enrolment fee, no annual fee and no contribution required.</p> <p><b>Canada Learning Bond</b> - The Canada Learning Bond (CLB) is money that the Government adds to a Registered Education Savings Plan (RESP) for children from low-income families. This money helps to pay the costs of a child's full – or part-time studies after high school.</p> <p><b>Canada Education Savings Grant</b> - The Canada Education Savings Grant (CESG) is money that the Government adds to a Registered Education Savings Plan (RESP). This money helps to pay the cost of a child's full- or part-time studies after high school. The lifetime maximum amount of CESG a child can get is \$7,200.</p>
<p> <b>6.12 Create flexible childcare spaces outside of daytime working hours</b></p>	<p>The demand for flexible child care spaces which operate outside of traditional business hours is increasing. Children's Services continues to encourage operators to consider the offering of expanded hours to meet the needs of families in our community. It is understood that child care providers have reported and are experiencing operational challenges in connection with the offering of expanded hours (ie. staffing compliment).</p> <p>An extensive ECE recruitment and retention plan was launched by the Licensed Child Care Network (LCCN) in partnership with the City of London, Middlesex County, and the province of Ontario. <a href="https://unsungheroesece.com/">https://unsungheroesece.com/</a></p> <p>The London-Middlesex Child Care &amp; Early Years Plan 2019-2023 that was sent to the Ministry of Education in June 2019. The first 60 pages is the plan with a number of appendices rich with data related to child care and early years in our community. The Child Care and Early Years states: "explore the creation of evening and weekend access to licensed child care" – with a timeline of 2020 – 2023.</p>
<p> <b>6.13 Develop a community strategy to eliminate financial barriers for school-based extra- curricular activities</b></p>	<p>There is existing support for non-school-based activities in our community and school board foundations provide limited support on a case-by-case basis.</p> <p>LFA was unable to develop a community strategy to address the financial barriers for school-based extra-curricular activities. There is a real challenge to implement a community-based strategy in a public school environment.</p>
<p> <b>6.14 Implement coordinated approach to education, building on proven projects in London and other communities, to increase high school graduation rates</b></p>	<p><b>CYN</b> Partners will discuss, select and seek endorsement to develop a Pathways to Education™ parallel program for London with Ending Poverty partners, and subsequently seek endorsement from CYN membership.</p> <p><b>Youth Connector Training</b> - the CYN is moving forward with this initiative to develop a training program that can build on the skills and capacity of individuals working with youth across the community.</p> <p><b>School Within a College (SWAC)</b> - Fanshawe College has partnered with Thames Valley District School Board and London District Catholic School Board to offer sessions for disengaged, underachieving students who are in their last year of secondary school and require 8 to 10 credits to graduate.</p>
<p> <b>6.15 Develop a community strategy to eliminate financial barriers to achieving GED (General Educational Development)</b></p>	<p>City of London Ontario Works now provides funding to cover expenses for GED pre-testing and testing through multiple channels including Youth Opportunities Unlimited and Wheable Adult and Continuing Education School.</p> <p>Ontario Works has established an Under18 Caseworker dedicated as a trustee for clients under the age of 18.</p> <p>A youth-focussed Circles group was established in London. This is the 4th Circles group in London and the 1st youth Circles group in Canada. The City of London Social Services continues to support the Getting Ahead and Circles program as a way to break the cycle of generational poverty, by working with those that have spent some of the longest amounts of time on Social Assistance.</p>
<p> <b>6.16 Collaborate with post-secondary institutions to identify ways to support students living in poverty</b></p>	<p>There is existing support for students living in poverty in our post-secondary institutions and that support varies by institution.</p> <p>LFA was unable to collaborate with post-secondary institutions to identify ways to further supports for students living in poverty.</p>

Strategies	Accomplishments
<p>✓ 6.17 Increase availability of financial literacy and “basic life skills” training for all Londoners, including children and youth</p>	<p><b>Junior Achievement: More than Money</b> - JA has designed this program to prepare Grade 3-4 students for their financial futures. With the assistance of volunteers from the local business community, the program teaches elementary students about earning, spending, sharing and saving money.</p> <p><b>Dollars with Sense</b> - This program empowers Grade 7 students to make smart, lifelong financial choices. Students learn how to create and manage wealth and develop skills in areas such as budgeting, investing and creating financial plans. Personal Finance - Is a financial literacy program for Grade 9-12 students. The program teaches students personal money management skills including the key elements of personal finance such as spending wisely, budgeting, saving, investing and using credit.</p> <p><b>Community Volunteer Income Tax Clinics</b> - Through the Community Volunteer Income Tax Program community organizations throughout London and Middlesex County host FREE tax preparation clinics. Volunteers complete tax returns for eligible people with a modest income and a simple tax situation.</p> <p>In 2019, 21 locations were available, which in turn helped just over 13,000 low income people in London-Middlesex file their taxes free of charge. These clinics served mainly newcomers, students, seniors and other marginalized communities in the city. Two mobile clinics provided services in-home to people who are unable to leave due to health concerns. (2017/18 = 12,870 returns &amp; 2018/19 = 13,040 returns).</p> <p><b>TVDSB / LDCSB Curriculum</b> - Financial literacy has now been incorporated into • “careers” course will include financial literacy  • MEL 3E – grade 11 math now includes financial literacy</p>
<p>✓ 7.1 Support development of the London &amp; Middlesex Food Policy Council</p>	<p>The collaborative team of London Community Foundation, Middlesex-London Health Unit, City of London and Middlesex County, announced the development of the Middlesex-London Food Policy Council in June 2016.</p> <p>The goal of the Middlesex London Food Policy Council is to facilitate and support a safe, healthy and accessible local food system that is socially, economically, and environmentally sustainable.</p>





Strategies	Accomplishments
<p>✓ 7.2 Support campaigns that promote healthy, local food</p>	<p>Campaigns that promote healthy local food include:</p> <p><b>London Food Bank</b> - In May 2018, the London Food Bank, in partnership with the City of London and the Middlesex-London Food Policy Council, along with participating stores, launched Community Refresh to formalize and ramp up the efforts that have been underway for over a decade. The rapid increase in these efforts helped to bring the London Food Bank to the 50% total.</p> <p><b>Healthy Kids Community Challenge (HKCC)</b> - London is one of 45 municipalities receiving HKCC funding and uses the funds to enhance the impact of London's Child and Youth Network (CYN), whose goals and aims closely align with the objectives of HKCC. The CYN addresses Ministry mandated themes which change every nine months.</p> <p><b>London Training Centre</b> - Combining 30 years of food skills training, advocacy for careers in foodservice and a commitment to a local, sustainable food system, London Training Centre offers programs to gain real skills and work with real food in a state of the art commercial kitchen.</p> <p><b>Food Families - Child and Youth Network (CYN)</b> - Food Families is a dynamic program in which a group of neighbourhood families come together on a regular basis to form a network that supports, encourages, and mentors one another using food – purchasing, growing, sharing, learning, and celebrating – as a galvanizing focus.</p> <p><b>Adaptive Cooking London</b> - Adaptive cooking classes are specifically developed for adults with physical, mental or learning disabilities. The emphasis of the program is on healthy eating while living successfully on a modest budget</p> <p><b>Good Food Box Program</b> - The London Good Food Box is a neighbourhood-based food distribution system that provides a variety of seasonal delicious and nutritious vegetables and fruits at an affordable price.</p> <p><b>Let's Get Cooking / Smart Start for Babies</b> - Smart Start for Babies is a free prenatal education and nutrition program for pregnant women and teens and their support persons who face barriers to accessing healthy food. Sessions are offered at different locations in London and Strathroy, which are led by Public Health Nurses and Registered Dietitians.</p> <p><b>Western Fair Market</b> - Effective October 2018, the famers' market at Western Fair expanded to Sunday openings. Market-goers can buy high-quality; farm-fresh goods directly from the person who produced them.</p> <p><b>Harvest Bucks</b> - Harvest Bucks are vouchers used to buy fresh vegetables and fruit at participating locations in London. Individuals, businesses and organizations may purchase Harvest Bucks and eligible community food programs may apply for funded Harvest Bucks.</p> <p><b>Urban Roots</b> - Urban Roots is a non-profit organization that revitalizes underused land in the City of London for agriculture.</p> <p><b>Nutrition Ignition</b> - Nutrition Ignition is a comprehensive school-based nutrition and physical education program for school-aged children and their families.</p> <p><b>Growing Chefs</b> - Growing Chefs! Ontario is a registered charity based in London that unites chefs, growers, educators and community members in children's food education projects.</p> <p><b>Neighbourhood Resource Centres</b> - Programs promoting healthy, local food are offered through the London Neighbourhood Resource Centres to build the capacity of neighbourhoods to develop local and sustainable food systems. Programs include healthy eating, food budgeting and preparation of healthy, affordable meals.</p> <p><b>Middlesex London Food Policy Council (MLFPC)</b> - The Middlesex London Food Policy Council is compiling a directory of local food literacy programming in the city. This directory will enhance networking and the sharing of information about food skills and food literacy programming and resources.</p>

Strategies	Accomplishments
<p>✓ 7.3 Until emergency food sources are no longer required, ensure fresh, high quality food is easily available (convenient locations and hours) to those who need it</p>	<p><b>London Food Bank</b> - In May 2018, the London Food Bank, in partnership with the City of London and the Middlesex-London Food Policy Council, along with participating stores, launched Community Refresh to formalize and ramp up the efforts that have been underway for over a decade. The rapid increase in these efforts helped to bring the London Food Bank to the 50% total. In August 2018, the London Food Bank reached an important goal. For the first time in its 32-year history, 50% of the food it received was perishable.</p> <p><b>Meals on Wheels</b> - Meals on Wheels London provides service to adults with disabilities and seniors (55+) in need of nutritional support. Meals on Wheels assists those who need short term (caregiver relief, recuperation, seasonal) or long term assistance.</p> <p><b>London Food Coalition</b> - The London Food Coalition is a group of more than 20 organizations that work with members of our community who are at risk of poverty and food insecurity. The Coalition is a coordinated food alliance that rescues high-quality fresh food and redistributes it to Londoners in need.</p> <p><b>Good Food Box Program</b> - The London Good Food Box is a neighbourhood-based food distribution system that provides a variety of seasonal delicious and nutritious vegetables and fruits at an affordable price.</p> <p><b>Harvest Bucks</b> - Harvest Bucks are vouchers used to buy fresh vegetables and fruit at participating locations in London.</p> <p><b>"All About Food"</b> - Neighbourhood Mapping Through the Child and Youth Network (CYN) 6 neighbourhoods were identified in 2018 for neighbourhood mapping for low or not cost food sources such as food cupboards; community gardens; and community kitchens.</p> <p><b>Salvation Army</b> -The Salvation Army operates a food bank that services over 1,000 households with emergency food assistance.</p> <p><b>Hydroponic Growing Towers</b> - In partnership with United Way Elgin Middlesex, the London Police Association and the Child and Youth Network (CYN) 17 Hydroponic Growing Towers were provided to the following agencies in our community.</p>
<p>✓ 7.4 Expand programs that support residents shopping and cooking together to save money, such as collective kitchens</p>	<p><b>Food Families</b> - Food Families is a dynamic program in which a group of neighbourhood families come together on a regular basis to form a network that supports, encourages and mentors one another using food – purchasing, growing, sharing, learning, and celebrating – as a galvanizing focus. The goal of Food Families is to build skills that increase families' buying power and increase the sharing of practical and affordable ways to eat well.</p> <p><b>Collective Kitchens</b> - Collective Kitchen is an opportunity for individuals in our community to pool their resources with others and collectively plan, shop and prepare home cooked meals to take home. Individuals come together in a centralized kitchen to prepare a nutritious meal, which they can then share with friends on-site and have plenty left over to take home.</p> <p><b>Good Food Box Program</b> - The London Good Food Box is a neighbourhood-based food distribution system that provides a variety of seasonal delicious and nutritious vegetables and fruits at an affordable price.</p> <p>The London Good Food Box is committed to creating socially and economically sustainable neighbourhoods by offering affordable, fresh vegetables and fruits through collective purchasing and making them available throughout London. The Good Food Box Program has grown from 2 to 14 host sites and now distributes over 350 boxes of food monthly.</p> <p><b>Growing Chefs</b> - Growing Chefs! Ontario is a registered charity based in London that unites chefs, growers, educators and community members in children's food education projects.</p> <p><b>Supports available:</b></p> <p><b>Equipment lending program</b> - The Neighbourhood Basic Needs working group through the CYN Ending Poverty priority table established the equipment lending program in 2018. The equipment lending program allows organizations to run food programming when they would not typically have basic kitchen supplies to offer the program.</p> <p><b>Safe Food Handler Training – London Training Centre</b> - The London Training Centre is pleased to provide Safe Food Handler training and certification in partnership with Middlesex/London Health Unit and County of Lambton Community Health Services Department. This certificate meets mandatory provincial food safety training requirements and is recognized by all health units in Ontario.</p>

Strategies	Accomplishments
<p>✓ 7.5 Expand local food literacy programs for all ages to increase knowledge of affordable, healthy food options</p>	<p><b>London Good Food Box</b> - The London Good Food Box is a neighbourhood-based food distribution system that provides a variety of seasonal delicious and nutritious vegetables and fruits at an affordable price. In 2018, the London Good Food Box expanded from 2 host sites to 12 across the City of London. An average of 350 boxes are ordered every month and participants are receiving about \$15-\$20 worth of fresh produce for only \$10. Preliminary evaluation results show that this program is providing the opportunity for families to purchase fresh fruits and vegetables that were seen as too expensive before.</p> <p><b>Hydroponic Garden Towers</b> - Hydroponics is a method of gardening that doesn't use soil, but rather a rich nutrient solution that cycles through from a reservoir. These automated soilless growing systems increase efficiency, maximize space, leading to higher yields, and potentially better quality produce. Currently, 17 hydroponic garden towers have been distributed to priority neighbourhoods across London and are located in Family Centres, Community Centres, and Libraries.</p> <p><b>Growing Chefs</b> - Growing Chefs! Ontario is a registered charity based in London that unites chefs, growers, educators and community members in children's food education projects.</p> <p><b>Middlesex London Food Policy Council (MLFPC)</b> - The Middlesex London Food Policy Council is compiling a directory of local food literacy programming in the city. This directory will enhance networking and the sharing of information about food skills and food literacy programming and resources.</p> <p><b>Supports available:</b></p> <p><b>Equipment lending program</b> - The Neighbourhood Basic Needs working group through the CYN Ending Poverty priority table established the equipment lending program in 2018. The equipment lending program allows organizations to run food programming when they would not typically have basic kitchen supplies to offer the program.</p> <p><b>Food Literacy best practices</b> - in development by MLHU</p>
<p>✓ 7.6 Support local policies and strategies that encourage more community gardens and urban farms on public and private land to provide space for residents to come together, volunteer, and grow their own food</p>	<p><b>Urban Agriculture Strategy</b> - The City of London has developed an Urban Agriculture Strategy. The primary goal of the Urban Agriculture Strategy is to direct urban agriculture efforts within the City of London by both the community and the City.</p> <p><b>Friends of Urban Agriculture</b> - Friends of Urban Agriculture is a network of London citizens who are passionate and dedicated to pushing the agenda of urban agriculture forward. They engage and empower Londoners by organizing specific events to raise awareness, facilitating the successful implementation of urban agriculture projects and coordinating a network of organizations and individuals invested in urban agriculture. They are also focused on promoting urban agriculture friendly policy change at City Hall.</p> <p><b>Community Gardens Strategy</b> - London is home to 17 community gardens located on municipally owned land. Over 450 gardeners are active within the gardens, which are located on green space in neighbourhoods across the city.</p>
<p>✓ 7.7 Work with farmers to provide more fresh food to people who need it most</p>	<p><b>London Food Bank</b> - Community Harvest Program In August 2018, the London Food Bank reached an important goal. For the first time in its 32-year history, 50% of the food it received was perishable. Eight years ago, the London Food Bank worked with the OAFB to start a province-wide pilot program with area farmers and growers called <i>Community Harvest</i>. Hundreds of thousands of pounds of food have come to the food bank through their efforts. Special thanks to the Western Fair Association for their help in reaching out to these growers.</p> <p><b>Good Food Box Program</b> - The London Good Food Box is a neighbourhood-based food distribution system that provides a variety of seasonal delicious and nutritious vegetables and fruits at an affordable price. The Good Food Box Program has grown from 2 to 14 host sites and now distributes over 350 boxes of food monthly.</p> <p><b>London Food Coalition</b> - The London Food Coalition is a group of more than 20 organizations that work with members of our community who are at risk of poverty and food insecurity. The Coalition is a coordinated food alliance that rescues high-quality fresh food and redistributes it to Londoners in need.</p> <p><b>Urban Roots London</b> - is a non-profit organization that revitalizes underused land in the City of London for agriculture.</p> <p><b>FoodFund</b> - source recovered fruit and vegetables from local farmers.</p>
<p>✓ 7.8 Reclaim quality, usable food from grocery stores and restaurants in a cost-effective way</p>	<p><b>London Food Coalition / Second Harvest</b> - The London Food Coalition is dedicated to creating food prosperity initiatives that assert fresh food as a fundamental right. This initiative provides essential resources for family cooking programs, nutritional and educational programming, camp programs, and healthy meals for children and families. Furthermore, this coalition reduces the costs of food for London organizations. Over the span of its first year, the coalition has rescued close to 130,000 pounds of fresh food and distributed it to over 20 member agencies. The London Food Coalition rescues the fresh food and distributes it to over 20 member partners, mainly agencies and church groups.</p> <p><b>London Food Bank / Community Harvest Program</b> - Since the Community Harvest program's inception in 2010, nearly 1.7 million pounds (771 tonnes) of produce has been rescued, with about 38% of those donations being shared with other agencies in the London region and across Ontario. Not only has this rescued food gone to families in need of assistance, it has also avoided nearly 1,500 tonnes of greenhouse gas emissions (CO2-e) by diverting perfectly edible food from becoming landfill.</p>

Strategies	Accomplishments
<p>✓ 7.9 Increase availability of gift cards, food cards, coupons, price-matching, and fresh food vouchers that provide healthy, culturally appropriate food</p>	<p><b>Harvest Bucks</b> - Harvest Bucks are vouchers used to buy fresh vegetables and fruit at participating locations in London. Individuals, businesses and organizations my purchase Harvest Bucks and eligible community food programs may apply for funded Harvest Bucks.</p> <p><b>Food Families – Child and Youth Network (CYN)</b> - Food Families is a dynamic program in which a group of neighbourhood families come together on a regular basis to form a network that supports, encourages, and mentors one another using food – purchasing, growing, sharing, learning, and celebrating – as a galvanizing focus.</p> <p><b>Food voucher system</b> - City of London Social Services moved from the food voucher system to giving grocery store gift cards instead.</p>
<p>✓ 7.10 Work with local growers and service providers to distribute seeds and soil during growing season, paired with education on growing food</p>	<p><b>Seedy Saturday</b> - In partnership with the City of London, the London Middlesex Master Gardeners host “Seedy Saturday” every spring. Seedy Saturday is a fun, inexpensive event where you can swap and exchange seeds, get exciting varieties that other seed savers are sharing (as well as the stories that come with them), attend workshops and talks, meet vendors and obtain seeds from seed companies.</p> <p><b>Friends of Urban Agriculture</b> - Friends of Urban Agriculture is a network of London citizens who are passionate and dedicated to pushing the agenda of urban agriculture forward. They engage and empower Londoners by organizing specific events to raise awareness, facilitating the successful implementation of urban agriculture projects and coordinating a network of organizations and individuals invested in urban agriculture.</p> <p><b>Compost Value Day</b> – London Food Bank Compost Value Day offers Londoners an opportunity to help their garden and two local charities at the same time. The compost is produced from the City’s leaf and yard waste.</p> <p><b>Hydroponic Garden Towers</b> - Hydroponics is a method of gardening that doesn’t use soil, but rather a rich nutrient solution that cycles through from a reservoir. Currently, 17 hydroponic garden towers have been distributed to priority neighbourhoods across London and are located in Family Centres, Community Centres, and Libraries.</p>



Strategies	Accomplishments
<p> <b>7.11 Build on research on “food deserts” (areas of the city with little or no access to grocery stores) and support business models that address them (e.g. markets, fresh food in convenience stores, etc.)</b></p>	<p><b>The Healthy Kids Community Challenge (HKCC)</b> is an initiative funded by the Ontario Ministry of Health and Long-Term Care to support the well-being of children. The challenge focuses on promoting healthy eating, physical activity, and healthy behaviours for children under the age of twelve, using social media marketing tools, training, and funding for community projects. Forty-five communities across Ontario were chosen to participate in the challenge over the three year funding period.</p> <p>London and Middlesex were both chosen to be a part of this initiative to help children lead healthier lives. The Human Environments Analysis Laboratory (HEAL) worked with the HKCC to execute their goals of the challenge in the most efficient and effective way. A community needs assessment was created by the HEAL for both London and Middlesex in order to gain a greater understanding of the individual neighborhoods and townships as well as the communities as a whole.</p> <p>Thirteen neighbourhoods were chosen based off a priority designation made by the Child and Youth Network (CYN) London representing 78 elementary schools in the city. The funds available through this initiative help the CYN create a greater impact in the London community.</p> <p><b>London Good Food Box:</b> Priority neighbourhoods have been identified as having minimal access to fresh produce, yet an increased access to less healthy food, such as junk food. Due to these neighbourhoods historically being considered food deserts, both adults and children may have negative attitudes towards fruit and vegetables and may be reluctant to try new produce items. Therefore, an opportunity exists through promotion of, and participation in Food Box programs.</p> <p>The Good Food Box Program has grown from 2 to 14 host sites across the City of London. An average of 350 boxes are ordered every month and participants are receiving about \$15-\$20 worth of fresh produce for only \$10. Preliminary evaluation results show that this program is providing the opportunity for families to purchase fresh fruits and vegetables that were seen as too expensive before.</p> <p><b>“All About Food” – Neighbourhood Mapping:</b> Through the Child and Youth Network (CYN) 6 neighbourhoods were identified in 2018 for neighbourhood mapping for low or no cost food sources such as food cupboards; community gardens; and community kitchens. The 6 neighbourhoods identified are:</p> <ul style="list-style-type: none"> <li>• Family Centre Westmount</li> <li>• Glen Cairn Community Resource Centre</li> <li>• South London Neighbourhood Resource Centre</li> <li>• Northwest London Resource Centre</li> <li>• Argyle Family Centre</li> <li>• Crouch Neighbourhood Resource Centre</li> </ul> <p><b>The Old East Village Grocer (OEVG)</b> is dedicated to bringing fresh, affordable and healthy food and grocery items to the East London community. The store is an employment training platform for individuals with disabilities or barriers to employment. As an ATN initiative, the store and its training programs are designed to integrate clients into the workforce. This grocery store offers quality products at prices the community can afford.</p>
<p> <b>8.1 Review supports and services to understand which to scale up and which to stop</b></p>	<p>The London Poverty Research Centre (LPRC) at King’s was commissioned by the London For All implementation team to develop a framework based on the Sustainable Development Goals (SDG’s).</p> <p>The main purpose of this report is to present a set of local indicators based on the Sustainable Development Goals (SDG’s) framework integrating social, environmental, and economic targets for change. Through this work we aim to contribute to a shared language among different sectors (public, private, not-for-profit) and different fields (environment, social justice, and economy).</p> <p>The localization of this framework is intended to provide relevant information for assessing collaborations, gaps, duplications, and needs across key decision-makers, agents of change, funders and stakeholders in general.</p> <p>LPRC employs a range of research, knowledge mobilization, and community organizing approaches that are intended to move our community toward positive systemic changes. This includes the task of better understanding the context and consequences of poverty in London, exploring/implementing best-practices in creating change, and cultivation opportunities for collective impact.</p>

Strategies	Accomplishments
<p>✓ <b>8.2 Bring poverty-focused planning tables together to coordinate, collaborate, and streamline efforts</b></p>	<p>London for All is about long-term solutions and systems change. Through LFA, United Way convened 60+ stakeholder organizations and over 160 volunteers from diverse backgrounds to come together to ignite change.</p> <p>Groups represented at the London For All tables are listed in the LFA infographic and on the website.</p> <p>London For All acted as a coordinating body to bring groups together to collaborate on LFA recommendations. Other tables are strongly identified as fulfilling specific roles such as:</p> <ul style="list-style-type: none"> <li>OW / ODSP Advocates Group – advocacy regarding municipal and provincial legislation</li> <li>London Homeless Coalition – homelessness in the City of London</li> <li>CYN – child and family poverty</li> <li>Circles – people with lived / living experience in poverty – especially Ontario Works</li> <li>London Poverty Research Centre – research related to poverty</li> <li>Southern First Nations Secretariat – Indigenous people and poverty</li> </ul>
<p>✓ <b>8.3 Engage people with lived experience in democratic processes and institutions</b></p>	<p><b>London For All (LFA)</b> - More than 160 volunteers from diverse backgrounds are engaged in the work of London for All. 38 individuals have identified with lived/living experience in poverty and are involved as key decision-makers in the work of London for All.</p> <p>All individuals with lived experience are eligible for compensation of their time, travel, expenses to participate in our work. Several individuals have represented LFA at conferences, meetings and various speaking engagements. They have also been interviewed / profiled / published through local media and Tamarack Institute.</p> <p><b>Circles Guiding Coalition</b> The Guiding Coalition provides the inspiration, support, planning and leadership necessary for Circles to be successful. It is a potent force for changing the mindset of our community and addressing issues that require systemic change.</p> <p>Each member is committed to attending weekly dinners frequently enough to become "known" to the Leaders and Allies. These relationships are the very foundation of the model, providing community members from all classes with direct access to one another.</p> <p>The Guiding Coalition is comprised of several sub-committees and is responsible to modify the Circles model to best fit the unique needs and resources of our community.</p> <p><b>NEET Youth</b> - While most youth in Ontario are experiencing success in school and work, there remains a significant proportion of Ontario's youth population that is not in employment, education or training (NEET). There was little research on the needs, perspectives, and challenges faced by these NEET youth, or on the costs associated with the disconnection of youth from school and work. This initiative was launched to generate new knowledge about NEET youth in London and ensure that future policies and programs are informed by a better understanding of their needs and experiences.</p> <p><b>The Child and Youth Network (CYN)</b> - The Child and Youth Network (CYN) is composed of over 170 agencies and individuals that span the education, health, recreation and social services sectors. Individuals with lived experience across the community are engaged in this initiative and serve as co-chair of the CYN Ending Poverty priority area.</p> <p><b>London Youth Advisory Council (LYAC)</b> - The London Youth Advisory Council is an organization by youth, for youth that strives to ensure young people have decision-making power in public processes. LYAC believes young people's priorities, perspectives and experiences matter just as much as anyone else's.</p> <p><b>Tamarack Institute – Cities Reducing Poverty</b> - Living / Lived Experience Community of Practice is designed to engage individuals who are currently living in poverty or who have lived experience of it, and who want to connect with like-minded others in a supportive, online learning community. Meetings will be focused on the sharing of experiences and advancing the value of lived experience in poverty reduction.</p> <p>By joining this unique community of practice individuals are able to share their experiences and knowledge in a community of individuals who are working on similar challenges or issues. By engaging in facilitated conversations with peers, individuals uncover new approaches to problems, build their professional skill set, access new ideas and contribute to the transfer of best practices.</p> <p>Engaging People with Lived/Living Experience in Poverty Reduction - People with lived/living experience deeply understand the realities of poverty. Their stories and experiences serve as powerful tools for building compassion, and for disrupting and clarifying a community's understanding of its root causes and scope. The invaluable expertise of these individuals adds strength and resiliency to poverty-reduction work, and their first-hand knowledge of systemic barriers is invaluable in co-creating innovative solutions to overcome them.</p>

Strategies	Accomplishments
	<p>The recognition of people with lived/living experience as context experts alongside government, business, and non-profit counterparts challenges power imbalances and counters the tendency for practitioners in leadership positions to dominate agendas, discussions, and ultimately, decisions.</p> <p><b>10 - Engaging People with Lived/Living Experience</b> was written to support the social justice and human rights imperative that people with lived/living experience of poverty must be included as equal partners in the development, implementation, and evaluation of solutions that affect their lives. Content for this guide was generated primarily by the 10 Lived/Living Experience Advisory Committee – a team of experts with lived/living experience of poverty and their Cities Reducing Poverty counterparts from across the network. London For All is proud of its participation in this project.</p>
<p>✓ <b>8.4 Use these recommendations as London’s mandate to advocate for policy change from provincial and federal governments</b></p>	<p>In the following advocacy activities, the LFA recommendations were used as a foundation for messaging and developing policy positions.</p> <p>The LFA Accountability Tables worked in partnership with other organizations to advocate about:</p> <ul style="list-style-type: none"> <li>• Ontario provincial election</li> <li>• National Poverty Reduction Strategy</li> <li>• Housing as a human right</li> <li>• Ontario social assistance review</li> <li>• Ontario provincial budget</li> </ul> <p><b>Government relations</b></p> <ul style="list-style-type: none"> <li>• 12+ one on one meetings with elected officials and public servants at all levels of government</li> <li>• Presentation to City of London – Community and Protective Services Committee regarding year-one and year-two progress of London for All project</li> </ul> <p><b>Public consultations</b></p> <ul style="list-style-type: none"> <li>• Took public position on Supervised Consumption Site at 446 York St and shared position in three public meetings</li> <li>• Provided feedback on Ontario provincial budget to Vic Fedeli, Minister of Finance and local Ministry of Finance budget consultation • Presented at local roundtable on National housing strategy attended by Hon. Jean-Yves Duclos, Minister - Children, Community and Social Services</li> <li>• Pillar Nonprofit Network / ONN - Policy Conversation: Navigating the New Economic Realities ..\June Policy Conversation Report_FINAL 2019 Pillar.pdf</li> </ul> <p><b>Coalition building</b></p> <ul style="list-style-type: none"> <li>• Worked in partnership with others on five issues at provincial and federal level: Ontario provincial election, National Poverty Reduction Strategy, Housing as a human right, Ontario social assistance review, Ontario provincial budget</li> <li>• Two in-person meetings with senior staff from Ontario Minister of Children, Community and Social Services</li> <li>• Ten letters written to elected officials outlining positions on above policies and calls to action.</li> </ul> <p><b>Letters written</b></p> <ul style="list-style-type: none"> <li>• Letter sent to Honourable Charles Sousa, Minister of Finance, regarding Roadmap For Change recommendations</li> <li>• Submission to the Human Rights-Based Approach to Housing Team – Canada Mortgage and Housing Corporation regarding Human Rights-Based Approach to Housing</li> <li>• Letter sent to Honourable Lisa MacLeod, Minister of Children, Community &amp; Social Services, regarding Basic Income Pilot project cancellation</li> <li>• Letter sent to Honourable Diane LeBouthillier, Minister of National Revenue, regarding the Disability Tax Credit (DTC) and Registered Disability Savings Plan (RDSP).</li> <li>• Letter to Todd Smith, Ontario Ministry of Children, Community and Social Services re. ODSP Disability definition; sent to Terence Kernaghan and Lisa Gretzky – Opposition critic for Community &amp; Social Services</li> <li>• City of London – signed letter from Crouch NRC re urgent need to address homelessness</li> <li>• Support letter re provincial funding for affordable housing – sent to Terence Kerhaghan to support his effort in partnership with P Sattler and T Armstrong <a href="https://lfpress.com/news/local...">https://lfpress.com/news/local...</a></li> </ul>

Strategies	Accomplishments
	<ul style="list-style-type: none"> <li>• Letter to City Council in support of Anova/LAWC City of London strategic plan recommendations re. violence against women and girls – recommendations were approved for inclusion in strategic plan</li> </ul> <p><b>Media relations</b></p> <ul style="list-style-type: none"> <li>• Pitched two policy story ideas to media and were profiled in both: Ontario social assistance review, Developed of supervised consumption site on York St</li> <li>• Participated as a speaker or panelist in 7 public events regarding advocacy (e.g. media roundtables, conference presentations)</li> <li>• Federal election – Op-Ed – written by Kelly Ziegner and sent week of October 14</li> <li>• LFP – pre-election op-ed - <a href="https://lfpres.com/opinion/co...">https://lfpres.com/opinion/co...</a></li> </ul> <p><b>Public presentations</b></p> <ul style="list-style-type: none"> <li>• Development of Supervised Consumption Site at 446 York St in London • Feedback to Ministry of Finance on Ontario provincial budget • National housing strategy at local roundtable attended by Hon. Jean-Yves Duclos, Minister - Children, Community and Social Services</li> </ul> <p><b>Other</b></p> <ul style="list-style-type: none"> <li>• Sara Middleton, Director, Community Impact, attended Maytree Policy School which is a 6-month professional development opportunity focused on the development of an organizational strategy regarding public policy and advocacy.</li> <li>• Using tools from the Maytree Policy School, a cross-departmental staff working group was convened and identified opportunities within our organization for advocacy and public policy work.</li> <li>• London for All project profiled in Tamarack publication 10 – Engaging with People with Lived/Living Experience</li> </ul>
<p>✓ <b>8.5 Build strong, engaged, community-driven neighbourhoods by continuing to implement the London Strengthening Neighbourhoods Strategy<sup>17</sup></b></p>	<p>In early 2018, London residents attended the Good Neighbourhood Conference to explore the London Strengthening Neighbourhoods Strategy (2017-2020). Residents identified 11 Actions that were to be implemented in 2018. Resident leaders, supported by City staff, have been meeting and implementing the identified actions including:</p> <p>Action 1: Target under or non-represented neighbourhoods with engagement opportunities and support, including communication, events and facilitation.</p> <p>Action 2: Create opportunities to celebrate neighbourhood identities both at the neighbourhood level and city-wide.</p> <p>Action 3: Increase outreach to new neighbourhoods - make it intentional, fun and easy through supporting events such as movie night in the park.</p> <p>Action 4: Identify volunteers within community associations to act as expert advisors for other associations.</p> <p>Action 5: Create opportunities for residents to regularly share information with City Staff and Councillors, at the neighbourhood level with town hall meetings, monthly exchanges of info, etc.</p> <p>Action 6: Create opportunities for Action 6: City Staff and Councillors to share timely information with neighbourhoods/wards in a variety of ways including email, newsletters, community bulletin boards, web apps, mail.</p> <p>Action 7: City of London, Urban League of London, and neighbourhood associations to hold annual Neighbourhood Conference to share tools, resources, how-to's and expert advice through a variety of workshops and trade fair-style booths.</p> <p>Action 8: Create a "Welcome Wagon" toolkit which connects residents to their neighbourhood</p> <p>Action 9: Develop a funding model with a clear process and guidelines to support the start-up costs of new NA's to support:</p> <ul style="list-style-type: none"> <li>• The start-up costs of new neighbourhood associations to support engagement and communication (such as initial mail out to all residents in an association's boundaries)</li> <li>• Ongoing needs of neighbourhood associations, such as: space, technology, accessibility, translation services, communication strategies, signage and neighbourhood activities</li> </ul> <p>Action 10: Have neighbourhood associations work together and share common assets.</p> <p>Action 11: Partner with community stakeholders to broaden engagement with diverse communities</p>



Strategies	Accomplishments
<p> <b>8.6 Promote London's "community hubs" (such as Family Centres, resources centres and libraries) and online resources to help families connect to supports</b></p>	<p><b>City of London</b></p> <p>The City continues to leverage existing space at community centres across the city to promote other city hubs to residents, such as family centres.</p> <p>City of London community centre supervisors are also responsible for community development across neighbourhoods; City staff actively support residents across all planning districts, supporting them to access our community spaces, plan and host community events, and help to build the capacity of the residents they work with.</p> <p>The City continues to leverage community centres to share information about neighbourhood initiatives, community groups and other information pertaining to the neighbourhood. Community centres are a place where neighbours can come together and build new relationships, socialize and recreate.</p> <p>The City's Child and Youth Network (CYN) is a collaborative of more than 170 local organizations and individuals from the education, health, recreation and social service sectors. The CYN is dedicated to working together to change outcomes for children, youth and families in our city.</p> <p>The City of London promotes community centres through Spectrum, social media, City of London website and through community partners.</p> <p><b>FamilyInfo.ca</b> - FamilyInfo.ca is a web portal for parents, caregivers and service providers that links information on programs, services and resources in the London and Middlesex area for children. FamilyInfo.ca is not intended to reproduce or duplicate anything that already exists.</p> <p><b>Community Connector Training</b> - Community Connector Training opportunities are provided at no cost for licensed child care educators in London and Middlesex. The workshops are developed for the Family-Centred Service System, and are provided through the City of London's 2018 Licensed Child Care Affordability Pilot - Capacity Building/Special Projects.</p> <p><b>Youth Connector Training</b> - several youth-focused initiatives related to high school graduation were brought forward in the 2017-2021 Child &amp; Youth Agenda including a training program that can build on the skills and capacity of individuals working with youth across the community.</p> <p><b>211 Ontario</b> - a helpline and website that provides information on and referrals to Ontario's community, social, health-related and government services. 211 connects people to the right information and services, and helps people become more engaged with their communities.</p>
<p> <b>8.7 Develop strategies and services to address unmet needs identified through the review of supports and services</b></p>	<p>The London Poverty Research Centre (LPRC) at King's was commissioned by the London For All implementation team to develop a framework based on the Sustainable Development Goals (SDG's).</p> <p>The main purpose of this report is to present a set of local indicators based on the Sustainable Development Goals (SDG's) framework integrating social, environmental, and economic targets for change. Through this work we aim to contribute to a shared language among different sectors (public, private, not-for-profit) and different fields (environment, social justice, and economy).</p> <p>The localization of this framework is intended to provide relevant information for assessing collaborations, gaps, duplications, and needs across key decision-makers, agents of change, funders and stakeholders in general.</p> <p>The London Ontario SDG Indicators report was completed in early 2020 and the next steps of identifying unmet needs and developing strategies has been postponed due to other emerging issues.</p>

Strategies	Accomplishments
<p>✓ 8.8 Identify ways to streamline and simplify access to support</p>	<p>Further Information is provided in the report on the following services implemented to streamline and simplify access to support:</p> <ul style="list-style-type: none"> <li>Familyinfo.ca</li> <li>Community Connector Training</li> <li>Community Hubs</li> <li>Coordinated Access System / Coordinated Informed Response</li> <li>Reach Out</li> <li>Walk-in / Talk-In Clinics</li> <li>ConnexOntario</li> <li>Middlesex-London Community Drug &amp; Alcohol Strategy</li> <li>SouthWesthealthline.ca</li> <li>Information London - Community Services Directory</li> <li>Information Lodnon - Help Yourself Through Hard Times</li> <li>"All about Food" Neighbourhood Food Map Initiative</li> <li>Local Jobs Hub / Local Jobs Map</li> </ul>
<p>✓ 8.9 Strengthen the culture of collaboration across all organizations and sectors</p>	<p><b>London For All</b> - United Way recruited more than 120 volunteers from diverse backgrounds to sit on the London for All Leadership Table or one of its 7 accountability groups, making it a truly community-based strategy.</p> <p>Under the leadership of Indigenous leader Luke Nicholas and disability advocate Jeff Preston, these groups have developed work plans with appropriate measurement to provide milestones for progress.</p> <p>United Way is leveraging its position and relationships to secure funding for evaluation and measurement efforts.</p> <p>United Way has been able to leverage its power of its provincial and national networks to lead a number of advocacy efforts contributing to the:</p> <ul style="list-style-type: none"> <li>• National Poverty Reduction Strategy</li> <li>• National Housing Strategy</li> <li>• Ontario Income Security Reform</li> </ul> <p>The Leadership Table and Accountability Groups are working with existing poverty reduction organizations and community collaboratives to implement the 112 recommendations in London for All.</p> <p><b>Innovation Works</b> - London's co-working space was launched to encourage cross-collaboration between agencies. By bringing entrepreneurs, businesses, government, nonprofits and charities under one roof and literally removing the barriers between them, Innovation Works creates a condition whereby their differences will collide.</p>

Strategies	Accomplishments
<p>✓ 8.10 Research the viability of Neighbourhood Economic Development Corporations that provide community-driven opportunities to access resources that strengthen neighbourhoods and encourage community participation</p>	<p><b>London Calling – London Poverty Research Centre (LPRC)</b> - The LPRC launched an initiative Inclusive Economy London which focused on local neighbourhood-based economic development projects. London Calling – Community Wealth Building is a collaborative action research and community mobilization project aimed at embedding, accelerating, and contributing to equitable economic development practices in London. The project seeks to create decent work opportunities, identify current and emerging projects of this new economy, and bridge between larger national and provincial networks working in the same area.</p> <p>The Inclusive Economy working group is focusing on a basic question: How do we look at the economy and economic development in a way that is going to benefit a broader segment of the population. The working group, which includes Libro Credit Union, the London Economic Development Corp. and several large community organizations, has identified three tasks.</p> <ul style="list-style-type: none"> <li>• Understand and advocate for a living wage in London.</li> <li>• Ensure large public investments from all levels of government, include purchasing and work policies that benefit the city and its residents.</li> <li>• Help build and retain local small and medium-sized businesses and the employment they offer.</li> </ul> <p><b>Urban League of London</b> - The Urban League is an umbrella group whose members include neighbourhood associations, community groups and individuals from across the city of London. Any Londoner can join the Urban League as an Individual Member and become part of a growing coalition of citizens and community organizations advocating for positive and sustainable change in this city.</p>
<p>✓ 8.11 Promote charitable gift-giving toward programs with sustained, transformative impacts on poverty</p>	<p>As key partners, anchor fundraising organizations, and leadership table members, United Way Elgin Middlesex and London Community Foundation have included LFA recommendations in recent fundraising campaigns and in the development of cases for support directed at donors. For example:</p> <p><b>United Way Unignorable Campaign</b> - United Way in Canada and the Pantone® Colour Institute™ have joined forces in a national campaign to help make local issues unignorable. With a shared goal of raising awareness of local issues that are easily ignored, the organizations have come together to help motivate individuals to support their local communities. The Unignorable campaign, in tandem with the United Way's ongoing Local Love campaign, aims to encourage people to act and address core issues affecting their local communities.</p> <p><b>London Community Foundation – Vital Signs Campaign</b> - This biennial report measures the vitality of our community by examining a variety of issues that are significant to well-being and quality of life. Creating awareness of our community's most pressing issues, Vital Signs allows the Foundation to connect philanthropy with our community's needs. A catalyst for change, Vital Signs inspires civic engagement, provides focus for public debate and inspires Londoners to dream of what London can be.</p>

Strategies	Accomplishments
<p>✓ 8.12 Build more public gathering spaces (e.g. recreation centres, parks) to increase access to space for unstructured recreation and space for community to come together</p>	<p><b>Family Centre Fox Hollow</b> - opened in December 2017. It is located in the Sir Arthur Currie Public School and is designed to make life easier for all families and residents by offering a single door to many opportunities in their neighbourhood and city. Family Centre Fox Hollow is part of a network of Family Centres being developed in neighbourhoods by London's Child and Youth Network, a collective of over 150 organizations committed to strengthening children, youth and families.</p> <p><b>Bostwick Community Centre, YMCA and Library</b> - The Bostwick Community Centre opened in September 2018 and was developed in partnership with the City of London, YMCA of Western Ontario, and London Public Library. With a multi-purpose community space, indoor pool and gymnasium, double pad arena, YMCA fitness facility and Library Branch, the Bostwick Community Centre has something for every ability, age and life stage.</p> <p><b>Fanshawe Family Centre</b> - The Fanshawe Family Centre opened in April 2019 and is designed to make life easier for all families and residents by offering a single door to the many opportunities in your neighbourhood and city. The EarlyON Child and Family Centre is a part of the Fanshawe Family Centre.</p> <p><b>Family Centre Blessed Sacrament</b> - Family Centre Blessed Sacrament will be located in Blessed Sacrament Catholic School and is anticipated to open in fall 2019.</p> <p><b>Dundas Place</b> - is London's first flexible street; a space shared by pedestrians, cyclists and motorists. It was identified as a top priority in the Our Move Forward: London's Downtown Plan, as part of the revitalizing downtown strategy. The City of London had a vision to transform Dundas Street in downtown London into Dundas Place, a key public space and cultural hub that will encourage residential intensification in the core, showcase the built heritage of the area and shape downtown London for decades to come. Dundas Place represents an opportunity to build community and make our entire core stronger.</p> <p><b>London Community Gardens Program</b> - Community gardens build and nurture community capacity, which is defined as the sum total of commitment, resources, and skills that a community can mobilize and deploy to address community problems and strengthen community assets. London is home to 14 gardens (on municipally owned land) encompassing over 400 plots where gardeners grow vegetables, fruit and other plants. The gardens are part of the London Community Gardens Program (LCGP), as they sit on City owned land in various London neighbourhoods.</p> <p><b>Indigenous-led Licensed Child Care and EarlyON Child and Family Centre</b> - The City of London and the Southwest Ontario Aboriginal Health Access Centre (SOAHAC) have partnered on a new Indigenous-led Licensed Child Care and EarlyON Child and Family Centre. As the first of its kind in London, the Centre will provide culturally relevant early years programming that is based in language and Spirit, serving families in London and Middlesex County. The Indigenous-led Child Care and Family Centre addresses concerns heard during engagement with Indigenous families and service providers in London and Middlesex. Through the engagement process, Indigenous families expressed that access to culturally relevant, quality Indigenous-led programming that supports families is critical. The Centre will be built at 449 Hill Street, within the shared territory of the Anishinaabe (Ojibwe), Haudenosaunee (Oneida) and Leni-Lenape (Delaware) peoples. Construction of the Centre is expected to be complete in 2020.</p> <p><b>Parks and Recreation Master Plan</b> - The City of London offers high quality parks, recreation programs, sport services, and facilities that engage residents of all ages and abilities. The Parks and Recreation Master Plan provides an overall vision and direction for making decisions. The Master Plan is a living document that is based on public input, participation trends, utilization levels, best practices, demographic changes, and growth forecasts. It guides the City's investment in parks, recreation programs, sport services, and facilities over the next ten years and beyond. A Vision for Parks and Recreation: In London, all residents – regardless of age, ability, culture, gender, income, or where they live – have opportunity to participate and share in meaningful and accessible parks, recreation, and sport experiences. In 2018, the City collected surveys and input from over 2,300 London residents and stakeholders. Based on this input, as well as extensive background research, recommendations were developed.</p> <p><b>London Environmental Network</b> -The London Environmental Network provides member organizations with shared resources, and training, outreach and collaboration opportunities so they can become stronger and work more effectively together. It also connects groups to the London community, recruits volunteers, and promotes environmental events, initiatives and successes.</p> <p><b>LEN - Green Economy London</b> - The Green Economy Hub launched in London in May 2019 to support local businesses to set and achieve sustainability targets, joining 6 other Hubs across Ontario. Green Economy London helps businesses and organizations realize the competitive advantage of becoming environmentally sustainable.</p>

Strategies	Accomplishments
<p>✓ <b>8.13 Recognize Londoners' commitment to volunteerism and a caring community and build upon these efforts</b></p>	<p>Numerous volunteer recognition programs exist in our city acknowledging Londoners' commitment to volunteerism including the Mayor of London's Volunteering Awards; our local MP's / MPP's Community Recognition Awards; and the newly introduced Atlohsa Peace Awards (established in 2018) to name a few.</p> <p><b>London and Area Association For Volunteer Administration (LAVA)</b> - LAVA is an organization that offers networking, education, and advocacy to those managing volunteers. LAVA's vision is a community of professionals adhering to recognized standards of practice, who provide outstanding leadership in the experience and impact of volunteers on the organization and individuals they serve. LAVA's mandate is to provide an opportunity for individuals in the field of Volunteer Management and Administration, either as a professional or on a volunteer basis, to meet with others in the field to share successes, work on challenges, explore opportunities and gain valuable skills and knowledge offered by LAVA members and partners in London and area. LAVA brings together in an association, persons in the City of London and surrounding areas, who have a common interest in providing the best possible leadership in volunteer management by:</p> <p><b>Pillar Nonprofit Network</b>  Pillar Nonprofit Network strengthens individuals, organizations and enterprises invested in positive community impact. Pillar supports more than 610 nonprofits, social enterprises and social innovators by sharing resources, exchanging knowledge and creating meaningful connections across the three pillars of nonprofit, business and government. Pillar's mission is to strengthen individuals, organizations and enterprises that are invested in positive community impact. Its vision is an engaged, inclusive and vibrant community.</p> <p>Pillar supports voluntarism through capacity building, training and diversity &amp; inclusion programming. Whether you are looking for volunteer opportunities, networking events or a job in the nonprofit sector, Pillar Nonprofit Network can help. Pillar Innovation Awards – since launching in 2006, the Pillar Community Innovation Awards has evolved into one of the biggest celebrations of positive community impact in our city. Storytelling is at the core of this event where individuals and organizations that are doing exceptional work to help create a more engaged, more vibrant, more inclusive community are honoured. The Pillar Community Innovation Awards celebrates how individuals, organizations and enterprises are investing in positive community impact in the categories of Innovation, Leadership, Impact, Collaboration and Community Choice. It is an opportunity to recognize those who are doing exceptional work in these areas.</p> <p><b>National Volunteer Week</b> - Volunteer Canada provides national leadership and expertise on volunteerism to increase participation, quality, and diversity of volunteer experiences. Volunteer Canada annually supports National Volunteer Week during the month of April to celebrate, thank and recognize the impact of volunteers and how they lift our communities. A number of organizations in the City of London regularly celebrate National Volunteer Week and acknowledge the exponential impact of volunteers in our community.</p>

From: Hasan Savehilaghi  
Sent: Thursday, August 20, 2020 1:44 PM  
To: CPSC <cpsc@london.ca>; Lewis, Shawn <slewis@london.ca>  
Subject: [EXTERNAL] Request for delegation

Community and Protective Services Committee

To: Whom it may concern,

I am hereby submitting my request for a delegation statues at upcoming CPSC meeting to be held on Wednesday, September 09, 2020.

Point of interest: All renewal fees pertaining to Taxi industry.

Should you have any questions in this regard, please contact me.

Sincerely,

Hasan Savehilaghi  
Yellow London Taxi Inc.  
President/CEO

**DEFERRED MATTERS**

**COMMUNITY AND PROTECTIVE SERVICES COMMITTEE**

**as of August 31, 2020**

<b>File No.</b>	<b>Subject</b>	<b>Request Date</b>	<b>Requested/Expected Reply Date</b>	<b>Person Responsible</b>	<b>Status</b>
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
	meeting on June 28, 2018 with members of the Accessibility Advisory Committee: 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.			S. Stafford M. Hayward B. Card M. Daley K. Scherr B. Coxhead A.L. Barbon	
4.	<b><u>Municipal Implementation of Legalized Cannabis - Cannabis Licence Act, 2018</u></b> 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: 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	December 10, 2018	TBD	G. Kotsifas	
5.	<b><u>Administrative Monetary Penalty 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 an Administrative Monetary By-law: 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; 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; 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;	December 10, 2018	TBD	G. Kotsifas A. Drost	



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	Q4, 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></p> <p>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></p> <p>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></p> <p>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></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 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>				
21.	<p><b><u>Joan's Place New Addition Campaign - Request for Council Endorsement</u></b></p> <p>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.</p>	July 15, 2020	TBD	Mayor A. Thompson	
22.	<p><b><u>Residential Video Surveillance By-law</u></b></p> <p>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.</p>	July 15, 2020	TBD	G. Kotsifas O. Katolyk	

**From:** Heather Kaplan  
**To:** CPSC <[cpsc@london.ca](mailto:cpsc@london.ca)>  
**Cc:** Heather Kaplan  
**Subject:** [EXTERNAL] Backyard fires on private property objection

To Whom It May Concern:

As a long time resident of London, I live in a the very nice community of Stoneybrook. Over many years, my family and I have enjoyed the clean and sweet air over our city especially in the spring, summer and fall months, which is invigorating and healthful, especially when you compare the air quality to the larger communities like Windsor or Toronto.

However, during these pandemic days, when we are all staying home more often and trying to enjoy our environments, I have been angered by the occurrence of smoking fires that are being perpetuated throughout my community. I cannot sit outside in my backyard, take a long walk in my neighborhood or keep my windows open in the evening hours, in order to get fresh air into my house.

During a small bit of research, I learned that The City of London is the only municipality to have a bylaw which permits backyard fires in all of Ontario.

After speaking to my lovely neighbours, who insist on burning ash, wood, or whatever, as their right, and even abiding by the bylaw of keeping the open flame 6 feet away from their house, I decided to write to your city council to express my dissatisfaction with the maintenance of a bylaw which I deem archaic, and out of date, considering the pollution of the environment, the warm summer that we are now experiencing, and the health of the residents who reside here.

This fine city is growing quickly, and when my family and I moved here, there was only a small population of 165,000. Now with folks moving here from the larger cities, where property values almost make it impossible for a young family to afford a home, London is a magnet for new residents, as the city offers a clean and healthy way of life with the open walking paths, parks, and recreational facilities that larger cities do not readily have. I estimate that the population is reaching 500,000 people and will still grow. Some houses north of Stoneybrook in Sunningdale are selling close to \$1,000,000., as I have seen them.

Thus with all this in mind, I highly suggest that the bylaw, which went into effect in May this year, be changed to make it illegal for anyone to burn anything on their private property within the city limits of London. It is dangerous to themselves and to others, and is not the type of image that London can be proud of.



Many years ago, in the mid 1980's, I was a member of The London Safety Sub Committee, which I sat on for 8 years, and at one point was the Vice Chairman.

As well, when I spoke to Councilor Maureen Cassidy yesterday, I mentioned my complaint to her about backyard fires, and she suggested that I write to this committee with my objections to this awful practice. I thank her for her phone call and lovely response.

Right at this moment....at 1:30 in the afternoon, with my bedroom window open, smoke is again streaming into my house from the neighborhood.

Please make this a priority and present this argument to City Council as the health and welfare of our citizens should be of utmost importance.

Many thanks for your kind attention:

Heather R. Kaplan  
1483 Hastings Drive  
London, Ontario