

Agenda

Community and Protective Services Committee

9th Meeting of the Community and Protective Services Committee

June 1, 2021, 4:00 PM

2021 Virtual Meeting - during the COVID-19 Emergency

City Hall is temporarily closed to the public for in-person attendance at Standing Committees and Council meetings.

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

Members

Councillors J. Helmer (Chair), S. Lewis, M. Salih, A. Kayabaga, S. Hillier, Mayor E. Holder

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Animal Welfare Advisory Committee

Report

The 4th Meeting of the Animal Welfare Advisory Committee
May 6, 2021
Advisory Committee Virtual Meeting - during the COVID-19 Emergency

Attendance PRESENT: W. Brown (Chair), M. Blosch, A. Hames, and M. Szabo; A. Pascual (Committee Clerk).

ABSENT: P. Lystar and M. Toplack

ALSO PRESENT: M. McBride, O. Katolyk, and B. Westlake-Power.

The meeting was called to order at 5:06 PM; it being noted that the following members were in remote attendance: M. Blosch, W. Brown, A. Hames, and M. Szabo.

1. Call to Order

1.1 Disclosures of Pecuniary Interest

That it BE NOTED that no pecuniary interests were disclosed.

2. Scheduled Items

None.

3. Consent

3.1 3rd Report of the Animal Welfare Advisory Committee

That it BE NOTED that the 3rd Report of the Animal Welfare Advisory Committee, from its meeting held on April 1, 2021, was received.

3.2 Municipal Council Resolution with respect to the 2nd Report of the Animal Welfare Advisory Committee

That it BE NOTED that the Municipal Council Resolution from its meeting held on April 13, 2021, with respect to the 2nd Report of the Animal Welfare Advisory Committee, was received.

4. Sub-Committees and Working Groups

None.

5. Items for Discussion

5.1 Per Home Limit on Foster Animals

That the matter of a per home limit on foster animals BE REFERRED to the Sub-Committee to draft comments to be brought back to the Animal Welfare Advisory Committee; it being noted that the Community and Protective Services Committee received a submission from Councillor M. Cassidy with respect to this matter.

5.2 (ADDED) World Migratory Bird Day in London

That it BE NOTED that the Animal Welfare Advisory Committee held a general discussion with respect to the World Migratory Bird Day event on May 8, 2021.

6. Adjournment

The meeting adjourned at 5:31 PM.

London Housing Advisory Committee

Report

The 2nd Meeting of the London Housing Advisory Committee
May 12, 2021
Advisory Committee Virtual Meeting - during the COVID-19 Emergency

Attendance PRESENT: B. Harris (Chair), M. Joudrey, J. Lane, W. Latuszak, C. O'Brien, B. Odegaard, D. Peckham and M. Richings; A. Pascual (Committee Clerk)

ABSENT: J. Banninga, M. Courey, J. Peaire, and R. Peaker.

ALSO PRESENT: S. Giustizia, G. Matthews, D. Purdy, and B. Westlake-Power.

The meeting was called to order at 12:20 PM; it being noted that the following Members were in remote attendance: B. Harris, M. Joudrey, J. Lane, W. Latuszak, C. O'Brien, B. Odegaard, D. Peckham and M. Richings.

1. Call to Order

1.1 Disclosures of Pecuniary Interest

That it BE NOTED that no pecuniary interests were disclosed.

2. Scheduled Items

2.1 Housing Mediation Service Report

That it BE NOTED that the presentation, as appended to the agenda, from G. Matthews, Housing Mediation Officer, Western University, with respect to the Housing Mediation Service Report, was received.

3. Consent

3.1 1st Report of the London Housing Advisory Committee

That it BE NOTED that the 1st Report of the London Housing Advisory Committee, from its meeting on February 10, 2021, was received.

3.2 Public Meeting Notice - Official Plan Amendment - Masonville Secondary Plan

That it BE NOTED that the Public Meeting Notice, dated March 10, 2021, from S. Wise, Senior Planner, related to an Official Plan Amendment for the Masonville Secondary Plan, was received.

4. Sub-Committees and Working Groups

None.

5. Items for Discussion

None.

6. Adjournment

The meeting adjourned at 12:54 PM.

Diversity, Inclusion and Anti-Oppression Advisory Committee

Report

The 2nd Meeting of the Diversity, Inclusion and Anti-Oppression Advisory Committee
May 20, 2021

Attendance PRESENT: C. DuHasky (Chair), H. Abu Kakry, N. Al-Farawi, M. Alder, K. Arnold, M. Buzzelli, W. Khouri, C. Maciel, B. Madigan, and M. Mlotha; A. Pascual (Committee Clerk).

ABSENT: B. Hill

ALSO PRESENT: F. Andrighetti, T. Fowler, K. Husain, L. Livingstone, C. Saunders, M. Sereda, I. Silver, B. Westlake-Power, and R. Wilcox.

The meeting was called to order at 12:03 PM; it being noted that the following Members were in remote attendance: H. Abu Kakry, N. Al-Farawi, M. Alder, K. Arnold, M. Buzzelli, C. DuHasky, W. Khouri, C. Maciel, B. Madigan, and M. Mlotha.

1. Call to Order

1.1 Disclosures of Pecuniary Interest

That it BE NOTED that no pecuniary interests were disclosed.

1.2 Election of Chair and Vice-Chair for the remainder of the current term

That the following actions be taken with respect to the election of the Chair and Vice Chair for the remainder of the current term:

a) C. DuHasky BE ELECTED chair for the meeting held on May 20, 2021; and,

b) the election of Chair and Vice Chair for the remainder of the current term BE POSTPONED to the next meeting.

2. Opening Ceremonies

2.1 Acknowledgement of Indigenous Lands

That it BE NOTED that the Acknowledgement of Indigenous Lands was read by C. DuHasky.

2.2 Traditional Opening

That it BE NOTED that no Traditional Opening was received.

3. Scheduled Items

3.1 Update on the United Nations Safe Cities and Safe Public Spaces Initiative (Safe Cities London)

That the presentation, scoping study, and action plan, as appended to the Agenda, from R. Wilcox, Director, Service, Innovation and Performance and Dr. A. Trudell, Anova, with respect to an Update on the United Nations Safe Cities and Safe Public Spaces Initiative (Safe Cities London) BE RECEIVED; it being noted that a verbal presentation from R. Wilcox and Dr. A. Trudell was received.

4. Consent

4.1 1st Report of the Diversity, Inclusion and Anti-Oppression Advisory Committee

That it BE NOTED that the 1st Report of the Diversity, Inclusion and Anti-Oppression Advisory Committee, from its meeting held on February 18, 2021, was received.

4.2 Municipal Council resolution with respect to its meeting on May 4, 2021, related to current Advisory Committee appointments

That it BE NOTED that the Municipal Council resolution with respect to its meeting on May 4, 2021, related to current Advisory Committee appointments, was received.

5. Deferred Matters/Additional Business

5.1 (ADDED) Advisory Committee Review – Interim Report VI

That it BE NOTED that the staff report dated May 17, 2021, from C. Saunders, City Clerk, with respect to the Advisory Committee Review – Interim Report VI, was received; it being noted that B. Westlake-Power, Deputy City Clerk, provided an overview of the report.

6. Adjournment

The meeting adjourned at 1:41 PM.

Report to Community and Protective Services Committee

To: Chair and Members
Community and Protective Services Committee

From: Anna Lisa Barbon, Deputy City Manager, Finance Supports

Subject: LMCH – CMHC Co-Investment Letter of Intent

Date: June 1, 2021

Recommendation

That, on the recommendation of the Deputy City Manager, Finance Supports, the attached proposed by-law (Appendix “A”) **BE INTRODUCED** to authorize the Mayor and the City Clerk to execute the Letter of Intent, and any future amended versions, between the Canada Mortgage and Housing Corporation, London and Middlesex Community Housing and The Corporation of the City of London, to initiate a loan agreement through the National Housing Co-Investment Fund to support repairs to London and Middlesex Community Housing’s portfolio of housing.

Executive Summary

Canada Mortgage and Housing Corporation (CMHC) offers a National Housing Co-Investment Program that provides low-cost loans and financial contributions for the preservation and renewal of existing community housing supply. London and Middlesex Community Housing’s (LMCH) portfolio of housing is aging and requires significant capital investment. With the 2020-2023 Multi-Year Budget, Municipal Council approved a \$37.0 million business case to access the Co-Investment program.

To advance the process of securing the funding, CMHC requires a Letter of Intent signed by CMHC, LMCH and the City of London. The purpose of this report is to present the Letter of Intent from CMHC to Municipal Council and introduce a by-law to to authorize the Mayor and the City Clerk to execute the Letter of Intent.

Linkage to the Corporate Strategic Plan

The following report supports the Strategic Plan through the strategic focus area of “Building a Sustainable City”, under the outcome of ensuring London’s infrastructure is built, maintained, and operated to meet the long-term needs of our community.

Federal investments supporting public housing in London represent important contributions to maintaining and improving the quality of life for Londoners.

Analysis

1.0 Background Information

1.1 Previous Reports Related to this Matter

Strategic Priorities and Policy Committee, December 17, 2019, Agenda Item #3.1, 2020-2023 Multi-Year Budget – Additional Investment Business Case #18

<https://london.ca/sites/default/files/2020-11/2020%20to%202023%20Multi%20Year%20Budget%20Business%20Case%20Cerlox.ah%20FINAL%20as%20of%20November%203%2C%202020.pdf>

1.2 Background

Canada Mortgage and Housing Corporation’s (CMHC) National Housing Co-Investment Program (Program) provides low-cost loans and financial contributions for the preservation and renewal of existing community housing supply. London and Middlesex Community Housing’s (LMCH) portfolio is aging and requires significant capital investment. Under the Housing Services Act, LMCH is required to maintain the

condition of units in a state of good repair that is fit for occupancy. CMHC Co-Investment funding provides an avenue to access significant levels of forgivable loans in conjunction with loan financing.

On March 2, 2020, as part of the 2020-2023 Multi-Year Budget, Municipal Council approved Business Case #18 – LMCH Co-Investment with CMHC to support repairs and rehabilitation to LMCH housing units. The business case included \$36.5 million in CMHC funding with \$14.6 million (40%) as a forgivable loan and \$21.9 million (60%) as a repayable loan. An additional \$0.5 million of City funding was also approved for a total investment of \$37.0 million. The funding would address approximately 2,080 units (63% of the total LMCH portfolio), a partial portfolio approach, reducing GHG emissions by 25% and increasing accessible units to 20% (or 413 units) of the invested portfolio.

To advance the process of securing the Co-Investment funding, CMHC requires a Letter of Intent signed by CMHC, LMCH and the City of London that clearly communicates the City's commitment to support and guarantee the total loan portion of CMHC Co-Investment funding. The Letter of Intent enables CMHC to secure funding for LMCH, demonstrating to both the City of London and LMCH that CMHC is a committed partner.

Co-Investment funding will provide needed improvements to the quality of LMCH homes. For example, replacing building envelopes ensures that issues with water infiltration and potentially mould are prevented. As a result, LMCH homes are healthy for tenants. At the same time, the public appearance of these homes is improved and consequently the stigma that tenants may experience because of their home's appearance is reduced. Other energy saving repairs include furnaces, water heaters, windows and doors. The projects will lower operating costs and improve accessibility, addressing the important needs of an aging population and AODA requirements. The funding will also improve the Facility Condition Index (FCI) and extend the life of the assets significantly.

1.3 Letter of Intent

After approval of the business case, LMCH worked with CMHC to validate the partial portfolio and worked with consultants to confirm the energy efficiency and accessibility targets required by CMHC can be achieved. Civic Administration and LMCH also worked with CMHC on the details of the loan arrangement. This work progressed to the point that CMHC could present the Letter of Intent. A formal funding announcement with representatives from the Federal Government was held on March 11, 2021, demonstrating that this agreement represents a significant amount of funding and an important contribution to affordable housing in the community.

Significant components of the Letter of Intent appear below (see **Appendix A – Schedule 1** for details):

1. CMHC conditionally allocates up to \$40,136,090 (up to \$24,602,101 in repayable loans and up to \$15,533,989 in forgivable loans). LMCH must spend an additional \$28,447,776 on the portfolio, for a total investment of \$68,583,866. LMCH has secured this additional funding from annual life cycle funding to address their infrastructure gap. It should be noted that these amounts are slightly greater than the approved business case to allow for some flexibility during the seven-year repair period, but the additional investment beyond the approved amount is optional and will require future Council approval.
2. LMCH is committed to completing the work no later than December 31, 2027 and achieving program requirements including:
 - i. affordability will be maintained for at least 20 years such that rents for a minimum of 50% of the units will be on average below 50% of the median market rental rate;
 - ii. energy consumption and greenhouse gas emissions are reduced by at least 25% relative to the pre-repair levels; and
 - iii. at least 20% of the units will meet or exceed accessibility criteria required for the program.

Failure to achieve the above targets may result in some of the forgivable loans (from Section 1. above) becoming repayable.

3. The City of London, the Guarantor, agrees to provide an unlimited payment and performance guarantee and indemnity agreement for all the obligations of LMCH and the City of London related to the Letter of Intent, term sheets, loan agreements and all other related agreements.
4. LMCH and the City of London, each acknowledge and agree to obtain all appropriate authorizations to borrow the funds or enter into the necessary guarantee and indemnification agreements for loan, security and other required agreements with CMHC.

1.4 Key Considerations regarding the Letter of Intent

Civic Administration recommends that Municipal Council authorize the Mayor and Clerk to execute the Letter of Intent, noting the following. This Letter of Intent is a non-binding document that sets out the framework for negotiating a formal agreement between LMHC and CMHC. Civic Administration is therefore seeking Municipal Council's approval of the key terms set out in the Letter of Intent that will serve as the basis for the parties' negotiations of a formal agreement.

The following due diligence was undertaken to protect the City's financial interests in this project and mitigate risks to the extent possible, but in order to access this funding the risk cannot be fully eliminated.

1. Civic Administration reviewed the consultant's plan for achieving the accessibility targets required by CMHC. As long as the accessibility renovations are completed as planned, the accessibility targets should be easily met.
2. Civic Administration also reviewed the consultant's plan for achieving the CHMC energy saving targets. The plan exceeds the targets, with some contingency, but the achievement will be monitored annually. During the seven-year project period, adjustments can be made to ensure the targets are met.
3. There is some risk that all the planned projects will not be completed by the National Housing Co-Investment Program current end date of December 2027. However, LMCH is well underway on project planning and projects will be completed in achievable portions so that a large project will not be left uncompleted at the end.

2.0 Financial Impact/Considerations

As anticipated in the Multi-Year Budget Business Case, loan amounts included in the Letter of Intent are approximately 60% loan and 40% forgivable loan (grant). CMHC loans are amortized over 40 years; terms are ten years in length with a fixed interest rate, locked in upon first advance each term. To mitigate the interest rate risk with the long-term amortization of these loans, the approved Multi-Year Budget Business Case includes funding for principal and interest repayment, as well as a reserve fund contribution, the objective of which is to set aside funding to fully extinguish the debt after ten years.

To execute the work, three additional full-time equivalent contract staff will be hired by LMCH for project management. The estimated cost is \$2.8 million and is included in the total project costing.

Improvements to building efficiency, mostly achieved through new building envelopes on townhouse properties, is projected to result in \$370,000 in operational savings following construction completion. The savings have been factored into the overall financial analysis and approved Business Case funding.

3.0 Next Steps

CMHC is already working on the terms and the details of the agreement. After CMHC receives the signed Letter of Intent, they will present the first draft of the terms and agreement to LMCH and the City. After review and legal concurrence, these will be brought to Municipal Council for approval.

LMCH is concurrently working to finalize the rehabilitation and repair projects but will not begin any construction until the agreement is final. LMCH is also confirming with CMHC that all insurance requirements are in place to begin the work and providing the necessary asset management project plans.

Civic Administration is beginning to work on the guarantee required by CMHC that will be presented to Municipal Council with the terms and agreement described above.

Conclusion

With the 2020-2023 Multi-Year Budget, Municipal Council approved a \$37.0 million business case to allow LMCH to access the National Housing Co-Investment Program from CMHC. This program provides low-cost loans and financial contributions for the preservation and renewal of existing community housing supply. LMCH's housing portfolio is aging and requires significant capital investment.

To advance the process of securing the funding, CMHC requires a Letter of Intent signed by CMHC, LMCH and the City of London. The purpose of this report is to present the Letter of Intent from CMHC to Municipal Council and introduce a by-law to authorize the Mayor and the City Clerk to execute the Letter of Intent.

Prepared by: Alan Dunbar, CPA, CGA, Manager III, Financial Planning and Policy

Submitted by: Kyle Murray, CPA, CA, Director, Financial Planning and Business Support

Recommended by: Anna Lisa Barbon, CPA, CGA, Deputy City Manager, Finance Supports

Attachments:

Appendix A – By-law

Cc:

Jason Davies – Manager III, Financial Planning and Policy
Meng Liu – Senior Financial Business Administrator
Annette Ripepi – Financial Business Administrator

Appendix A – By-law

Bill No.
2021

By-law No.

A by-law to approve and authorize the execution of the Letter of Intent, and any future amended versions, between the Canada Mortgage and Housing Corporation, London and Middlesex Community Housing and The Corporation of the City of London, to initiate a loan agreement through the National Housing Co-Investment Fund to support repairs to London and Middlesex Community Housing's portfolio of housing.

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 subsection 10(1) of the *Municipal Act, 2001* provides that a municipality may 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* provides that a municipality may pass by-laws respecting, among other things: i) economic, social and environmental well-being of the municipality, including respecting climate change; and ii) financial management of the municipality;

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

1. The Letter of Intent between the Canada Mortgage and Housing Corporation, London and Middlesex Community Housing and The Corporation of the City of London, ("Letter of Intent") to initiate a loan agreement through the National Housing Co-Investment Fund, attached as Schedule "1" to this by-law is hereby authorized and approved.
2. The Mayor and the City Clerk are hereby authorized to execute the Letter of Intent authorized and approved under section 1 of this by-law.
3. The Mayor and the City Clerk are hereby authorized to approve any future amended versions of the Letter of Intent between the Canada Mortgage and Housing Corporation, London and Middlesex Community Housing and The Corporation of the City of London, to initiate a loan agreement through the National Housing Co-Investment Fund.

4. This by-law shall come into force and effect on the day it is passed.

PASSED in Open Council on June 15, 2021

Ed Holder
Mayor

Catharine Saunders
City Clerk

First Reading – June 15, 2021
Second Reading – June 15, 2021
Third Reading – June 15, 2021

Schedule 1 – Letter of Intent

LETTER OF INTENT

This Letter of Intent (“**LOI**”) is dated for reference the 22nd day of February 2021 and is made effective as of this date.

Between:

Canada Mortgage and Housing Corporation (“**CMHC**”)

and

London and Middlesex Community Housing Corporation (“**LMCH**”)

and

The Corporation of the City of London (the “**City of London**”)

WHEREAS, CMHC through the National Housing Co-Investment Fund (the “**Co-Investment Fund**”) seeks to support the development of affordable housing;

AND WHEREAS, LMCH has submitted an application to CMHC for funding available through the Co-Investment Fund to support the repair of 2,082 housing units, within 13 buildings in the City of London under the Co-Investment Fund (LMCH may also be referred to as the “**Borrower**”), such repairs to be done on a portfolio basis;

AND WHEREAS, City of London has agreed to guarantee the payment and performance obligations of LMCH pursuant to the application (the “**Guarantor**”);

AND WHEREAS, the 2,082 housing units in the City of London may be referred to as the portfolio (the “**Portfolio**”);

NOW THEREFORE the parties enter into this letter of intent as follows:

1. CMHC has conditionally allocated \$40,136,090.00¹ in funding for the Portfolio over a 7-year period, ending no later than December 31, 2027 that consists of up to \$24,602,101.00 in repayable loans (\$11,866 per unit or 36% of total costs) and up to \$15,533,989.00 in forgivable² loans (\$7,461 per unit or 22.65% of total cost). This represents the maximum aggregate funding allocated for the Portfolio and such funding shall form no more than 58.52% of the total overall Portfolio budget of \$68,583,866.00.
2. Please note that CMHC reserves the right to recommit all or part of the Co-Investment Funding Amount to another project in the event the Applicant is not able to satisfy the requirements or if the costs of the repairs are less than the budget submitted by the Applicant. Any decrease in total cost may lead to a proportional decrease in CMHC's funding.
3. The Borrower is committed to developing the Portfolio over a 7 year period, ending no later than December 31, 2027 and achieving Co-Investment Fund requirements including, but not limited to:
 - i. affordability will be maintained for at least 20³ years from the first anniversary date of the last day of the funding tranche based on units occupied in a particular year such that rents for a minimum of 50% of the units will be on average below 50% of the median market rental rate⁴;
 - ii. energy consumption and greenhouse gas emissions are reduced by at least 25% relative to the pre-repair levels which shall be demonstrable using modelling acceptable to CMHC; and
 - iii. at least 20% of the units will meet or exceed accessibility criteria required for the Co-Investment Fund. The Borrower will provide reporting and information in respect of LMCH's funding commitments as required and determined by CMHC, and LMCH consents to CMHC auditing such aforementioned commitments in respect of the aforementioned funding.
4. The Borrower Monitoring of the achievement of these requirements will be done during the repair period to ensure all requirements are met on a Portfolio level.
5. The Borrower acknowledges and agrees that a material increase or decrease in the total project costs or the number of housing units may affect the amount of funding outlined herein. Borrower acknowledges and agrees that cost increases and overages are the sole responsibility of Borrower.
6. The Guarantor agrees to provide an unlimited payment and performance guarantee and indemnity agreement for all of the obligations of LMCH and the City of London pursuant to the Portfolio, this LOI and all term sheets, loan agreements and all other agreements related hereto.
7. In addition to the Guarantee described in Section 4 above, additional security for the loans set forth in paragraph 1 above shall be structured as follows: (i) LMCH will provide, with respect to all properties in the Portfolio, acceptable to CMHC, an account security agreement, an operating agreement relating to the obligation of the LMCH to adhere to certain covenants (including but not limited to, energy efficiency,

¹ The conditionally allocated amount described herein remains subject to any approval CMHC must obtain, including but not limited to, any confirmation of appropriations required by the Government of Canada.

² Forgiveness is earned over 20 years (1/20th per year) from the date of last advance for a particular tranche.

³ Funding to be disbursed on quarterly basis, or at interval to be negotiated by CMHC and LMCH as required. Target affordability is applicable from the date of last advance for that particular loan tranche as described in paragraph 2 of the LOI.

⁴ As described in the most recent CMHC rental market survey (or any successor publication).

affordability and accessibility) relating to the Portfolio during and after the expiration of the construction period, satisfactory PPSA registrations, and any other security as CMHC may require.

8. LMCH acknowledges and agrees to provide CMHC with a tenant placement plan for tenants that will be displaced as a result of the revitalization of the existing project sites in the Portfolio.
9. LMCH agrees to provide CMHC with (a) an opinion of an insurance consultant; and (b) a cost consultant report substantially in the form attached hereto as Schedule “A”.
10. LMCH and the City of London, each acknowledge and agree to that should the parties proceed with the transactions contemplated in this LOI, that LMCH and the City of London have or will promptly obtain all appropriate authorizations to borrow the funds or enter into the necessary guarantee and indemnification agreements contemplated hereunder and to enter into all agreements necessary including but not limited to, loan, security and other required agreements with CMHC.
11. LMCH and the City of London each acknowledge and agree that during the course of its respective participation in the application to any of above initiatives, each party may receive documents, materials and other information from CMHC containing confidential and proprietary information and CMHC may provide LMCH and the City of London with additional materials or information relevant to applications or the Co-Investment Fund (collectively referred to herein as the “**Confidential Material**”). Unless CMHC otherwise consents in writing to disclosure of the applicable Confidential Material or, unless the disclosure of the applicable Confidential Material is required by a legal or regulatory authority, such Confidential Material shall be kept confidential and shall be used by LMCH and the City of London only in connection with the proposal.
12. No announcement relating to this LOI or any related funding provided by CMHC may be made prior to receiving written approval from CMHC.
13. It is expressly acknowledged and agreed that the LOI in no way constitutes the creation of a partnership or a joint venture between the parties. This LOI is intended to facilitate cooperation, collaboration, and coordination between the parties and is not intended to be legally binding or enforceable by the courts. The parties agree to act in good faith towards their mutual goal of providing affordable housing.
14. The parties further acknowledge that this LOI and any resulting arrangement between CMHC and LMCH and the City of London remains subject to there being a Parliamentary appropriation, pursuant to the Financial Administration Act (Canada) for the Fiscal Year in which the payment is to be made. CMHC has no liability in case of no or insufficient appropriations for CMHC funding or for CMHC undertakings in the aggregate.

[Signature Pages follow]

Whereupon this LOI has been executed by authorized officials of the parties hereto:

ACKNOWLEDGED AND AGREED BY CANADA MORTGAGE AND HOUSING CORPORATION



Name: Caroline Sanfaçon
Title: VP Housing Solutions, Multi-Unit

February 22, 2021
Date



Name: Simon Lahoud
Title: Director, Financing Prioritization and Allocation – Multi-Unit

February 22, 2021
Date

ACKNOWLEDGED AND AGREED BY LONDON AND MIDDLESEX COMMUNITY HOUSING

Name:
Title:

Date

Name:
Title:

Date

ACKNOWLEDGED AND AGREED BY THE CORPORATION OF THE CITY OF LONDON

Name:
Title:

Date

Name:
Title:

Date

Report to Community and Protective Services Committee

To: Chair and Members
Community and Protective Services Committee

From: Kevin Dickins Deputy City Manager, Social and Health Development

Subject: SkillsAdvance Ontario (SAO) Employment Services for Manufacturing Sector update

Date: June 1st, 2021

Recommendation

That on the recommendation of the Deputy City Manager, Social and Health Development, the following report on the SkillsAdvance Ontario (SAO) Employment Services for Manufacturing Sector **BE RECEIVED** for information purposes.

Executive Summary

The purpose of this report is to provide an update on Skills2Succeed (S2S), the SkillsAdvance Ontario (SAO) Employment Services pilot program delivered by the City of London (the City) and funded by the Ministry of Labour, Training and Skills Development (MLTSD).

With Council direction on March 24th, 2020, The City entered into a one-year contract with MLTSD for the period of March 30, 2020 to March 31, 2021 to deliver a SAO pilot program. The program started with the London area and its framework then introduced to the broader London Economic Region (LER).

Over the past year, S2S celebrated many milestones and successes including delivery of the program to 44 participants (3 cohorts of approximately 15 participants per cohort), of which there were 38 graduates. The S2S curriculum was designed by Fanshawe with direct input from employers in the food manufacturing industry. Other successes included the development of new working relationships with the MLSTD, Fanshawe College, adjoining municipalities, local employers, and community agencies across the broader London Economic Region.

The City is pleased to have had the opportunity to work with the MLTSD (funder) and Fanshawe College (service provider) to help develop and deliver a unique skill development and employment program; a program that provided opportunities for City of London residents experiencing difficulties finding and sustaining meaningful employment, and for employers in the manufacturing sector gain access to job ready, skilled workers that meet their workforce development needs.

Linkage to the Corporate Strategic Plan and Social Economic Recovery

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.

Links to Community Recovery

The City of London is committed to working in partnership with the community to identify solutions that will drive a strong, deep and inclusive community recovery for London as we move out of and beyond the global COVID-19 pandemic. This report, and the items within, are linked to the Employment and Talent Priority Action Table of the London Community Recover Network (LCRN). This initiative supports recovery efforts by bolstering recruitment, training, short-term skills development and employer / employee supports.

Analysis

1.0 Background Information

1.1 Previous Reports Related to this Matter

- Contract Award Recommendations for SkillsAdvance Ontario (SAO) – Employment Services for the Manufacturing Sector in London (CPSC – August 12, 2020)
- Ontario Transfer Payment Agreement SkillsAdvance Ontario (SAO) - Employment Services for the Manufacturing Sector in London-Middlesex (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)
- Purchase of Service Agreement – Ontario Works Employment Assistance Services (CPSC, December 10, 2018)

2.0 Discussion and Considerations

2.1 Background Information

In March 2020, the City of London entered into a one-year agreement with the Ministry of Labour, Training and Skills Development (MLTSD) to deliver 3 cohorts of the SkillsAdvance Ontario (SAO) pilot program in the City of London. The SAO pilot was derived to be flexible for future expansion with community partners into varying sub categories of the manufacturing sector and throughout the broader London Economic Region (LER) to allow for future service delivery in Oxford, Elgin and Middlesex counties.

The main goals of the SAO pilot included providing employers in the manufacturing sectors in London with access to job ready, skilled workers that meet their workforce development needs; and providing individuals with sector-focused employment and training services, including experiential development opportunities to support them to obtain, succeed, and advance in employment.

To deliver the pilot program, the City on June 12, 2020 issued a formal RFP - Employment in Manufacturing Supports for the LER seeking submissions from experienced and qualified proponents to provide the following:

- A) Employment Support Services – Employer and Client
- B) Curriculum Development Services

C) Curriculum Delivery Services

Fanshawe College was selected as the successful proponent and was awarded a service contract combining all 3 Services. With MLTSD SAO funding and Fanshawe College providing service delivery, the City's Skills2Succeed (S2S) pilot program was launched in September 2020.

Over the course of the one-year contract, the City successfully developed and delivered a unique approach to preparing individuals for the workplace. Much of the pilot program success can be attributed to the significant and intensive supports provided to participants by dedicated employment coaches. The coaches were essential in helping participants remain engaged in the program, and in problem-solving around issues such as childcare, transportation, motivation, life skills and communication skills. Also, where appropriate the coaches referred S2S participants to local community experts to address specific issues and concerns outside of the S2S pilot program scope of work to help ensure participant success.

In addition to participant supports, the City S2S pilot program also helped to address local employer labour demands (numerous unfilled positions) by introducing employers to a labour pool not typically accessed, such as people in receipt of Ontario Works, and by providing workplace supports. Working collaboratively, the S2S pilot program developed and nurtured employer relationships to facilitate the co-design and delivery of employer and industry specific curriculum and experiential learning opportunities (placements and direct hires). Together the intensive supports, curriculum and learning opportunities addressed soft skill and hard skill gaps of the participants and helped ensure increased success in employment retention.

Despite many unforeseen challenges due to COVID 19 and local and provincial emergency orders, the S2S pilot program celebrated many milestones and successes such as:

- Training provided to 3 cohorts / groups in London for the food manufacturing and food processing sector (approximately 15 persons per cohort);
- 44 individuals commenced training with 38 graduating with industry specific knowledge and skills;
- Base curriculum and program framework were developed with direct input from employers and can be easily adapted for future cohorts; key modules include essential skills, employment readiness, soft & hard skills, and technical skills.
- Delivery of curriculum successfully pivoted from in-person to virtual delivery due to local and provincial COVID 19 precautionary measures;
- Established the Skills2Succeed branding and logo along with reporting processes and procedures;
- Built positive relationships with local and regional employers;
- Strengthened relationships with adjacent municipalities confirming a strong interest in working regionally;
- Established Regional Advisory Committee providing governance of the SAO program in addition to local working groups.

Regardless of the challenges related to COVID, the City successfully completed all the activities outlined in the MLTSD contract. One of the objectives of the SAO pilot project included relationship development in the Oxford, Elgin, and Middlesex Counties so that the project could expand across the LER. To strengthen the SAO relationships in those areas, the City built on existing regional relationships and, in particular, leveraged the Elgin Middlesex Oxford Workforce Planning & Development Board's (WPDB) community presence and employer engagement to help establish a regional advisory table of experts

linked to local employers and economic development tables. These efforts supported the project being successful in building awareness, excitement, collaboration and employer engagement across the LER.

With the City's contract ending March 31, 2021 and the program being well positioned to expand service delivery across the Oxford, Elgin, and Middlesex Counties, the service delivery was successfully transitioned through the Ministry of Labour, Training, and Skill Development to a one-year agreement with the WPDB to accomplish regional service delivery of this SAO program through 2021-2022.

To support the WPDB's regional SAO service delivery efforts, the City's contract with the MLTSD was extended by 2 months to May 28, 2021 to allow for continuity of employment supports to the current S2S program participants. The WPDB, through their contract with the MLTSD, will continue to provide follow-up services to S2S program participants. Moving forward, the City will continue to support the WPDB SAO program through active promotion to London area residents and meaningful participant referrals from its Ontario Works program.

3.0 Financial Impact / Considerations

3.1 Funding

The City's agreement with the Ministry of Labour, Training and Skills Development, Ontario Transfer Payment Agreement SkillsAdvance Ontario, effective March 30, 2020 to March 31, 2021, was amended to extend the delivery period to May 28, 2021. The total funding provided by the MLTSD for this program remained the same at \$669,478 and no additional funding was required to extend the agreement to May 28, 2021. The SkillsAdvance Ontario program is 100% funded by the MLTSD and there is no allocation of City funds in the Multi-year Budget for this particular program.

Conclusion

The City of London is pleased to have had the opportunity to work with the MLTSD and Fanshawe College to develop and deliver a unique skill development and employment program that provided important opportunities to City of London residents experiencing difficulties finding and sustaining employment.

A solid foundation was established for the SAO pilot program which will be expanded regionally under the leadership of the WPDB. City staff will continue to participate on the Regional Advisory for this SAO project in a non-voting role.

The City will also continue to support the WPDB's SAO program through active promotion to London area residents and meaningful participant referrals from the Ontario Works program and providing ongoing consultation and advisory support where needed.

Prepared by:	Jack Smit, Manager, Life Stabilization - Employment Strategies
Submitted by:	Shirley Glover, Director of Life Stabilization
Recommended by:	Kevin Dickins, Deputy City Manager, Social and Health Development

Report to Community and Protective Services Committee

To: Chair and Members, Community and Protective Services Committee Meeting
From: Kevin Dickins, Deputy City Manager, Social and Health Development
Subject: City of London Additional Short Term Supports for Unsheltered Individuals
Date: June 1, 2021

Recommendation

That, on the recommendation of the Deputy City Manager, Social and Health Development, that the following actions be taken with respect to the City of London additional short term supports for unsheltered individuals:

- (a) The staff report dated June 1st, 2021 entitled “City of London Additional Short Term Supports for Unsheltered Individuals” **BE RECEIVED**;
- (b) A one-time funding allocation through a single source procurement (#SS21-09) to Ark Aid street Mission on behalf of the WISH Coalition of up to \$1,150,000 (excluding HST) for the extension of services until Dec 31, 2021, to support individuals currently residing at the York Street pop up shelter through the operation of a low-barrier overnight response at an alternate location **BE APPROVED**;
- (c) Civic Administration **BE DIRECTED** to explore opportunities and report back to committee on June 22, 2021 with an implementation plan related to temporary expansion of the following support programs:
 - i. temporarily increasing capacity in existing housing support programs until March 31, 2022 to support individuals currently residing in emergency shelter for a period greater than 365 days;
 - ii. temporarily increasing the number of shelter or resting space beds up to a maximum of 20 additional beds until September 30, 2021 for individuals experiencing unsheltered homelessness;
 - iii. implementation of 24/7 staff supports model for the 13 Head Lease units until December 31, 2021;
 - iv. work with community partners to operationalize a hygiene facility for individuals and families experiencing homelessness for July and August 2021;
- (d) Civic Administration **BE DIRECTED** to work with community providers to determine where Day Spaces can be reopened to meet the needs of individuals experiencing homelessness; **AND**
- (e) Civic Administration **BE DIRECTED** to undertake all administrative acts which are necessary in relation to this report.

Executive Summary

At the May 4th, 2021 meeting, Municipal Council passed a resolution that the Civic Administration **BE DIRECTED** to report back to the Community and Protective Services Committee, as soon as possible, on additional actions that could be taken after the end of June, building on what we have learned from the temporary winter response, to support people who are experiencing homelessness;

This report outlines a short-term multi-systems approach and potential next steps in supporting unsheltered homeless individuals that build on the progress made and lessons learned throughout the emergency winter response. This multi-systems approach aims

to build short term capacity across services, ensure unsheltered individuals have the supports they need to move towards housing stability and create solutions that will meet a range of individualized support needs.

These temporary supports include the following:

- WISH Low Barrier Overnight Response/Temporary Supportive Housing
- Increasing Housing Support Program capacity to support individuals accessing and being successful in their housing
- Increase in Shelter/Resting Space beds
- 24/7 direct staff supports for up to 13 head lease units
- The temporary operation of a community run Hygiene Facility

Each of these responses are discussed later in this report and reflect the opportunities available given current funding levels. Should additional sources of funding become confirmed throughout the summer months, Civic Administration will work with the community on best possible solutions to address urgent needs and will report back to Municipal Council for direction, including but not limited to modifications or extensions to the above.

Linkage to the Corporate Strategic Plan

2019-2023 Strategic Plan for the City of London

The City of London identifies ‘Strengthening Our Community’ and ‘Building a Sustainable City’ as strategic areas of focus.

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.

Housing Stability for All: The Housing Stability Action Plan for the City of London (2019-2024)

London’s Homeless Prevention and Housing Plan, Housing Stability for All: The Housing Stability Action Plan for the City of London (Housing Stability for All Plan), is the approved guiding document for homeless prevention and housing in the City of London and was developed in consultation with Londoners.

Council and staff continue to recognize the importance of actions to support the Core Area, and in the development of its 2019-2023 - Strategic Plan for the City of London. Specifically, the efforts described in this report address the following Areas of Focus, including:

- Strengthening Our Community
- Building a Sustainable City
- Safe City for Women and Girls
- Leading in Public Service

Analysis

1.0 Background Information

1.1 Previous Reports Related to this Matter

- Update-City of London 2020-2021 Winter Response Program for Unsheltered Individuals (CPSC: April 20, 2021)
- City of London 2020-2021 Winter Response Program for Unsheltered Individuals (CPSC: December 1, 2021)

- Municipal Council Approval of The Housing Stability Plan 2019 to 2024 as Required Under the Housing Services Act, 2011 (CPSC: December 3, 2019)
- Core Area Action Plan (SPPC: October 28, 2019)
- Homeless Prevention and Housing Plan 2010 – 2024 (CHLC: November 18, 2013)
- Homeless Prevention System for London Three Year Implementation Plan (CPSC: April 22, 2013)

2.0 Discussion and Considerations

2.1 WISH Low Barrier Overnight Response/Temporary Supportive Housing

Background

Overnight resting spaces are low barrier spaces for individuals who were sleeping unsheltered to rest, access basic needs and build stability for a plan toward housing options. The two temporary locations are staffed by Winter Interim Solution to Homelessness (W.I.S.H.) and volunteers and provided a place for participants to stay during the winter. Security staff have provided 24/7 coverage for both sites. The two-day space and overnight resting spaces were located at 652 Elizabeth Street and 415 York Street.”

Program Recommendations

As this response is set to wind-down operations at the end of June, Civic Administration is recommending the continuation of this response with the use of hotels and motels or other appropriate space as determined by the program. Low barrier overnight spaces will extend the services provided to those residing at the temporary overnight site on York Street at an alternate location. The WISH group will continue to work with these between 20 and 25 individuals to build relationships, provide basic needs and support them to move towards housing stability.

This response will take place over the course of the next 6 months (July 2021-December 2021) and is expected to bridge the gap in finding a suitable long term transitional housing space for the 20 to 25 individuals and connecting them to a longer-term supportive housing option.

The key objectives of this program are:

- Provide spaces for high acuity individuals who typically sleep unsheltered
- Meaningful engagement with regards to health, housing, and relationship while working towards housing stability
- Continue to provide basic needs

WISH to Home program unsolicited proposal:

The City of London, through Purchasing and Supply Services, received an unsolicited proposal from the Wish to Home program on May 5, 2021. This proposal is seeking City land and permanent funding to operationalize phased in permanent housing, transitional housing and stabilization space services.

The Unsolicited Proposal will continue through the prescribed process, but noting the degree of detail required and limitations in the ability to operationalize the proposal, it is not identified as part of the immediate summer services plan. Civic Administration continues to map out a 2021 Request for Proposals (RFP) process for the provision of low-barrier and emergency shelter services.

2.2 Housing Support Programs Capacity Increase

Background

Housing support programs assist individuals and families to secure and maintain permanent housing. These programs are in place to support individuals with low, moderate, and high acuity needs.

Through a temporary increase in caseload capacity, housing support programs could assist individuals who have been residing in existing emergency shelters for longer than 365 days to move towards housing stability. This approach is intended to create movement and free up space in London's emergency shelter system for current unsheltered individuals and families who require short term accommodation and basic needs. Housing with supports remains a key priority under the Housing Stability for All Plan.

Program Recommendations

A temporary increase in capacity for Housing Support programs could assist to reduce capacity in emergency shelters by prioritizing individuals who have been staying in emergency shelter for longer than 365 days.

The key objectives of this program are:

- Increase access to Housing Stability Programs for more individuals.
- Decrease the number of individuals residing in emergency shelter for a period greater than 365 days.

This program could ensure that support is continued for individuals when service providers return to their regular caseload capacity by monitoring the number of new intakes to the program.

Subject to the approval of the recommendations in this report, Civic Administration will report back to the June 22nd Community and Protective Services Committee meeting with an implementation plan for this initiative. The implementation plan will be dependent on community organizations successfully securing resources to provide the additional level of service.

2.3 Shelter/Resting Space Temporary Bed Increase

Background

Emergency shelter/resting space beds provide short term accommodation and basic needs for individuals and families experiencing homelessness and operate at full capacity on a nightly basis. Emergency shelters support households to move towards housing stability by focusing on needs assessment completion and securing and verifying income. The 40 Resting space beds as approved by council through the Core Area Action Plan provide a low barrier space where individuals living unsheltered can obtain short term accommodations and basic needs support. To date, 34 of the 40 resting spaces have been operationalized with an additional 5 expected to be open by end of June 2021. These spaces have been operating at capacity on a daily basis.

Through a temporary increase of up to 20 beds, the emergency shelter/ resting space system could have the ability to provide short term accommodation and basic needs to more individuals living unsheltered.

A community engagement and procurement process is being undertaken in 2021 for emergency shelter services. This process is intended to shift how the current emergency shelter system meets the needs of individuals living unsheltered and those experiencing homelessness in a variety of ways.

Program Recommendations

A temporary increase in emergency shelter/resting space beds could provide additional spaces for individuals seeking accommodation.

The key objectives of this program are:

- Create capacity in the emergency shelter/ resting space system on a temporary basis.
- Support those living unsheltered to access the existing service system and secure housing.

Subject to the approval of the recommendations in this report, Civic Administration will report back to the June 22nd Community and Protective Services Committee meeting with an implementation plan for this initiative.

2.4 Head Lease Unit Support

Background

The pilot head lease program provides transitional supportive housing aimed at life skills development. The City enters into lease agreements with landlords and matches individuals and families to units through the coordinated access priority list.

The City has secured 13 units at a single location for the head lease program that are currently vacant. These spaces could support individuals through a 24-hour model. Staffing could be provided on site by a system service provider using one of the 13 units as an office space.

Program Recommendations

These spaces could be used to support individuals through a 24-hour support model. One unit will be used as an office space and bathroom for staff working on site. Units will be occupied by individuals experiencing homelessness who have been sleeping unsheltered or have been residing in emergency shelter for longer than 365 days.

The key objective of this program is to:

- Support individuals with moderate to high support needs through a 24/7 staffing model to stabilize and build tenancy skills.

Subject to the approval of the recommendations in this report, Civic Administration will report back to the June 22nd Community and Protective Services Committee meeting with an implementation plan for this initiative.

2.5 Hygiene Facility

Background

During the pandemic individuals experiencing homelessness and sleeping unsheltered have had limited access to basic needs, including bathrooms and showers. This is a result of the services that typically provide basic needs having to close or adjust their service models during the pandemic. In the summer of 2020, a temporary hygiene facility was operated by the City to provide access to bathrooms, showers, hygiene supplies and fresh clothing.

Although the number of locations that offer showers has increased since 2020, the need for a hygiene facility continues to exist for the summer of 2021.

Civic Administration recommends a short-term procurement to fund a community organization to operate a hygiene facility in July and August. This would provide much needed access to bathrooms, showers, hygiene supplies and other basic needs.

The operational details of the program are flexible and would be finalized as part of the procurement process, but estimated need would include access 5 to 7 days a week, 3 to 5 hours each day.

Program Recommendations

A hygiene facility would be beneficial during the warmer months of July and August of 2021 to support individuals requiring a place to meet their basic needs. The intent of this approach is to support this need until traditional Day Space programs reopen and individuals can access the regular services and supports for basic needs, including showers, bathrooms, and laundry.

The key objectives of this program are:

- Support unsheltered individuals with personal hygiene needs
- Enhanced supports for unsheltered individuals to engage and access current system resources.

Subject to the approval of the recommendations in this report, Civic Administration will report back to the June 22nd Community and Protective Services Committee meeting with an implementation plan for this initiative.

2.6 Day Spaces

Background

Day spaces provide a regular inside space for individuals to access basic needs and build a sense of community in a socially distanced environment. All existing day spaces have been closed to indoor service provision during the pandemic due to the stay-at-home orders and limited-service capacity resulting in reduced access to day rest and basic needs for individuals experiencing unsheltered homelessness. Civic Administration will work with community providers who have traditionally provided this service to determine where day space services can be reopened to meet the needs of individuals experiencing unsheltered homelessness, including shower facilities when the temporary hygiene facility closes.

Program Recommendations

Civic Administration will work with existing community programs to determine projected timelines for reopening community day spaces.

The key objectives of this program are:

- To determine timelines for when day spaces will reopen in the community.
- Ensure that there are locations where individuals can access basic needs support

2.7 Indigenous Homeless Considerations

As directed by Council earlier in 2021, civic administration continues to engage and support the indigenous led implementation of the Giwetashkad Indigenous Homeless strategic plan. As such, additional short-term services as noted in this report will be coordinated with Atlohsa Family Healing Services to ensure that the implementation of these additional supports take into consideration the unique cultural needs of the unsheltered indigenous homeless population in London.

3.0 Financial Impact/Considerations

3.1 Procurement

Procurement for the extension of the low barrier overnight spaces is recommended to be conducted in accordance with section 14.4 d) of the Procurement of Goods and Services Policy:

“There is a need for compatibility with goods and/or services previously acquired or the required goods and/or services will be additional to similar goods and/or services being supplied under and existing contract (i.e. contract extension or renewal);”

The urgent nature of the procurement is a result of the continued reduction of capacity in homeless system programs related to ongoing COVID-19 restrictions. The additional services recommended carry a need for service provider compatibility and are similar to existing services already being procured, noting that the existing service provider is able to ensure continuity of service. It is therefore recommended that these services be procured through Ark Aid Street Mission as the WISH Coalition lead organization.

3.2 Funding

Funding for the extension of the WISH program can be supported through allocation of up to \$1,150,000 from the Provincial one-time COVID-19 Social Services Relief Funding (SSRF) Phase 3 funding received by the City.

The estimated cost of the other programs outlined in this report (housing support program capacity increase, increase in shelter/resting space beds, 24/7 supports for head lease units) is estimated to be approximately \$900,000. Subject to Council direction to proceed with implementation plans for these initiatives, the temporary extension of these programs can be funded using Provincial one-time SSRF Phase 3 funding as well. Additionally the City of London as Consolidated Municipal Service Manager (CMSM) will be bringing forward a detailed SSRF Phase 3 funding plan to the June 22nd CPSC meeting which will include funding for both Middlesex County and investments in addressing various COVID responses and system stabilization across the shelter provider network in excess of the aforementioned summer services.

Civic Administration will continue to work with both the Provincial and Federal governments on any potential for additional COVID relief or homeless prevention funding that will further support a community response to unsheltered homelessness.

Conclusion

The emergency winter response was approved with a projected end date of April 30th, 2021. Throughout December 2020 to April 2021 and as extended to end of June 2021, the initiative provided a warm and safe space for people living unsheltered to get in out of the cold. The initiative provided a life saving temporary intervention to individuals that have traditionally been the hardest to serve. The goals and outcomes of the emergency winter response have been met. However, the city continues to be impacted by the housing and homeless crisis, health crisis related to opioid poisoning and COVID-19 and this response looks to achieve a temporary solution to continue to support the individuals who were experiencing unsheltered homelessness and matched to the winter response program. It is therefore recommended that this low barrier overnight space program be extended to December 31, 2021 utilizing Provincial Social Services Relief Fund funding.

In addition, the following short-term services and supports could be implemented to better serve the City’s homeless and unsheltered population if a source of funding and agency capacity can be confirmed:

- Temporary increase in housing support programs until March 31, 2022 to better serve our homeless population to secure housing and alleviate pressure on the shelter system;

- Temporary increase in the number of shelter/resting space beds until September 30, 2021 to provide temporary shelter and basic needs;
- Increase the staffing compliment for the 13 head lease units to provide 24/7 staff supports until December 31, 2021; and
- Temporarily provide a hygiene facility for unsheltered individuals for July and August 2021.

Subject to the recommendations in this report, Civic Administration will report back to the June 21, 2021 Community and Protective Services Committee with an implementation plan for the above noted initiatives, it being noted that the above noted initiatives can be funded using Provincial Social Services Relief Fund funding.

Prepared by: Anthony Dolcetti, Manager Housing Stability Services
Submitted by: Craig Cooper, Director Housing Stability Services
Recommended by: Kevin Dickins, Deputy City Manager, Social and Health Development

Report to Community and Protective Services Committee

To: Chair and Members
Community and Protective Services Committee

From: Kevin Dickins, Deputy City Manager, Social and Health Development

Subject: 2019-2022 Multi-Sector Service Accountability Agreement
Dearness Home Adult Day Program and the South West
Local Health Integration Network - Declaration of Compliance
– April 1, 2020 – March 31, 2021

Date: June 1, 2021

Recommendation

That, on the recommendation of the Deputy City Manager, Social and Health Development, regarding compliance with the terms of the 2019-2022 Multi-Sector Service Accountability Agreement for the Dearness Home Adult Day Program, the Deputy City Manager, Social and Health Development **BE AUTHORIZED** to execute the Declaration of Compliance (substantially in the form attached as Schedule 1) for the reporting period April 1, 2020 to March 31, 2021.

Linkage to the Corporate Strategic Plan

Council's 2019-2023 Strategic Plan includes the Strategic Area of Focus 'Strengthening Our Community'. This includes the Expected Result 'Londoners have access to the services and supports that promote well-being, health, and safety in their neighbourhoods and across the city' and the Strategy 'Deliver health protection and promotion programs guided by population health surveillance'.

Analysis

1.0 Previous Reports Pertinent to this Matter

- 2019-22 Multi-Sector Service Accountability Agreement Dearness Home Adult Day Program and the South West Local Health Integration Network – Declaration of Compliance April 1, 2019 – March 31, 2020. (Community and Protective Services Committee – July 15, 2020)
- 2017-19 Multi-Sector Service Accountability Agreement Dearness Home Adult Day Program and the South West Local Health Integration Network – Declaration of Compliance April 1, 2018 – March 31, 2019. (Community and Protective Services Committee – May 28, 2019)
- 2017-18 Multi-Sector Service Accountability Agreement Dearness Home Adult Day Program and the South West Local Health Integration Network – Declaration of Compliance April 1, 2017 – March 31, 2018. (Community and Protective Services Committee – May 29, 2018)
- 2017-18 Multi-Sector Service Accountability Agreement Dearness Home Adult Day Program and the South West Local Health Integration Network – Declaration of Compliance April 1, 2016 – March 31, 2017. (Community and Protective Services Committee – May 24, 2017)

2.0 Background Information

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

- On March 26, 2019, 2019 Council approved 2019-2022 Multi-Sector Accountability Agreement (M-SAA) for the period April 1, 2020 to March 31, 2021, to be entered into with the South West Local Health Integration Network (LHIN) for the provision of funding with respect to the Adult Day Program. Mayor and City Clerks executed the document.
- Article 8.1 (d) of the Agreement sets out the requirement for the Board of the HSP to issue a declaration that the HSP has complied with the terms of the Agreement. Under Article 1.0 and Schedule D3c of the Agreement (Definitions and Interpretations) with respect to a municipality, “Board” means the Municipal Council. The reporting timeline set out in the Agreement is “within 90 days of the HSP’s fiscal year-end”.
- The fiscal year end of the Dearness Home Adult Day Program is March 31st which requires submission of the Declaration of Compliance by June 30th.
- With respect to compliance with the M-SAA agreement, the Administrator of Dearness Home has confirmed that during the reporting period April 1, 2020 to March 31, 2021 the Dearness Home Adult Day Program has complied with the terms of the M-SAA agreement and specifically any procurement practices set out in Article 4.8 of the Agreement and the Local Health System Integration Act, 2006.

3.0 Financial Impact/Considerations

3.1 There’s no financial impact at this time

Conclusion

It is recommended that the Deputy City Manager, Social and Health Development be authorized by Municipal Council (Board) to execute the Declaration of Compliance for the Dearness Home Adult Day Program for the period April 1, 2020 to March 31, 2021.

Prepared by:	Dylan Dubois, Manager, Accounting and Reporting
Submitted by:	Leslie Hancock, Director of Long Term Care, Administrator of the Dearness Home
Recommended by:	Kevin Dickins, Deputy City Manager, Social and Health Development

SCHEDULE G – FORM OF COMPLIANCE DECLARATION

DECLARATION OF COMPLIANCE

Issued pursuant to the MSAA effective April 1, 2020

To: **The Board of Directors** of Ontario Health Attn: Board Chair.

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

Date: [June 15, 2021]

Re: April 1, 2020 – March 31, 2021 (the “Applicable Period”)

Unless otherwise defined in this declaration, capitalized terms have the same meaning as set out in the MSAA between Ontario Health and the HSP effective April 1, 2020.

The Board has authorized me, by resolution dated [June 15, 2021], to declare to you as follows:

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

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

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

[Kevin Dickins], [Deputy City Manager, Social and Health Development]

Schedule G – Form of Compliance Declaration Cont'd.

Appendix 1 - Exceptions

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

Please include my request and the following letter for context for my presentation at CPS.
Let me know if my request is approved and I'll follow up with presentation materials.
Thanks,
Sarah

Dear City Clerk,

I on behalf of the coalition of organizations related to the Winter Interim Response to Homelessness, now identifying as the WISH to Be Home Project, are seeking delegation status for CPS on June 1 and also for council on June 15 related to the extension of services for high acuity homeless populations following the Winter Response. If delegation is granted, we would like to provide materials in advance for a presentation, please provide information on how to do this.

Thank you very much,

Sarah Campbell
Co-Lead for Wish to Be Home and Executive Director of Ark Aid Street Mission



Ark Aid Street Mission Inc.
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Facebook @arkaidlondon
(t)519-667-0322 info@arkaidmission.com

RE: Post June 30 Strategy for High Acuity Homelessness

We are thrilled that our city administration and councillors as well as community partners are eager to see an extension of care, programming and services for those served by the WISH project. Supporting high acuity homelessness is difficult as the lives of those we are seeking to shelter are risky, challenged and complex. The two month extension has been welcomed by those who have required on-going services however we have not yet been successful in securing appropriately zoned, appropriately designed or appropriately welcoming lease opportunities to move the low barrier harm reduction services provided by the WISH to Be Home Project to by July 1.

To support stability, care and the strategies we have come to learn, work with our population we ask to remain on York St. until a permanent or similarly supportive location be established. We have community partners/ businesses and volunteers able to retrofit units for summer use. We have listened to the residents who have asked to stay at York St. as they have found community and home there. Alternative proposed options such as motel spaces have proven repeatedly to not be hospitable to our population and where the physical space and landlords require a barriered and often demeaning approach to the sheltering people. The high costs mean less funding for much needed staffing to provide supports so people not only are able to stay but move forward in their lives.

In order to support a thriving, hopeful and long-term stabilization to supports first housing approach we request the following:

- 1) All winter response trailers be sold/provided to Wish to be Home for community use providing all rights and responsibilities to improve, operate and utilize the assets that the federal dollars supplied to support homeless populations in an on-going manner.



Ark Aid Street Mission Inc.

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2) That Zoning permissions be extended on York St. and that the site be used as an emergency response until a long term location can be secured and zoned appropriately for use.

3) That the purchase of services be for the approach, and a minimum number of persons served but that provided community donations and adequate basic needs resources

Can add to numbers of those served to meet growing community needs.

4) That the city continue to engage and use every tool at their disposal to the establish deeply affordable, supports first housing and expedite processes related to zoning, waving development charges and even providing land assets for such a purpose as able, allowing the York St. site until adequate and sustainable options are available for those who require them.

We are committed to accompanying our friends and community members through the challenges they face in day to day living, recognizing that the instability they experience due to the uncertain opportunity to stay with the WISH to be Home project is anxiety provoking, and the closure of the same would be devastating. However, we cannot accept barriered and unsupportive constraints when alternatives are within the power of the city to provide. We look forward to working together to ensure that our innovative approach is continued, and pursued in order to create unprecedented positive outcomes for our beloved community.

Please help us help others, support a re-opening of business and community spaces and pursue a just recovery post Covid-19 shutdown through this project.

In Solidarity with those who are Deprived of Housing,



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Project Lead- WISH to be HOME

DEFERRED MATTERS

COMMUNITY AND PROTECTIVE SERVICES COMMITTEE

as of May 21, 2021

File No.	Subject	Request Date	Requested/Expected Reply Date	Person Responsible	Status
1.	<p><u>Proposed Accessible Vehicle for Hire Incentive Program – Update</u> 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	Anti Racism, Anti Oppression Service area	
2.	<p><u>Special Events Policies and Procedure Manual</u> That the following actions be taken with respect to the “Special Events Policies and Procedure Manual”:</p> <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>	September 10, 2019	July 2021	S. Stafford	

File No.	Subject	Request Date	Requested/Expected Reply Date	Person Responsible	Status
	<p>ii) the application of the same rules/restrictions that are in place for Victoria Park to Harris Park; and, iii) increased fines and penalties for special events that contravene the Manual.</p>				
3.	<p><u>Proposed Core Area Action Plan</u> 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: 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	Q4, 2021	G. Barrett	<p>Implementation delayed due to COVID-19 impacts. New target date: Q4 2021</p> <p>PEC Report July 14, 2020 https://pub-london.escribemeetings.com/filestream.ashx?DocumentId=73475</p>
4.	<p><u>Short-Term Accommodations - Proposed Regulations</u> 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: 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; b) the Civic Administration BE DIRECTED to continue consulting with short-term accommodation platforms on the further collection of Municipal Accommodation Tax; and, 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.</p>	February 19, 2020	Q1 2021	G. Kotsifas O. Katolyk	

File No.	Subject	Request Date	Requested/Expected Reply Date	Person Responsible	Status
5.	<p><u>Graphic, Unsolicited Flyer Deliveries to Residential Properties</u></p> <p>That the following actions be taken with respect to graphic, unsolicited flyer deliveries to residential properties:</p> <p>a) the Civic Administration BE DIRECTED to investigate options to address community concerns around graphic, unsolicited flyer deliveries to residential properties and report back to a future meeting of the Community and Protective Services Committee, outlining information and options including, but not limited to:</p> <p>i) steps taken by other municipalities with respect to this matter; and,</p> <p>ii) potential amendments to the existing municipal nuisance by-law or introduction of a new by-law with respect to this matter;</p> <p>b) the communication, dated November 1, 2020, from Councillor van Holst, with respect to this matter, BE REFERRED to the Civic Administration for consideration;</p> <p>c) the delegation request by M. McCann, London Against Abortion, BE REFERRED to a future public participation meeting with respect to this matter; it being noted that a communication from M. McCann, dated October 30, 2020, with respect to this matter, was received;</p>	November 3, 2020	Q3 2021	G. Kotsifas O. Katolyk	
6.	<p><u>London Community Recovery Network - Ideas for Action by Municipal Council</u></p> <p>That, on the recommendation of the Managing Director, Neighbourhood, Children and Fire Services, the Acting Managing Director, Housing, Social Services and Dearness Home, and the Managing Director, Parks and Recreation, the following actions be taken with respect to the staff report dated February 9, 2021 related to the London Community Recovery Network and ideas for action by Municipal Council:</p>	February 9, 2021	TBD	C. Smith K. Dickins S. Stafford	

File No.	Subject	Request Date	Requested/Expected Reply Date	Person Responsible	Status
	<p>ii) the implementation plan for item #2.3 Downtown Recovery – free transit to the downtown, as it relates to transit initiatives to the downtown, BE REFERRED back to the Civic Administration to continue working with the London Transit Commission on this matter, with a report back to a future meeting of the Community and Protective Services Committee (CPSC) when additional details are available; and,</p> <p>iii) implementation plan for item #2.3 Downtown Recovery – free transit to the downtown, as it relates to parking initiatives in the downtown BE REFERRED back to the Civic Administration with a report back to a future meeting of the CPSC when additional details are available;</p>				
7.	<p><u>Affordable Housing Units in London</u> That the following actions be taken with respect to the creation of affordable housing units in London: a) the Civic Administration BE DIRECTED to expedite the development of needed 3,000 affordable housing units as set out in “Housing Stability Action Plan” (HSAP) to be in place in five years, instead of ten years as set out in the Plan; and, b) the Civic Administration BE DIRECTED to report back to a future meeting of the Community and Protective Services Committee with an implementation plan, inclusive of financial impacts, that sets out the best supports for the development of affordable housing units; it being noted that a communication from Mayor E. Holder, with respect to this matter, was received. (2021-S14)</p>	March 30, 2021	TBD	K. Dickins	
8.	<p><u>Animal By-law PH-3</u> That the communication, dated April 1, 2021, from Councillor M. Cassidy, with respect to By-law PH-3, being "A by-law to provide for the regulation, restriction and prohibition of the keeping of animals 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</p>	April 20, 2021	TBD	G. Kotsifas O. Katolyk	

File No.	Subject	Request Date	Requested/Expected Reply Date	Person Responsible	Status
	Committee related to revisions or updates that could be made to the by-law; it being noted that a communication from K. and K. Beattie, as appended to the Added Agenda, with respect to this matter, was received.				