



**Corporation of the Municipality of South Huron
Committee of the Whole
Agenda**

**Tuesday, June 26, 2018, 6:00 p.m.
Olde Town Hall-Carling Room**

Accessibility of Documents:

Documents are available in alternate formats upon request. If you require an accessible format or communication support, please contact the Clerk's Department at 519-235 -0310 or by email at clerk@southhuron.ca to discuss how best we can meet your needs.

Pages

1. Meeting Called to Order

2. Appointment of Chair

Recommendation:

That Ted Oke is appointed as Chair for the June 26, 2018 Committee of the Whole meeting.

3. Amendments to the Agenda, as Distributed and Approved by Council

Recommendation:

That South Huron Committee of the Whole approves the Agenda as presented.

4. Disclosure of Pecuniary Interest and the General Nature Thereof

5. Reports

5.1 Community Improvement Plan 1

5.2 Age-Friendly Community Initiative 6

5.3 Service Delivery Review Overview 33

6. Adjournment

Recommendation:

That South Huron Committee of the Whole does now adjourn at 8:25 p.m.

Community Improvement Plan Next Steps

Moving Forward – Phase 1

- Review the incentives – Part 5
- Review the Implementation Plan – Part 6
- Establish Terms - Evaluation Criteria
- Establish Terms - Evaluation Committee

Moving Forward - Phase 2

- Establish a Workplan and Strategy
- Re-engage with the five districts in the CIP
- Report Back To Council including recommendations from engagement
- Market and implementation

Timeline

- Introduction Report – July 16, 2018, seeking authorization to proceed with the IP
- Consultation with BIA on TOR
- Progress Report – August 6, 2018, seeking approval of TOR
- Development of the Workplan and Roll-out – September 2018
- October 5 Progress Report
- November – February - Consultation

Timeline

- April 2019 implementation



AGE-FRIENDLY COMMUNITY PLAN

Next Steps

June 26, 2018

Background

AFC Concept – Relationship between people and their physical and social environment affects human development and quality of life

2007: WHO Global Age Friendly Cities project

2008-2014: AF communities across Canada/US

2015: Ontario AFC planning grants

2016: Age Friendly Community Plan Drafted for Council's consideration by Shercon

Engagement Metrics

➤ **233 interfaces:**

154 seniors

34 service providers

45 community members



Consistent messages across groups

Community AFC Needs

Outdoor Spaces and Buildings

Transportation

Housing

Social and Recreational

Health Care

Community Life

(Parallel the WHO AFC dimensions)



Seniors Abilities


Well and fit

Require some assistance with ADL

Require 24-hour support

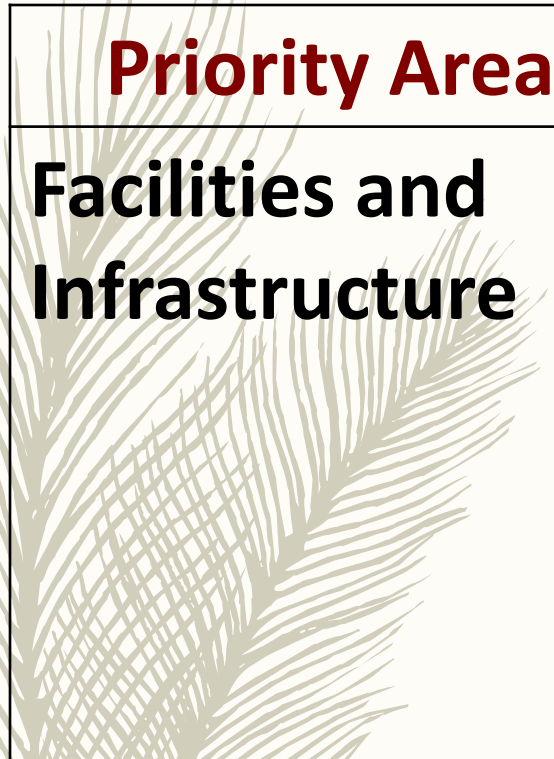


Community Ratings



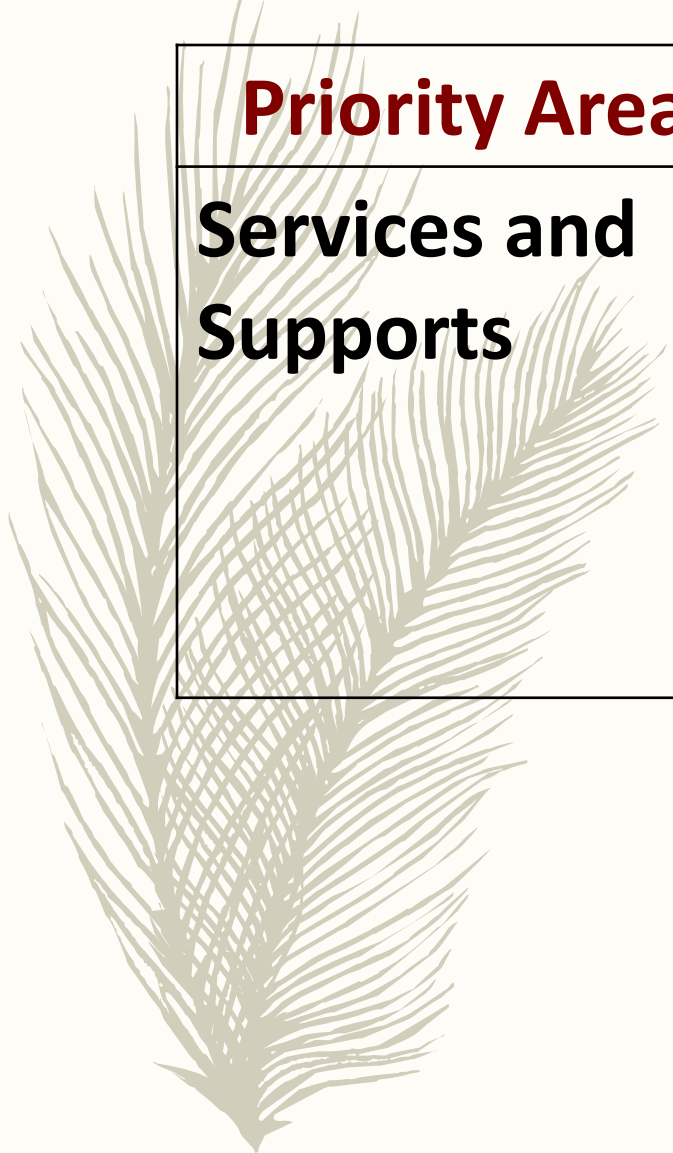
AFC Category	Score
Community Life	3.3
Health	3.1
Outdoor Spaces and Buildings	2.9
Social and Recreational	2.9
Transportation	2.8
Housing	2.3

Goals



Priority Area	Goals
Facilities and Infrastructure	<ul style="list-style-type: none">1.1 Recreation complex1.2 Accessibility1.3 Transportation1.4 Housing

Goals



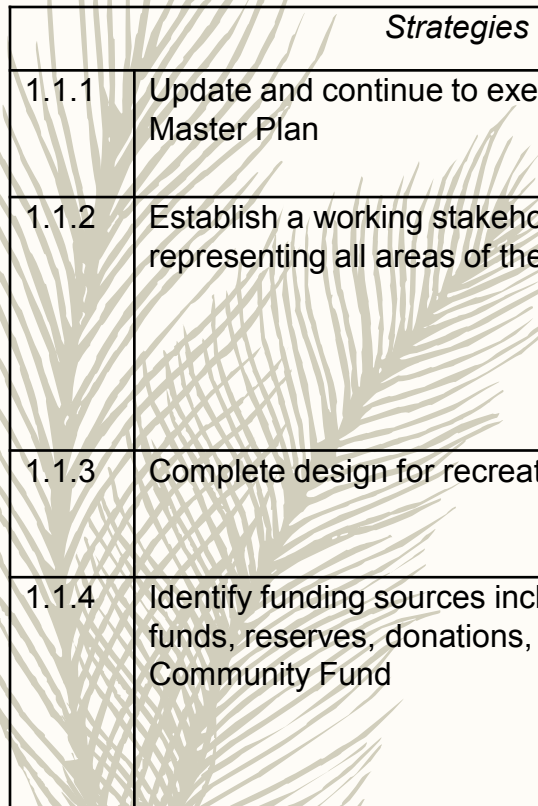
Priority Area	Goals
Services and Supports	<ul style="list-style-type: none">2.1 Collaboration2.2 Outreach2.3 Health supports2.4 Affordability

Goals



Priority Area	Goals
Community Engagement	3.1 Seniors leadership 3.2 Awareness/uptake 3.3 Involvement

Implementation – Facilities and Infrastructure



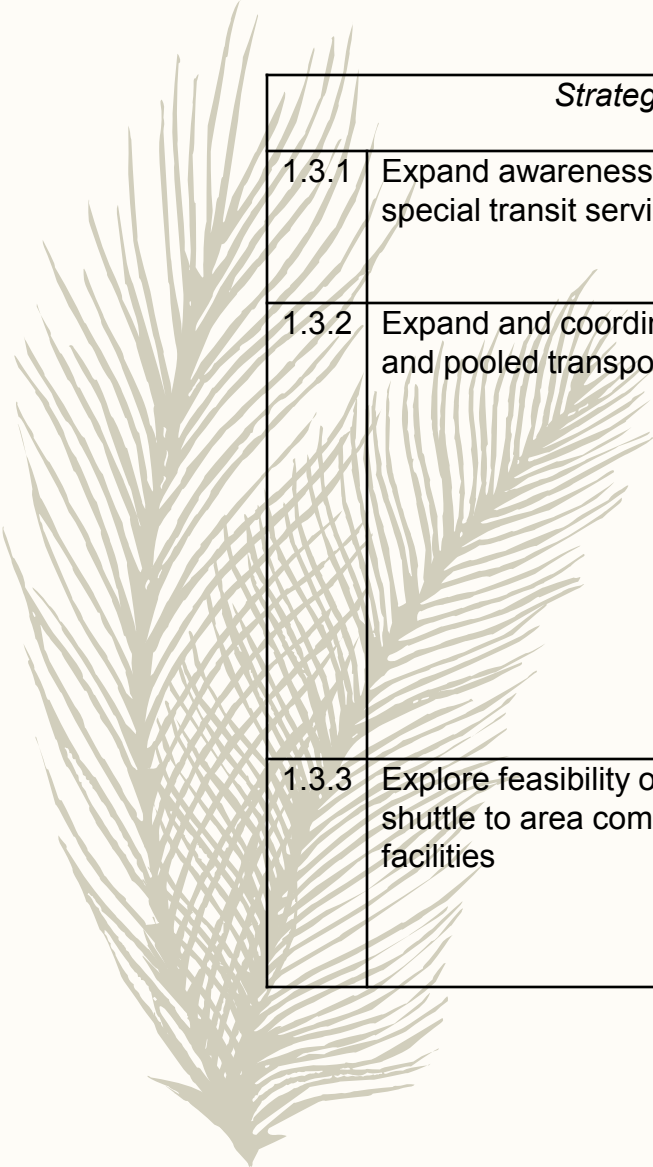
<i>Strategies</i>		<i>Potential Champions/Partners</i>	<i>Timing</i>
1.1.1	Update and continue to execute the Recreation Master Plan	Community Services	Ongoing
1.1.2	Establish a working stakeholder committee representing all areas of the municipality	Recreation groups Service Clubs Businesses Municipality	2017
1.1.3	Complete design for recreation complex	Working Committee Community Services	2017
1.1.4	Identify funding sources including government funds, reserves, donations, and South Huron Community Fund	Working Committee Community Services Council	2017-18

Implementation – Facilities and Infrastructure



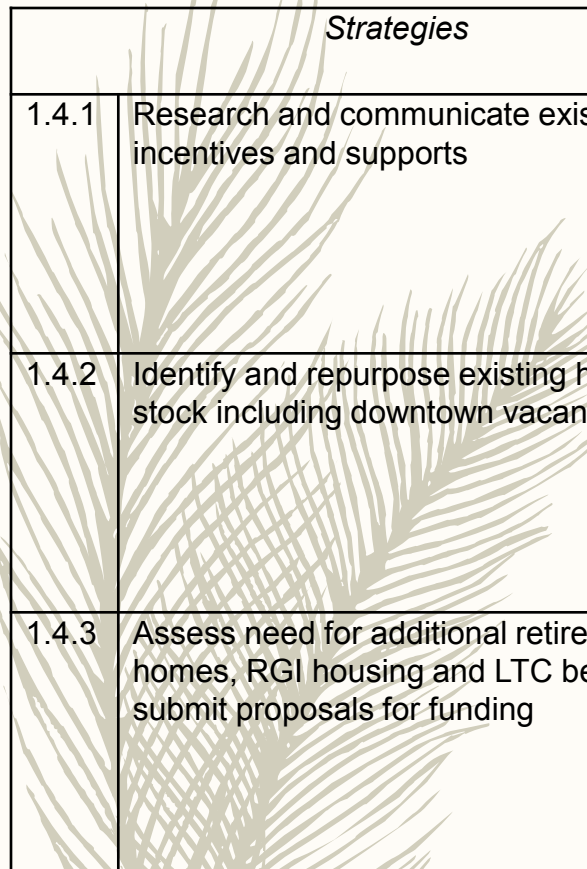
<i>Strategies</i>		<i>Potential Champions/Partners</i>	<i>Timing</i>
1.2.1	Improve walkability through continuous improvements in sidewalks, ramps, trails and snow removal	Municipality	Ongoing based on budget
1.2.2	Increase availability and awareness of handicapped parking where feasible	Municipality Exeter BIA	2016-17
1.2.3	Remove barriers to accessibility in stores and buildings across the municipality	Chamber of Commerce Exeter BIA Local businesses	Ongoing
1.2.4	Continue to ensure accessibility standards and AODA requirements are being met in all municipal facilities and properties	Municipality	Ongoing
1.2.5	Continue redevelopment of Port Blake Park and Beach	Municipality	Ongoing

Implementation – Facilities and Infrastructure



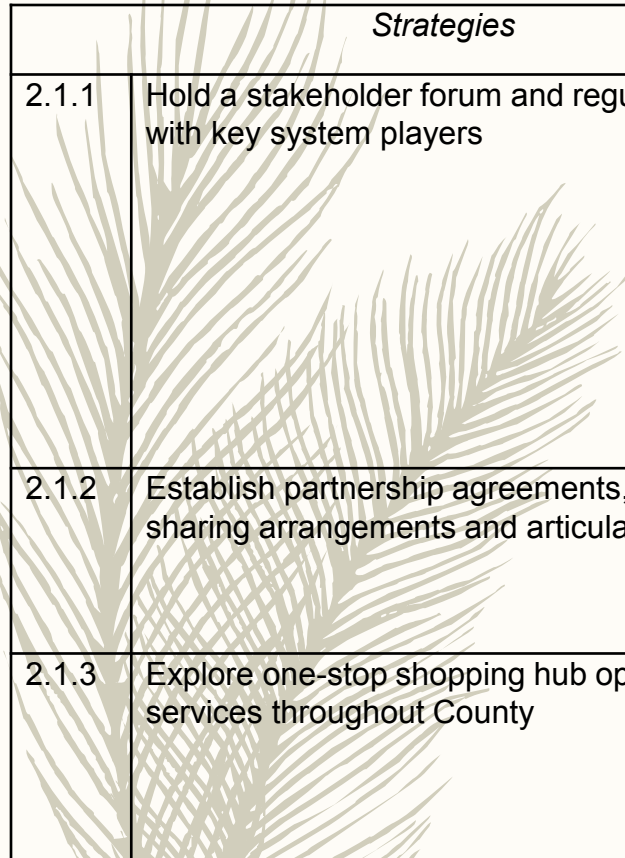
	<i>Strategies</i>	<i>Potential Champions/Partners</i>	<i>Timing</i>
1.3.1	Expand awareness and utilization of special transit services	One Care	Ongoing
1.3.2	Expand and coordinate volunteer, shuttle and pooled transportation options	One Care Taxi companies Service clubs Church groups Red Cross volunteer drivers School board (buses)	2017-18
1.3.3	Explore feasibility of inter-municipal shuttle to area communities, services and facilities	Municipality One Care Business Partners	2018 (Pilot)

Implementation – Facilities and Infrastructure



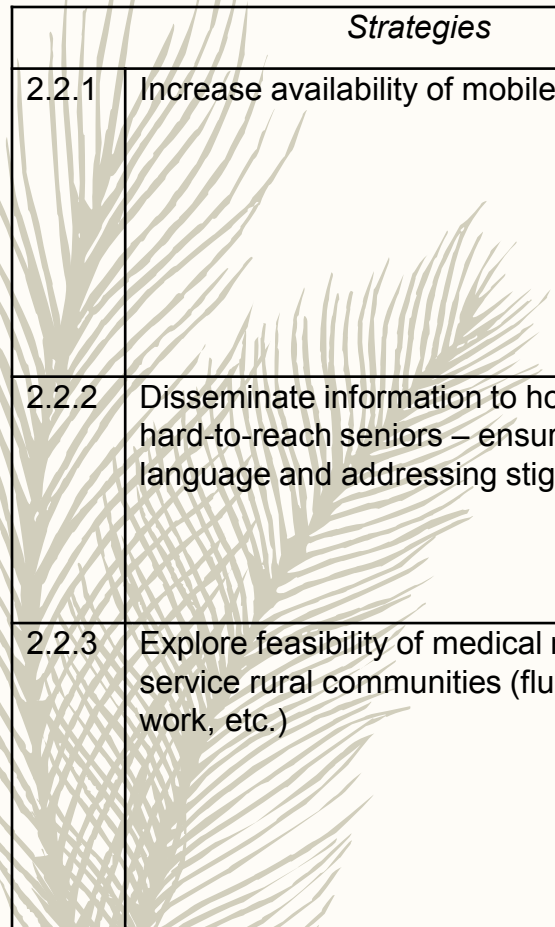
<i>Strategies</i>		<i>Potential Champions/Partners</i>	<i>Timing</i>
1.4.1	Research and communicate existing housing incentives and supports	South West LHIN CMHC Huron County	2016
1.4.2	Identify and repurpose existing housing stock including downtown vacant buildings	Municipality Property owners Developers	2016-18
1.4.3	Assess need for additional retirement homes, RGI housing and LTC beds and submit proposals for funding	Municipality Huron County South West LHIN	2018

Implementation – Services and Supports



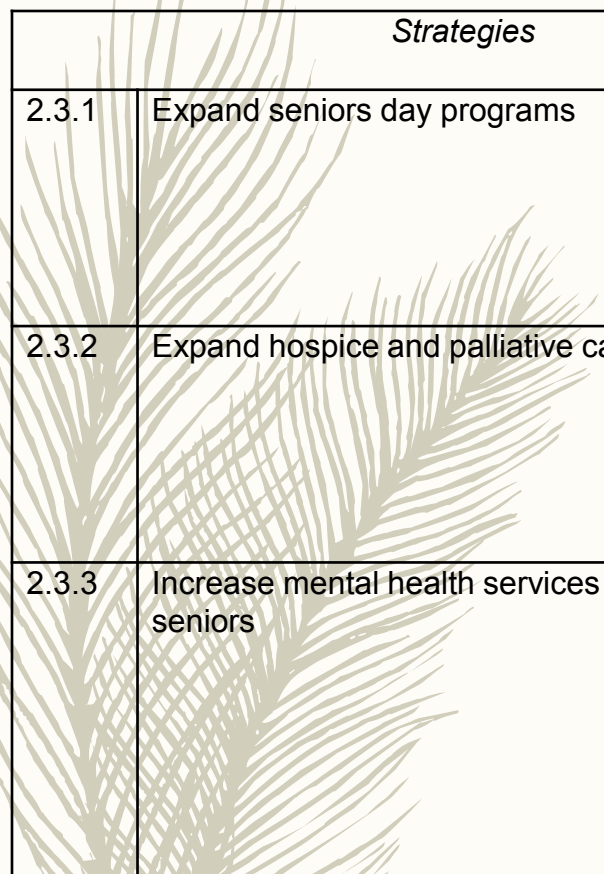
	<i>Strategies</i>	<i>Potential Champions/Partners</i>	<i>Timing</i>
2.1.1	Hold a stakeholder forum and regular meetings with key system players	Municipality Huron Perth Healthcare Providers Table Other identified Huron County service providers	2016 Ongoing
2.1.2	Establish partnership agreements, resource sharing arrangements and articulation protocols	As above	2017-18
2.1.3	Explore one-stop shopping hub options for seniors services throughout County	As above	2017 Ongoing

Implementation – Services and Supports



	<i>Strategies</i>	<i>Potential Champions/Partners</i>	<i>Timing</i>
2.2.1	Increase availability of mobile services	One Care Quick Response Program Grand Bend CHC Family physicians CMHA Exeter	Ongoing
2.2.2	Disseminate information to home-bound and hard-to-reach seniors – ensuring clear language and addressing stigma	Churches Pharmacists One Care Other County service providers	Ongoing
2.2.3	Explore feasibility of medical mobile team to service rural communities (flu shots, blood work, etc.)	Hospital Exeter Family Health Team Emergency Medical Technicians Grand Bend CHC CCAC	2017

Implementation – Services and Supports



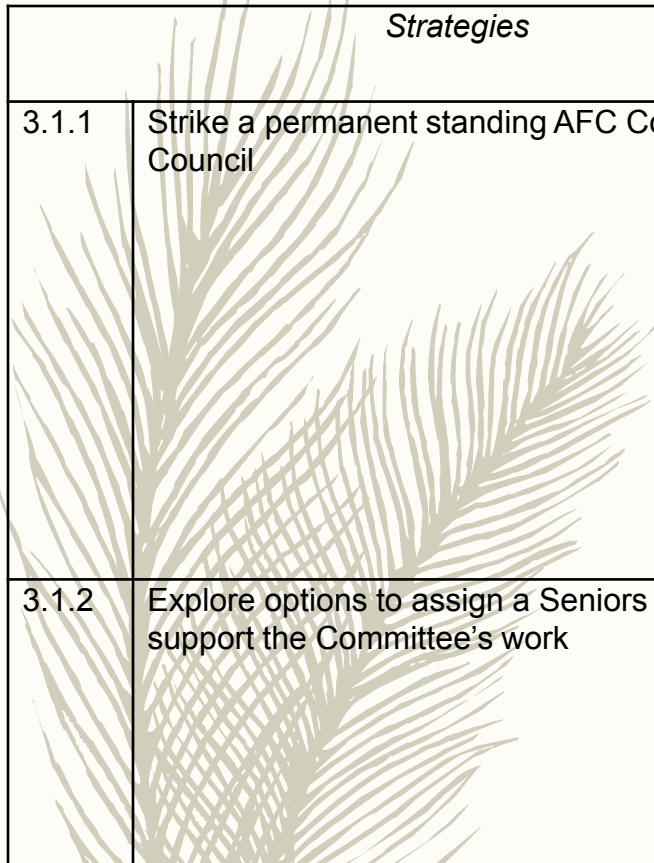
<i>Strategies</i>		<i>Potential Champions/Partners</i>	<i>Timing</i>
2.3.1	Expand seniors day programs	Exeter Villa South West LHIN One Care	Ongoing based on capacity
2.3.2	Expand hospice and palliative care	VON One Care South West LHIN	Ongoing based on capacity
2.3.3	Increase mental health services and supports for seniors	Alzheimer's Society One Care CMHA Huron Perth OPP	Ongoing based on capacity

Implementation – Services and Supports



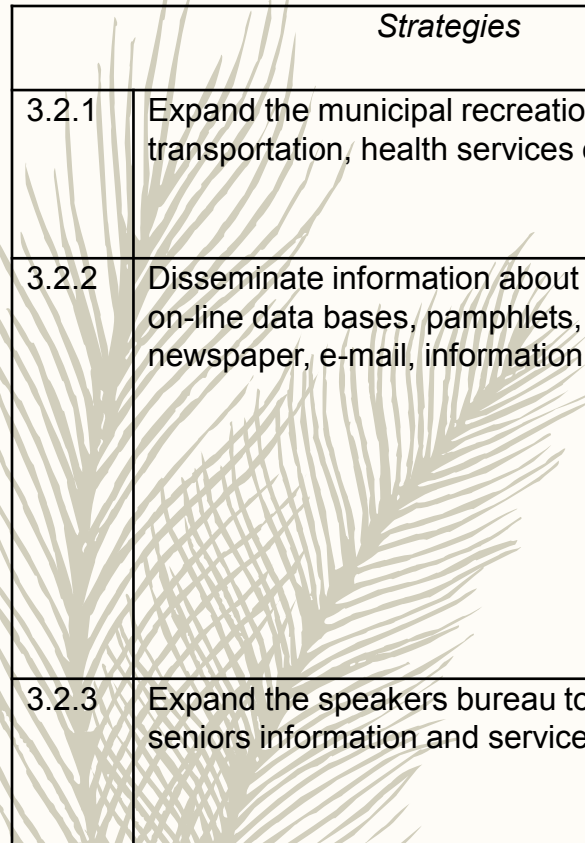
	<i>Strategies</i>	<i>Potential Champions/Partners</i>	<i>Timing</i>
2.4.1	Identify and communicate available existing subsidies, discounts and financial support programs	Community Services Library Exeter Community Food Bank	2016 Ongoing
2.4.2	Approach businesses and utilities for expanded seniors discounts	Business Improvement Area Chamber of Commerce	2016
2.4.3	Advocate for increased housing and social services subsidies	Municipality Huron County	Ongoing

Implementation – Community Engagement



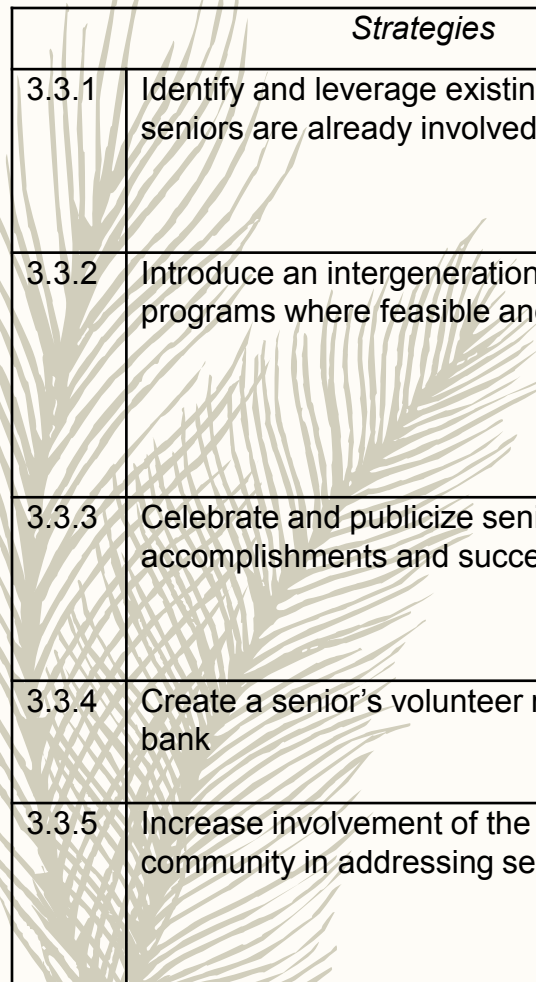
<i>Strategies</i>		<i>Potential Champions/Partners</i>	<i>Timing</i>
3.1.1	Strike a permanent standing AFC Committee of Council	Municipality Seniors Groups One Care Hospital Chamber of Commerce/BIA	ASAP
3.1.2	Explore options to assign a Seniors Coordinator to support the Committee's work	Municipality	2017

Implementation – Community Engagement




<i>Strategies</i>		<i>Potential Champions/Partners</i>	<i>Timing</i>
3.2.1	Expand the municipal recreation booklet to include transportation, health services etc. for seniors	Community Services	2016
3.2.2	Disseminate information about services through on-line data bases, pamphlets, notices, newspaper, e-mail, information fairs and websites	211 Southwesthealthline.ca Library Municipality Family Health Team	2016 Ongoing
3.2.3	Expand the speakers bureau to encompass seniors information and services	Hospital AFC Committee	2017

Implementation – Community Engagement



<i>Strategies</i>		<i>Potential Champions/Partners</i>	<i>Timing</i>
3.3.1	Identify and leverage existing activities where seniors are already involved	Community Services Churches Service Clubs	2016
3.3.2	Introduce an intergenerational component to programs where feasible and appropriate	Community Services School boards Youth groups Library	2017 Ongoing
3.3.3	Celebrate and publicize seniors accomplishments and successes	AFC Committee Media Seniors groups	Ongoing
3.3.4	Create a senior's volunteer registry and talent bank	AFC Committee Library	2017
3.3.5	Increase involvement of the business community in addressing seniors needs	AFC Committee Chamber of Commerce Business Improvement area	Ongoing

Identified Partners



Facilities and Infrastructure	Municipality; recreation groups; service clubs; businesses; Chamber of Commerce; Exeter BIA; One Care; Red Cross; School boards; church groups; South West LHIN; Huron County; developers; CMHC; others TBD
Services and Supports	Municipality; Huron Perth Healthcare Providers Table; One Care; Grand Bend CHC; CMHA; physicians; Family Health Team; CCAC; Exeter Villa; VON; Alzheimer's Society; OPP; Library; Municipality; Chamber of Commerce; Exeter BIA; Food Bank; others TBD
Community Engagement	Seniors groups; One Care; hospital; Chamber of Commerce; Exeter BIA; Library; Family Health Team; School boards; youth groups; media; others TBD

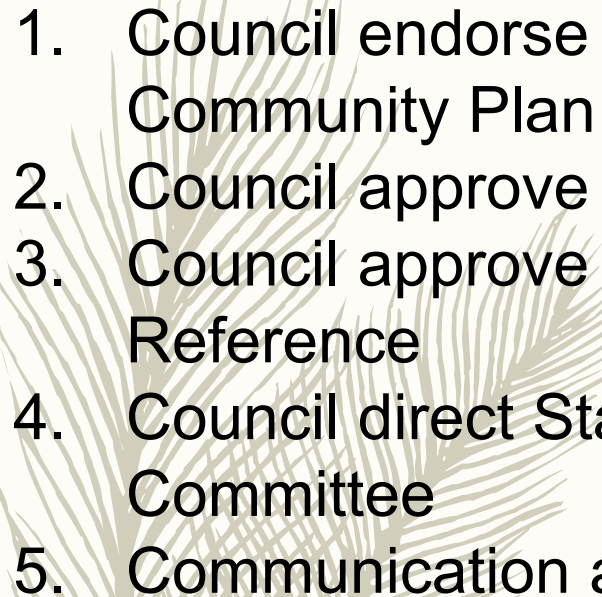
Sustainability Model

AFC Advisory Committee – a permanent, standing advisory committee of Council to oversee the ongoing development, implementation and monitoring of the South Huron AFC plan

Community champion for senior's needs and issues



Next Steps - Today

1. Council endorse and approve the Age-Friendly Community Plan
 2. Council approve a revised work plan as a starting point
 3. Council approve the AFC Advisory Committee Terms of Reference
 4. Council direct Staff to proceed with the recruitment of the Committee
 5. Communication and rollout
- 

Age-Friendly Community Steering Committee

Terms of Reference

Name:	Age Friendly Community Steering Committee
Reports to:	Council
Support:	Office of the CAO
Type:	Committee of Council
Established:	Approved:

Committee Purpose:

The purpose of Age-Friendly Community Steering Committee is to provide Council with recommendations on matters regarding policies, services and structures related to physical and social environments that are designed to support and enable older people to live in a secure environment, enjoy good health and continue to participate fully in the community.

The Committee will actively assist Council by fostering and promoting the Age Friendly Community Plan to achieve the vision of:

- An inclusive and caring community that respects and values seniors
- A full range of services and facilities that meet the needs of seniors and all members of the community
- Seniors enjoying a balanced, active and engaged lifestyle in South Huron

Role of the Steering Committee

The primary objectives of the Committee are to implement the Age Friendly Community Plan by following the guiding principles established for the development of the Plan and its implementation. The five guiding principles are:

1. Respect and support of all individuals
2. Access and inclusion
3. Openness and transparency
4. Community engagement in plan development and decision making

5. Accountability for actions and follow-up.

Duties of the Steering Committee

The Committee will:

- Increase seniors involvement in all aspects of community life;
- Develop and recommend an annual budget for Age Friendly Community Plan implementation for Council consideration during budget deliberations;
- Undertake other projects as requested by Council that are within the Age Friendly Committee Terms of Reference;
- Assist staff and Council with developing and implementing plans to raise knowledge, awareness and uptake of available services and activities for seniors in the community;
- Provide advice and recommendations to Council on policy matters regarding senior's issues;
- Provide comment and opinion when called upon by the Council regarding any matters referred to the Committee.
- Meet on a monthly basis (or as required);
- Be subject to the Municipality of South Huron policies including Code of Conduct, Confidentiality and Conflict of Interest.

Committee Membership, Compensation & Structure

Membership shall consist of the following:

- Up to 2 members from South Huron Council
- Five (5) members of the public representing stakeholders in the community to be appointed by South Huron Council. Recruitment for public members and the appointment of members to the Committee shall be advertised in a similar manner to all other Council appointed advisory committees in the Municipality.
- Remuneration for Members shall be for mileage (exclusive of Committee meeting attendance) and for reasonable expenses incurred in accordance with South Huron Corporate policies and authorized by the Chief Administrative Officer.
- Remuneration for Council members shall be in accordance with South Huron Council Remuneration Policies

- At the first meeting of the Steering Committee the members will elect from the membership a Chairperson and Vice-Chairperson.

Selection of Membership

Selection criteria will include:

- Commitment and interest in the future of Age-Friendly policies, programming, activities and infrastructure in the Municipality of South Huron.
- Skills and experience related to previous community based work and/or planning projects;

Appointment

- The Council shall appoint all Committee members by By-law and the term of appointment shall be concurrent with the four-year term of Council

Meetings

- The Committee shall meet a minimum of ten (10) times per annum on the first Wednesday of the month at 6:00 p.m., at the Olde Town Hall, Exeter. Additional meetings can be scheduled at the call of the Chair;
- Each committee member is expected to attend a minimum of eight (8) meetings per year and shall not miss more than three (3) consecutive meetings. Special circumstances shall be addressed on an individual basis;
- A written summary of discussion and comments from each meeting will be prepared by Staff in cooperation with the Chair;
- Meeting minutes will describe highlights of the meeting, areas of agreement, disagreement or decision, and recommendations or options;
- Meeting minutes will be circulated to the Steering Committee within 1 week of the meeting and made available on the Municipal website.

Decision Making within the Steering Committee

- Decisions will be made by consensus. All recommendations to Council will be in the form of a resolution to Council.

Quorum

The quorum will be made up of the members that are present.

Resources

- The Municipality of South Huron will provide staff resources to the Steering Committee including coordinating and arranging meetings, agendas, note taking (summary and action items), distribution of materials, and other administrative functions.

Conflict of Interest

The *Municipal Act* shall bind the members of the Committee as it relates to confidentiality, conflict of interest, closed sessions, and any other requirement under the *Act*, which pertain to the conduct of officials.

Indemnities to Committee Members and Others

Committee members shall be covered by the municipality's general liability insurance policy as it relates to Committees of Council activities.

Review and Update of the Terms of Reference

The Steering Committee may recommend to Council changes to the TOR based on the following conditions:

- Proposed changes were achieved by consensus of the Steering Committee members.
- Proposed changes shall be presented to Council for consideration.
- Changes required ratification by Council through resolution.

Service Delivery Review Levels of Service

June 26, 2018

Project Objectives- Defining Success

- The overall goal of the service delivery review is to better understand the services provided by the Municipality and to assist Council in making better informed, strategic choices regarding those services

Project Objectives – Defining Success

- **Specific project objectives include:**
- Investigate and understand the current services and service delivery models.
- Assess alternative service delivery methods, possible changes to the level of service, and organizational structure.
- Determine opportunities to be more efficient and effective in the sustainable delivery of municipal services

Project Drivers - Why do it and what problem are we trying to solve?

- As with all municipalities, South Huron seeks to balance stakeholder expectations and the financial constraints of rate payers in the delivery of municipal services.
- South Huron is poised to experience growth that requires us to think about how municipal services will be delivered sustainably over the long term.

Project Principles –What is important to us?

- The knowledge and expertise of Municipal employees and Members of Council and the Public will be fully engaged, building upon their knowledge and expertise to arrive at recommended actions through a transparent, participative and inclusive process facilitated by the consultant.
- Provide alignment with Federal and Provincial legislation, and recommendations on how to meet these expectations in the future.
- The aim is to, wherever possible, transfer knowledge and necessary "tools" to Municipal staff to enable them to better develop their own solutions to operational and process issues and challenges over time.

Project Principles –What is important to us?

- The framework and approach will be based on leading practice from municipal or other levels of government experience and/or private sector.
- There is no expectation that lay-offs will result from this review. This is not an exercise to reduce staff complement.
- Lastly, this is not an audit. This is a review to build on successes and identify opportunities to improve the efficiency and effectiveness of how the Municipality delivers services to the community and residents of South Huron.

Project Timing

- The project commences September 2018
- Total project time is anticipated to be completed within 18 months

Project Phases

Project
Initiation



Environmental
Scan and
Benchmarking



Current Service
Delivery Model
and Opportunity
Identification

Project Phases

Final Report



Post Report
Engagement

Directions and Next Steps

- 1) That the service delivery review be internally managed by the Municipality of South Huron; and
- 2) That the Chief Administrative Officer provide Council with a work plan and methodology for the service delivery review by July 16, 2018 with the expectation that the project would be initiated in September 2018.