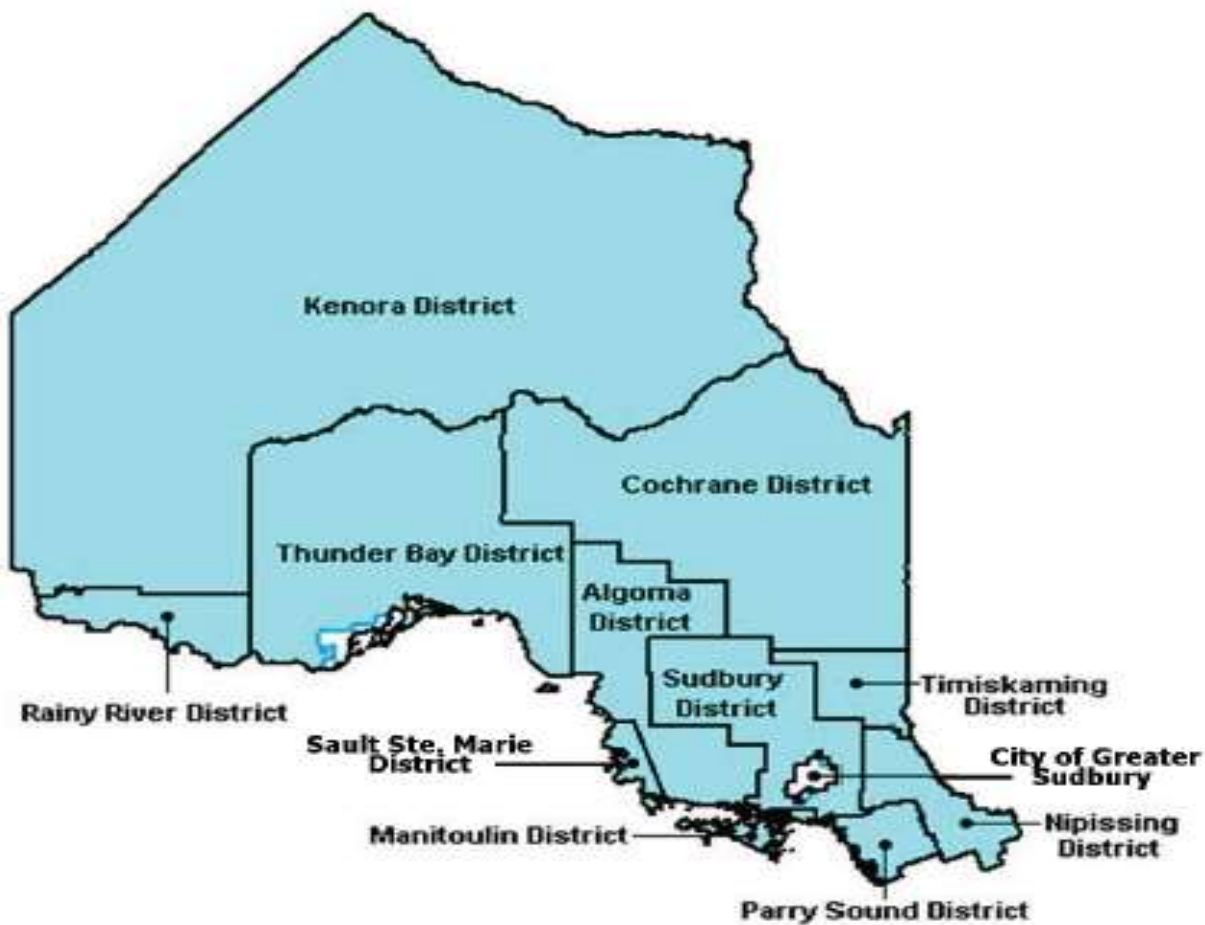


# **Northern Ontario Service Deliverers Association**

# **2016**

## **Annual General Meeting**



**June, 8,9 & 10**

**Holiday Inn**

**Sudbury, Ontario**

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## 1.0 OPENING REMARKS – IAIN ANGUS, CHAIR

Welcome to Sudbury and the 2016 Annual General Meeting of the Northern Ontario Service Deliverers Association. I am so pleased to see so many Board Members and Staff from our member organizations here today. We have an exciting few days ahead of us and thanks to staff for the excellent organization that has put this AGM together.

This is our annual opportunity to meet with our peers, to learn what NOSDA has been up to for the past twelve months, to get a new understanding of a range of issues affecting our operations and the people we serve and to set the course for the next year. NOSDA has continued to evolve since it was created in 2005. As an Association we are unique in our field in that it is made up of both our administrators as well as elected members of our individual member organizations. Most other organizations of this type are either all administrators or all politicians. Our structure enables a broad base of perspective at our monthly discussions as well as in our understanding of the political system we operate under – both at our Board level and with the Government of Ontario.

Your Board has over the past year lived up to its mandate to coordinate the effective delivery of human services to the people of Northern Ontario with the support and collaboration of its member organizations. NOSDA continues to champion healthy social development and accessible labour-market development in Northern Ontario communities.

We spend a lot of our time examining issues related to our four operating pillars:

- \* Ontario Works
- \* Social Housing
- \* Children's Services
- \* Emergency Medical Services

The CAO's share knowledge, best practices, things they have learned the hard way and now see a better approach and yes we all collectively express our frustration over the latest 'thing' to come out of Queens Park. As well as identifying administrative solutions to the issues affecting each of those four areas where agreed on by consensus we also identify opportunities to influence government policy so that either the administrative fixes we are suggesting get action from the top or where we see existing policy lacking - we do our best to nudge the government in the appropriate direction.

NOSDA is now seen as the go-to organization that not only represents the needs of the North but comes to the table with a broad range of knowledgeable individuals who can contribute to the development of new policies for all of Ontario. In fact, at last count, staff of our member organizations are involved in over 184 different committees & working groups throughout the North and Ontario. This is a clear indication that our members are seen as solid contributors to identify and implement improvements and partnerships on issues of common concern. Thank You all for the work you do on behalf

of all of us across Northern Ontario. It goes well above the job you were hired to do by your organization, and shows the commitment you have to ensuring that the people we serve are well represented. In the past few years, NOSDA has had a presence at Ontario Good Roads and the Association of Municipalities of Ontario annual conferences. This past year we met with a variety of Cabinet Ministers and Parliamentary Assistants to convey our concerns and suggestions. These can be found in our Issues Book.

As examples, our meetings with Michael Gravelle and Marc Serre stand out. At our 2015 AGM in Thunder Bay Michael Gravelle, the Minister of Northern Development and Mines committed to being NOSDA's link to the Ontario Government and to work with us on an ongoing basis. Fern Dominelli, Chris Stewart and I met with the Minister last December to brief him on the issues we were pursuing with the Government. He was very supportive of our approach and promised to assist us in moving forward.

One of our asks to him was that NOSDA receive an annual grant to assist us in our travel costs to participate in Provincial committees and our regular advocacy actions. This grant would be no different than what NOMA and FONOM currently receive. The Minister promised that he would work to see if this was possible. And speaking of FONOM and NOMA, the Presidents of those two organization and the two Chairs of NOSDA have been meeting on a frequent basis to share information as well as identifying policy areas where we can work together. Both Dave Canfield and Al Spacek will be here at the AGM.

2015 was a game changer for social housing across Canada and for NOSDA. For as long as NOSDA has existed there was a sparsity of funding for new construction for social housing or even for major renovations. At the federal order of government there was not even a willingness to discuss housing matters, particularly the renewal of the mortgage subsidies that were becoming due. They said talk to the province, and we did.

The election of a new federal government brought renewed hope for significant investment in social housing. We are now starting to see those programs announced. At the same time the Ontario Government has moved forward on a number of initiatives that will see funds flow to the community level for reinvestments in existing facilities and in the development of new social housing. Key to this has been the role out of the Investment in Affordable Housing program along with its flexibility that allows each service manager to pool the 5 year of funds to enable significant investment in new facilities. All of this is welcome news for us.

That being said, the CAO lead Fern Dominelli, and myself met with the Chair of the Northern Ontario Federal Liberal Caucus, Marc Serre, the MP for Nickel Belt to identify for him the issues we are facing across the North. We made sure that he understood that the cost for constructing or renovating social housing in the smaller communities across the North is much more expensive than in the more urban communities and that the funding programs should recognize this. We also pointed out that even in the North one size does not fit all, as some communities need seniors housing, others need

accommodation for non-attached adults while others need investment in family housing. We also emphasized the point that when it comes to the Federal Government consulting about how best to design housing programs it is the DSSABs they should be talking to, not the municipalities.

We still have an outstanding request to meet with the entire Federal Northern Liberal Caucus. We are pleased that Marc Serre will be joining us on Friday.

On Thursday afternoon under the section called Board Chairs and CAO's Session we will discuss the questions I sent to each NOSDA Member organization earlier this spring. The answers to the questions will assist your Board in determining its approach over the next 12 months including suggestions regarding changes to our By-Law. There are copies of that letter in your packages.

Tomorrow evening, we are fortunate enough to have Sylvia Maracle, Executive Director of the Ontario Association of Indigenous Friendship Centres give the keynote speech at our Banquet. This symbolizes the growing importance we are placing on partnerships with other organizations who share common concerns and issues with us. Across the North, whether it be related to Housing in Sioux Lookout, or transportation in Kenora, or job training in Sault Ste. Marie or social planning in Timmins - we are working closely with the OFIFC to make gains for our common client groups in these and other communities across the North.

In addition, our work with the Ontario Aboriginal Housing Service has strengthened our mutual goal of providing appropriate, affordable housing. Together, we are much stronger in developing housing that's sustainable for our communities. We see the value in collectively working together on common problems. That is why this evening, as part of our ongoing effort to seek stronger working relationships and to celebrate our shared successes and overcome our challenges together, we are pleased to have you bear witness to another historic signing – this time with the Ontario Municipal Social Services Association. Each of our member organizations is a member of OMSSA – and the signing of our Memorandum of Understanding this evening – is to underline our ongoing mutual moral support and our strong willingness to work together on our common issues.

## **2.0 MEMORANDUM OF UNDERSTANDING**

A Memorandum of Understanding signing ceremony took place during the AGM between NOSDA and the Ontario Municipal Social Services Association (OMSSA). Iain Angus, NOSDA Chair and Keith Palmer, President of OMSSA signed the memorandum. The goal of the memorandum is to continue building a relationship and to promote cooperation for mutual benefit.

### **3.0 Keynote Address: “Joining Social and Physical Infrastructure: Recent Activities between NOSDA and the NE LHIN**

Catherine Matheson Senior Director, North East Local Health Integration Network – Spoke about Joining Social and Physical Infrastructure and the activities between NOSDA and NE LHIN.

Giving seniors homes that they have enough support to live independently; Meal plans, adult day programs, homemaking and home maintenance, transportation programs and personal support services is a goal of the work that NOSDA is doing with the NE LHIN. One of the main goals in doing this project is to help lower the chance of people having to go into Alternative Levels of Care or into premature institutionalization in Long Term Care.

For presentations go to [NOSDA AGM Presentations](#)

## **4.0 PRESENTATIONS**

### **4.1 Panel Discussion: Overview of Social Housing and the new Long Term Affordable Housing Strategy**

Janet Hope, ADM, MMAH spoke about Social Housing and the New Long Term Affordable Housing Strategy (LTAHS). It is the wish of MMAH to work with LHINs, NOSDA and others to get more help to tenants in social housing. Ms. Hope indicated that MMAH is trying to prevent homelessness by working better to have homes for people when they come out of hospitals, prisons and rehabilitation centers.

For Janet Hope's Presentation go to [NOSDA AGM Presentations](#)

### **4.2 Panel Discussion: Current Issues in Emergency Medical Services (EMS)**

Tarmo Uukkivi, Director and Steven Haddad, Senior Manager MOHLTC spoke about current issues facing EMS. Their presentation spoke on the MOHLTC's wanting to change what is being measured, more than just what the response time is, and to see if they are making a difference with patients that have strokes, heart attacks and other cardiac problems.

### **4.3 Presentation: Update on Urban Aboriginal Housing Issues**

Don McBain, Executive Director, Ontario Aboriginal Housing Service spoke about the Urban Aboriginal Housing Issues, and how his organization in partnership with NOSDA and others have improved the overall housing for First Nations clients. OAHS will continue to work together to get better energy efficient and energy saving homes.

For presentations go to [NOSDA AGM Presentations](#)

### **4.4 Panel Discussion: Overview of HSC Insurance Issues**

Brian Laur, HSC Insurance and Paul Speck, VP, Marsh Insurance spoke about Insurance Issues and how they can work with NOSDA to help come up with a risk management plan. They spoke on the premise that they want to put together insurance for NOSDA and try to fix all the coverage's that overlap so NOSDA would only have to pay for that coverage once and just have one insurance proposal.

For presentations go to [NOSDA AGM Presentations](#)



#### **4.5 Panel Discussion: Ministry of Education and the Ontario Early Years- Converting Infrastructure**

This presentation was made by Nancy Matthews, ADM, Shannon Fuller, Director Policy and Program Branch, Early Learning Division and Julia Danos, Director (Acting) Early Years Implementation Branch, Ministry of Education. They spoke about different ways to help improve Education in the Early Years. They are looking for ways to increase different access for childcare when parents need the time the most. They want to get more licensed Child Care centers in Ontario, about 80% of children do not have access to licensed care centers.

For presentations go to [NOSDA AGM Presentations](#)

#### **4.6 Panel Discussion: Update from Ministry of Community and Social Services**

Janet Menard, Deputy Minister, MCSS, and Richard Steele, ADM, MCSS spoke about the Ministry and Community Social Services and building a plan for clients to get better social assistance. They spoke about Social assistance; Income security, Housing Allowance, Child/Provincial Tax Benefits, Low Dental plan, and Child Support. A key theme in Deputy Menard's presentation was Trust: no trust means more time and more cost; conversely, more trust makes social and business transactions more fluid and less costly.

#### **4.7 Presentation: Next Steps in the Poverty Reduction Strategy**

Rupert Gordon spoke about Poverty Reduction and how to help organizations funding for innovative projects for poverty reduction.

For Rupert's presentations go to [NOSDA AGM Presentations](#)

#### **4.8 Panel Discussion: Innovative Housing with Supports Project**

Chris Stewart, Executive Coordinator, NOSDA spoke about the Innovative Housing with Supports Strategic Plan NOSDA and an Expert Panel of 24 people are developing for the Northeast LHIN. His presentation focused on what the Northeast has as strengths and opportunities for the development of innovative housing with supports, and what it has as weaknesses and what are threats may be.

Ed Starr, Partner, SHS spoke about the NH LHIN and NOSDA joining together for the social housing and health project to get a housing plan for seniors to help them out of ALC care and to keep them from premature LTC care.

Howie Wong, CEO, Housing Services Corporation spoke about financing and a business plan on how to finance housing and a template his organization is developing to help plan investments in housing.

For presentations go to [NOSDA AGM Presentations](#)



#### **4.9 Presentation: Legal Implications of Post Traumatic Stress Disorder (PTSD)**

Paul Schwartzman, Hicks Morley spoke about PTSD and the new legal implications to businesses and how to help understand how to approach the coming wave of PTSD cases.

For presentations go to [NOSDA AGM Presentations](#)

#### **4.10 Keynote Address: Sylvia Maracle, Executive Director, OFIFC**

Sylvia Maracle gave a presentation on the need to work together and to carry forward with the spirit of National Reconciliation and the need for respect between cultures. She noted that NOSDA ‘walks the walk’ and that more can be done between our organizations.

#### **4.11 Keynote Address: Importance of Social and Physical Infrastructure Development in Canada**

Marc Serre, MP, Nickel Belt and Chair, Northern Liberal Caucus spoke about Importance of Social and Physical Infrastructure. Marc Serre spoke on the Federal Government’s commitments to building infrastructure, focusing on breaking down the barriers or remove the barriers to development. He noted that governmental silos must stop and that the federal, provincial and municipal governments must do more to work together – particularly in the North.

#### **4.12 Keynote Address: Current Issues in Poverty Reduction**

Chris Ballard, MPP, Newmarket-Aurora spoke about the current issues with poverty and helping to get more affordable housing. He spoke on the need to have more affordable housing in more places to live so that people will have more options of where they can live and in what community.

#### **4.13 Keynote Address: Municipal Perspectives on Joining Physical with Social Infrastructure: The Northern Ontario Experience**

Alan Spacek, President, Federation of Northern Ontario Municipalities (FONOM) and David Canfield, President, Northwestern Ontario Municipal Association(NOMA) both spoke about joining physical and social infrastructure for Northern Ontario. They both indicated that they will continue to work with NOSDA to help make a connection between the two. David Canfield gave a historical perspective and Alan Spacek focused on the need to get back on track in focusing on child welfare as well as getting the Province to pay its fair share maintenance costs of highways, bridges and water treatment.

## **APPENDIX A: SPEAKER BIOGRAPHIES**

### **Keith Palmer**

Keith Palmer is the Director of Community Services in Dufferin County, and manages a portfolio consisting of Ontario Works, Children Services, Emergency Management, Social Housing and Homelessness. Keith's involvement in human services spans over two decades, beginning in The Region of York in 1991 where Keith began his career as a Social Assistance Case Worker. Along with Keith's current responsibilities as the Director of Community Services, Keith is the current President of the Ontario Municipal Social Services Association (OMSSA) and is entering his second year as the associations president.

Keith's ongoing involvement with OMSSA spans over 20 years ranging from piloting diversity training in the late 1990's, supporting OMSSA with provincial ACMDP training in the early 2000 to representation on numerous network and committees. Keith has also served as the associations Secretary / Treasurer and Vice President.

Although Keith's current responsibilities has him overseeing various social programs and human services initiatives, his roots remain well grounded in Social Assistance and making sure those who are most vulnerable are provided with the services and benefits they need.

Keith holds a degree in Sociology from the University of Windsor and a degree in Education from Brock University along with a number of certifications in Leadership and Municipal Management.

When Keith can find some down time he enjoys sports, fishing, travelling and spending time with his children who are both much more athletically inclined than Keith is and are both attending schools in the US.

### **Catherine Matheson**

Catherine was recently appointed Senior Director – Health System Transformation & Implementation with the North East LHIN, on secondment from the City of Greater Sudbury. Catherine has held the position as General Manager of Community Development in the CGS since 2002 where she provided senior leadership to a broad portfolio including long-term care, Ontario Works, housing services, citizen and library services, and parks and recreation. Prior to assuming the position of General Manager, she was the Director of Pioneer Manor Long Term Care facility for 10 years, Director of Children Services and has held other positions in the areas of Housing and Social Services. Catherine is currently the Past President of the Ontario Municipal Social Services Association (OMSSA). She has also served on the Ontario Long Term Care Association's executive committees and is also a member of the Urban Commissioners Group.

## **Janet Hope**

Janet Hope has been Assistant Deputy Minister of the Housing Division at the Ministry of Municipal Affairs and Housing (MMAH) since 2010. The Housing Division provides a policy and regulatory framework which contributes to a healthy, efficient and affordable housing market in Ontario, through the design and delivery of housing initiatives, and research and analysis of Ontario's housing market. Prior to that, she was the Director of Planning and Strategic Policy for the Ministry of Community and Social Services, the Director of Municipal Finance Policy, MMAH, and the Director of the Colleges Branch at the Ministry of Training, Colleges and Universities. Ms. Hope received her Bachelor of Arts Degree in Political Science from the University of Waterloo in 1985 and her Master of Arts degree from McMaster University in 1986.

## **Tarmo Uukkivi – Director Emergency Health Services Branch, Direct Services Division, Ministry of Health and Long-Term Care**

Tarmo became the Director of EHSB in May of 2015 after briefly serving in a Senior Manager role with the EHSB. Previously, Tarmo was the Chief of the Northumberland Paramedics having worked up through the ranks as a PCP graduate from Humber College in 1996. He has been involved in paramedic services as a paramedic instructor, a preceptor, in BH programme development, as Deputy Chief of both QA/Education and Operations as well as been a Chief. He started his career with Barrie and District Ambulance as well as Midland and District Ambulance, and also worked as a cardiology technologist at York County Hospital in Newmarket. Tarmo went on to take his Advanced Care Paramedic (ACP) diploma at the Michener Institute for Applied Health Sciences in 1999. He then worked as an ACP in Durham Region, York Region and Peel Region. In addition, he has worked for the Sunnybrook-Osler Base hospital program in program delivery and development as well as an Advanced Care Paramedic instructor at the Michener Institute. Tarmo is also a past member of the Board of Directors of the Ontario Association of Paramedic Chiefs as an Eastern Zone Director. He was also a member of the Paramedic Chiefs of Canada and served on various committees and working groups in that capacity. As the Director of EHSB, Tarmo leads the planning and management of seamless, responsive and accountable province-wide emergency health services for pre-hospital patient care including land and air ambulance services, associated standards and quality management programs for the Province.

## **Don McBain**

Don McBain has been the Executive Director of Ontario Aboriginal Housing Services (OAHS) since its inception in 1994. He carries with him a lifetime career as a visionary entrepreneur, serving Aboriginal organizations and the Aboriginal community by providing affordable and adequate housing services to urban and rural Aboriginal people in Ontario. In September 2009, the National Aboriginal Housing Association (NAHA) presented OAHS with an award for Outstanding Achievement by a Group in Aboriginal Housing. In 2011, Don was a recipient of ONPHA's 2011 Sybil Frenette Outstanding Leadership Award and the CHRA's Graham Emslie Award for his outstanding work as the founding Executive Director of OAHS. In 2014, Don is a Founding Member of the Chartered Institute of Housing Canada (CIH).

### **Brian Laur**

Brian Laur is currently Director, Insurance Services, Housing Services Corporation. Brian has 9 years' experience as Risk Manager Toronto Community Housing. Before that he had 6 years' experience as Senior Risk Management Analyst, City of Toronto. Brian has 20 years' experience as an Independent Insurance Adjuster, specializing in Municipal Risk.

### **Nancy Matthews**

Nancy has almost 30 years of experience in the public sector with the City of Toronto and the Province of Ontario. She began her career in the Metro Toronto Children's Services Division, working on developing the partnership and program relationship between child care centres and the network of community services to support access and integration of special needs children into municipal child care. She was also the General Manager of Toronto Children's Services, responsible for the service system management for Child Care and Early Years Programs in the City of Toronto.

Since 2009, Nancy has been an Assistant Deputy Minister with the Ontario government. She began in the Ministry of Children and Youth Services, working on the transformation of the Child Welfare System, as well as Children's Mental Health, Special Needs and Autism Programs. From there, Nancy went to the Ministry of Environment and Climate Change as ADM of Operations, responsible for Environmental Approvals and Regulatory Compliance, a role she held until returning to her "roots" in the Early Years Division this past fall, as Assistant Deputy Minister of the Early Years Division for the Ontario Ministry of Education. Nancy holds a Master of Science Degree in Human Ecology from the University of Manitoba.

### **Shannon Fuller**

Shannon is the Director of the Early Years Policy and Programs Branch in the Early Years Division at the Ministry of Education. Prior to her current position, Shannon held positions as the Director of the Business Planning, Outcomes and Assessment Branch, Director of Communications for the Ministry of Intergovernmental Affairs and Executive Assistant to the Deputy Minister of Cabinet Office Communications. In 2008, Shannon was the Manager of the Poverty Reduction Strategy after working in social policy, health and housing related policy positions in Cabinet Office and the ministries of Intergovernmental Affairs and Municipal Affairs and Housing. Shannon began her career in the OPS as a Policy Intern with the Ministry of Energy, Science and Technology and Management Board Secretariat. She has a Master's degree in Public Administration from the University of Victoria and an undergraduate degree in Public Policy and Administration from York University.

### **Julia Danos**

Julia Danos is the Director of the Implementation Branch in the Early Years Division at the Ministry of Education. Prior to her current position she was the Manager of Early Years Policy where she led a number of key policy files including the development of the Child Care and Early Years Act and the Ontario Early Years Policy Framework. Previous roles included Cabinet Office policy, where she worked on education files including supporting the introduction and implementation of full-day kindergarten, postsecondary education and training and citizenship and immigration portfolios. Julia holds a Masters of Public Administration from Queen's University and an undergraduate degree in Public Affairs & Policy Management from Carleton University.

### **Janet Menard, Deputy Minister**

Janet joined the Ministry of Community and Social Services in 2015, bringing with her more than 30 years of experience in the field of human services from the City of Toronto, and Halton and Peel Regions. She was named the Commissioner of Human Services at Peel in 2009 following leadership roles in Social Services and Housing. Janet is recognized for leading the integration of human services in Peel, resulting in integrated planning, consolidated resources, single access to client services and shared back-office supports, including the redirection of millions in savings to client benefits. She also led the withdrawal of direct service delivery by government, pushing these services to community-based organizations. Janet has participated on numerous community boards including mental health, supportive housing, legal clinics and community planning, as well as the Ontario Municipal Social Services Association and the Ontario Non-Profit Housing Association. She also co-chaired both newcomer and poverty reduction coalitions. Janet's academic credentials include both human services and broader management studies at the Universities of Waterloo, York, Queen's and Ryerson, as well as Centennial College.

### **Richard Steele**

Richard's career has focused on the pursuit of innovation and excellence in the delivery of public services, and he brings a track record of building teams and partnerships to deliver practical results for citizens and government. Richard is currently the Assistant Deputy Minister of the Social Assistance Operations Division at the Ministry of Community and Social Services. Richard is leading the multi-year plan to establish a modern income security system and a reformed social assistance system. Since joining the Ontario Public Service in 1992, Richard has held increasingly responsible positions at the Ministry of Economic Development, Management Board Secretariat, Consumer and Business Services and Government Services/Service Ontario. Richard holds a First Class Honours degree in History from the University of York, England, and an M.B.A. from the Manchester Business School.

### **Petra Wolfbeiss**

Petra Wolfbeiss is the Executive Director and has previously held the role of Director of Policy and Public Affairs with the Ontario Municipal Social Services Association (OMSSA). Her key role with OMSSA is moving the Association forward on furthering human services integration and progressive social policy and strengthening municipal governments in assisting Ontario's most vulnerable.

Petra joined OMSSA after more than eight years as Senior Policy Advisor with the Association of Municipalities of Ontario (AMO), her portfolios with AMO included the social and health services files.

Petra has worked in the municipal sector since 2000. Prior to entering the municipal sector, she worked for many years at the community level on issues related to homelessness and housing with a specific interest and passion in working with vulnerable and at risk youth.

Her experience in human and social services also include youth criminal justice and working with youth with disabilities. Petra taught for a number of years in the Social Work Department at Ryerson University. In the past, Petra also had a private practice working with youth and families.

### **Michael Jacek**

Michael Jacek is a Senior Advisor responsible for the social policy portfolio at the Association of Municipalities of Ontario (AMO). Prior to joining AMO, Michael worked at the City of Toronto in a variety of capacities managing intergovernmental files, corporate governance projects and homelessness programs. Prior to working in the municipal public sector, he worked with various communities across Ontario managing a federal refugee resettlement program. Michael graduated with a Master's degree in Political Science from Wilfrid Laurier University in Waterloo and a Bachelor degree in Political Science from the University of Toronto.

### **Edward Starr, Partner, SHS Consulting**

Edward Starr is a Principal of SHS Consulting. He possesses Masters Degrees in Environmental Studies (specializing in Housing Policy and Community Planning) and Business Administration (specializing in Marketing and Economics), together with more than 35 years of professional experience. He is a Registered Professional Planner and a Member of the Canadian Institute of Planners. Ed has worked extensively in Northern Ontario, conducting projects for a range of public and non-profit organizations such as the Canadian Mental Health Association, Manitoulin-Sudbury District Social Services Administration Board, City of Greater Sudbury, the North Bay Municipal Non-Profit Housing Corporation, the Physically Handicapped Adults Rehabilitation Association of North Bay (Phara), Nipissing First Nation, the Town of Michipicoten and the Town of White River. This work has familiarized him greatly with Northern Ontario.

### **Howie Wong**

Howie Wong is CEO of the Housing Services Corporation. Prior to becoming CEO, Howie served as HSC's Chief Operating Officer. Howie joined HSC in 2007, serving in a dual role as both its part-time General Counsel and the General Counsel of Toronto Community Housing Corporation (TCHC). At TCHC, Mr. Wong served in a range of senior roles since 2005. In addition to his duties as General Counsel, Howie was TCHC's Corporate Secretary and was a member of the organization's Executive Team. Prior to joining TCHC, Howie practiced business law at Gowling Lafleur LLP for over 18 years. He is a member of the Ontario Bar Association, the American Bar Association and the Association of Corporate Counsel.

### **Christopher Stewart**

Chris Stewart's career has focused on demographic change and addressing the needs of an aging population. He earned his Honours B.A. in Commerce and Social History and Advanced Certificates in Strategic Change Management from Rotman School of Management at the University of Toronto and French Immersion from the Universite de Montreal. He has worked in the government, non-profit and private sectors, chaired various committees, and lectured in Gerontology at Laurentian University. He has worked on a wide variety of functional programming, program and policy research, seniors, accessibility, First Nations youth, homelessness, organizational and community development projects and change management initiatives. Chris is our Executive Coordinator.

### **Paul Schwartzman**

Paul Schwartzman is a labour and employment lawyer in Hicks Morley's Toronto office. Paul provides advice and representation to both public and private sector employers on wide range of human resources matters including: employment contracts, grievance arbitrations, interest arbitrations, labour disputes, collective bargaining, wrongful dismissals, constructive dismissals



and human rights applications. Paul is a graduate of the joint Master of Industrial Relations/Juris Doctor program through the Faculty of Law at Queen's University. Prior to law school, Paul graduated with distinction from McGill University with a Bachelor of Commerce degree where he pursued a concentration in labour-management relations.

### **Sylvia Maracle**

Sylvia Maracle (SKONAGANLEH:RA) is a Mohawk from the Tyendinaga Mohawk Territory. She is a member of the Wolf Clan.

Sylvia is a passionate advocate for urban Indigenous people and women's issues. She has been involved in the Indigenous Friendship Centre Movement for over 30 years, and has served as the Executive Director of the Ontario Federation of Indigenous Friendship Centres (OFIFC) for much of that time. She has also served as the President of the Native Women's Resource Centre (NWRC), President of Native Child & Family Services of Toronto (NCFST), and Co-Chair of the City of Toronto Taskforce on Access and Equity.

She has fundamentally altered the landscape for urban Indigenous programs and policies through her tireless work ethic, her ability to foresee emerging issues and her inability to accept no for an answer. Her achievements and work with the National Association of Friendship Centres, the Native Women's Association of Canada, the Assembly of First Nations, National Aboriginal Head Start and a long list of regional and local organizations are internationally renowned.

Sylvia Maracle is currently Chair of Aboriginal Housing Services in Ontario and continues to be a part of the national facilitation team for the Roundtable on Aboriginal Peoples for the federal government and National Aboriginal Organizations. Since 2010, Ms. Maracle Co-Chairs the Joint Working Group (JWG) on Violence Against Aboriginal Women, and is instrumental in bringing a strong focus and practical solutions to the issue. In September of 2014, she was appointed by the Attorney General of Ontario to the Aboriginal Justice Advisory Group, established to examine important issues affecting Aboriginal Peoples in the justice system.

Sylvia Maracle was awarded with a Queen Elizabeth II Diamond Jubilee Medal, and holds an Honorary Doctorate of Laws in Management and Economics from the University of Guelph, and has been awarded a National Aboriginal Achievement Award in Public Service. Ms. Maracle is a lecturer on urban development, women's issues and the cultural revitalization of her people. She has published various articles on these topics and has been recognized as a primary shaper of culture-based management principles.

### **Marc Serré**

Marc Serré the Member of Parliament for Nickel Belt – Greater Sudbury. Mr. Serré is currently the Chair of the Northern Ontario Liberal Caucus as well as member of the Liberal Indigenous Caucus, The Standing Committee on Natural Resources, The Canada-China Legislative Association, The Association interparlementaire Canada-France, The Canada-United States Inter-Parliamentary Group and The Assemblée parlementaire de la Francophonie.

*Marc est un chercheur et un concepteur en technologies de télécommunication fort primé; ses présentations lui ont permis de se rendre dans plusieurs régions du Canada et des États-Unis. Il a reçu le prix canadien IWAY en reconnaissance de son innovation et de sa contribution dans le domaine de la technologie d'adaptation de l'Internet.*



Driven by a desire to invest in future generations, Marc served as a school board trustee. He was also a Municipal Counsellor in West Nipissing, a Hospital board member, and Chair of the West Nipissing Planning Committee. He is a proud recipient of the Ontario Community Action Award for his work in both the non-profit and disability sectors.

Born and raised in Nickel Belt, Marc comes from a long line of community volunteers and politicians; his father Gaetan and Uncle Ben Serré both served as MPs and were dedicated to facilitating change and growth in their community. Marc is also a Citizen of the Mattawa/North Bay/Algonquin First Nation.

### **Chris Ballard**

Chris Ballard was first elected to the Ontario legislature in 2014 as the Member of Provincial Parliament for Newmarket-Ontario. He currently serves as the Parliamentary Assistant to the Minister of Government and Consumer Services, and to the Minister Responsible for the province's Poverty Reduction Strategy. Chris is a former print journalist, consumer advocate and, for the past 26 years, the owner of a public affairs company. As a journalist, Chris wrote for both community and daily media, before moving on to help the Scarborough Board of Education with its communications. After co-founding a public affairs company, Chris went on to lead the Ontario division of the Consumers Association of Canada, with 60,000 members. He is also a founder of the Consumers' Council of Canada, today Canada's pre-eminent voice for consumers. He remains a strong advocate for consumer issues in Ontario and Canada. As school council chair at his children's elementary school, Chris successfully built strong ties among parents, teachers and school administrators in order to build a strong learning environment. As an elected Councillor for the Town of Aurora, Chris championed issues such as fiscal responsibility, transparency in decision-making, development of cultural assets, protection of the environment and excellence in urban planning. Chris Ballard was born and raised in King City. He and his wife Audrey have lived in Aurora for about 30 years, where they raised three, now grown, children, a dog, cats, and assorted fish.

### **Mayor Alan Spacek**

Mayor Alan Spacek was recently acclaimed to his second term as Mayor for the Town of Kapuskasing. An active resident of the community, Mayor Spacek is a strong proponent of economic development and emphasizes the importance of positioning the community to benefit from all opportunities. A consensus-builder, he provides his ability and expertise to numerous organizations and provincial agencies, for the benefit of his community and region. Mayor Spacek is President of the Federation of Northern Ontario Municipalities (FONOM), Northeastern Ontario Municipal Association (NEOMA), is Vice-Chair on the Cochrane District Social Services Administration Board and is a member of the Executive Committee of the Association of Municipalities of Ontario. He also Chairs the Kapuskasing Economic Development Corporation and Police Services Board and is a member of many local and regional committees.

### **Mayor David Canfield, Kenora**

David Canfield was born and raised in Kenora, Ontario. Among various other jobs, he spent 32 years working in the forest industry. A crane operator by trade, he spent the last 10 years doing heavy equipment training for Abitibi.

Mr. Canfield entered the field of politics during the 1991 municipal election and served as Councillor until re-elected, as Mayor in the fall of 1994. Mr. Canfield served as Mayor for the Town of Jaffray Melick until December 31, 1999, when Kenora, Keewatin and Jaffray Melick amalgamated to become the City of Kenora on January 1, 2000. Mr. Canfield was elected again October 27, 2014 for another four year term.

Mayor Canfield was elected as President of the Northwestern Ontario Municipal Association (NOMA) in 1998/99. He was re-elected as president of NOMA April 2013

**APPENDIX B: 2015 RESOLUTIONS**

***Northern Ontario Service Deliverers Association***

*2016 Annual General Meeting*

Sudbury, Ontario

Resolution # 2016-01

Originator: NOSDA

Report/Background: **Approval of Minutes/Proceedings of 2015 Annual General Meeting**

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Date: June 08, 2016

Moved By: **Ken Perry**

Seconded By: **Jim Whipple**

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<b>Be it resolved that the Minutes/Proceedings from the NOSDA AGM dated April, 2015 held in Thunder Bay, Ontario be adopted as recorded.</b>
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**X**

**CARRIED**

DEFEATED

DEFERRED

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*Iain Angus, NOSDA Chair*

**Northern Ontario Service Deliverers Association**

*2016 Annual General Meeting*

Sudbury, Ontario

Resolution # 2016- 02

Originator: NOSDA

Report/Background: Election of AGM Activity Chairs

Date: June 08, 2016

Moved By: **Bob Katjamaki**

Seconded By: **Dave Edgar**

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**Be it Resolved that Barry Baltissen be Nominated Chair of the Nominations Committee; That Janet Gawne be Nominated as Chair of the Resolutions Committee and That Morley Forster be Nominated as Chair of the Evaluation Committee.**

**X**

**CARRIED**

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*Iain Angus, NOSDA Chair*

**Northern Ontario Service Deliverers Association**

*2016 Annual General Meeting*

Sudbury, Ontario

Resolution # 2016- 03

Originator: NOSDA

Report/Background: Business Meeting Adjournment

Date: June 08, 2016

Moved By: **Morley Forster**

Seconded By: **Doug Jelly**

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**That the Business Meeting be Adjourned.**

**X**

**CARRIED**

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*Iain Angus, NOSDA Chair*

**Northern Ontario Service Deliverers Association**

*2016 Annual General Meeting*

Sudbury, Ontario

Resolution # 2016- 04

Originator: NOSDA

Report/Background: **Full Day Kindergarten Transition and Transformational Funding**

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Date: June 10, 2016

Moved By: **Morley Forster**

Seconded By: **Doug Jelly**

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**Whereas the Province of Ontario has announced that the final year for FDK Transition Funding and Transformation funding is 2016;**

**Whereas the northern CMSM's and DSSAB's will be impacted significantly by a reduction in funding;**

**Be it resolved that NOSDA meet with the Minister of Education and request that FDK transition funding and transformation funding remain within child care allocations.**

**X**

**CARRIED**

DEFEATED

DEFERRED

TABLED

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*Iain Angus, NOSDA Chair*

**Northern Ontario Service Deliverers Association**

*2016 Annual General Meeting*

Sudbury, Ontario

Originator: NOSDA

Resolution # 2016- 05

Report/Background:

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**Integration and Transformation of Child and Family Programs and the Responsibility for Location Management of the Ontario Early Years Child and Family Centres (OEYCFCS)**

Date: June 10, 2016

Moved By: **Bob Katjamaki**

Seconded By: **Rick Zanuzzi**

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Whereas the Northern Ontario Service Deliverers Association (NOSDA) members are positioned to be responsible for the development of the Ontario Early Years Child and Family Centres;

Whereas NOSDA members are in full support of the integration and transformation of the Ontario Early Years Child and Family Centres;

Whereas the NOSDA members are in a position to manage the service system to ensure the delivery of a suite of core Ontario Early Years Child and Family Centres;

Whereas the NOSDA members will have the ability to address northern, rural and remote areas to ensure services are provided;

**Therefore be it resolved that NOSDA meet with the Ministry of Education to ensure that:**

- 1. The north has representation on provincial committees to develop the tools and resource to guide and support the implementation of the Ontario Early Years Child and Family Centres.**
- 2. The funding formula will take into account northern, rural and remote areas.**
- 3. Administration funding will be provided to address the development of area plan and ongoing management of the Ontario Early Years Child and Family Centres.**

**X**

**CARRIED**

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*Iain Angus, NOSDA Chair*



**Northern Ontario Service Deliverers Association**

*2016 Annual General Meeting*

Sudbury, Ontario

Resolution # 2016- 06

Originator: NOSDA

Report/Background:

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**Changes to the \$20,000 Adjusted Income Benchmark for Qualification of Fee Subsidy**

**Whereas the Province of Ontario has not increased the \$20,000 adjusted income benchmark for fee subsidy since 2007;**

**Whereas the minimum wage and the Ontario Child Benefit increases are tied into the Consumer Price Index;**

**Whereas fewer low income families have the ability to pay for child care due to increases in food costs, clothing, shelter and other necessities;**

**Whereas \$20,000 in 2007, based on the inflation rate would be valued at approximately \$16,987 in 2015 which is less than the 2015 Low Income Measure;**

**Therefore be it resolved that NOSDA meet with the Minister of Education to review findings and discuss changes to the \$20,000 adjusted income benchmark for qualification of fee subsidy.**

Date: June 10, 2016

Moved By: **Doug Jelly**

Seconded By: Lyle Hall

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**X**

**CARRIED**

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*Iain Angus, NOSDA Chair*

**Northern Ontario Service Deliverers Association**

*2016 Annual General Meeting*

Sudbury, Ontario

Resolution # 2016- 07

Originator: NOSDA

Report or Explanation: **Long Term Affordable Housing Strategy (LTAHS) and Program Funding Allocation – Northern Cost Factor**

Whereas NOSDA endorses the ‘quick win’ approach and recommendations made in the joint submission made by the Ontario Municipal Social Services Association (OMSSA) and Housing Services Corporation (HSC) entitled *Building Sustainability in the Housing System - Submission on the Long-Term Affordable Housing Strategy Renewal: Early Wins for Long Term Gains*, March, 2015. In light of this approach

Whereas the federal and provincial governments have committed additional program funding in recent budgets; and

Whereas Service Manager allocations are determined based on population metrics such as the number of households in core housing need; and

Whereas the scale of the population of Northern Service Manager areas is such that the total number of households in core housing need is low but proportionately high relative to total population; and

Whereas the costs of construction and operations are significantly higher due to climate, transport of goods, cost of fuel, energy, cost of materials and a lack of competitive markets; and

Whereas allocations are smaller due to the fact that they are based on household counts which means that NOSDA Service Managers must do more with less and results in a hidden download that must be made up through the municipal levy.

Therefore be it resolved that MMAH work with NOSDA members to develop a Northern Cost Factor Model similar to the Consumer Price Index to be applied to future capital and operating program funding allocation models.

Date: June 10, 2016

Moved By: **Ken Perry**

Seconded By: **Jim Whipple**

**X**

**CARRIED**

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*Iain Angus, NOSDA Chair*

**Northern Ontario Service Deliverers Association**

*2016 Annual General Meeting*

Sudbury, Ontario

Resolution # 2016- 08

Originator: NOSDA

Report/Background: **Quantifying Homelessness**

**Whereas NOSDA acknowledges the importance of homelessness enumeration in order to gauge the scope of the problem; and**

**Whereas the cost of enumeration efforts in areas with little to no visible homelessness is prohibitive.**

**Therefore be it resolved that MMAH work with NOSDA members to identify an enumeration strategy suited to the northern context, building on processes already in place while not incurring additional costs to service managers or cutting into program service dollars in order to fund enumeration administration.**

Date: June 10, 2016

Moved By: **Kim Brown**

Seconded By: **Janet Gawne**

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**X**

**CARRIED**

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DEFERRED

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*Iain Angus, NOSDA Chair*

**Northern Ontario Service Deliverers Association***2016 Annual General Meeting*

Sudbury, Ontario

Resolution # 2016- 09

Originator: NOSDA

Report/Background: **Housing Program Funding Flexibility**

**Whereas Service Managers need the flexibility to pool program dollars across fiscal periods in order to optimize program delivery and generate scale for project development. And**

**Whereas the Provinces of Alberta and British Columbia already demonstrate program funding models which are not based on an in-year 'use it or lose it' policy; and**

**Whereas this is a quick and easy win.**

**Therefore be it resolved that Ontario should eliminate the 'Use It or Lose It' funding policy associated with program funding.**

Date: June 10, 2016

Moved By: **Dave Edgar**Seconded By: **Doug Jelly**


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**CARRIED**

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*Iain Angus, NOSDA Chair*

**Northern Ontario Service Deliverers Association**

*2016 Annual General Meeting*

Sudbury, Ontario

Resolution # 2016- 10

Originator: NOSDA

Report/Background: **Service System Management and Employment Services**

**WHEREAS** it has been recognized the value of direct relationships with local economic development and business is fundamental in planning for good employment outcomes in a community and by virtue of the municipal linkages to these departments with CMSM/DSSAB's; and

**WHEREAS** it has also been acknowledged that other municipally delivered services including Housing Services and Children's Services are fundamental to assisting individuals along the continuum of employment;

Therefore be it resolved that NOSDA call on the Premier of Ontario to move forward with the integration of Employment Services and more specifically that the province engage CMSM/DSSABs as full partners in managing and planning employment services in their communities; and

Further be it resolved that the Premier takes the first step along this integration path by immediately expanding the number of CMSM/DSSABs in the North which are designated as Employment Ontario deliverers.

Further be it resolved that the Premier directs the Minister of Training, Colleges and Universities who is responsible for Employment Ontario to make DSSAB's/CMSM the Service System Managers for employment programs and engage in government –to-government relations with CMSM/DSSABs in the same manner as other Provincial Ministries where the CMSM/DSSAB is interested which would mean Employment Ontario would only have one contract within each CMSM/DSSAB jurisdiction. This would allow CMSM/DSSAB to rationalize services and ensure that over time a streamlined and more holistic approach to employment services in a community where being funded.

Date: June 10, 2016

Moved By: **Les Gamble**

Seconded By: **Barry Baltessen**

**X**

**CARRIED**

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*Iain Angus, NOSDA Chair*

**Northern Ontario Service Deliverers Association***2016 Annual General Meeting*

Sudbury, Ontario

Resolution # 2016-11

Originator: NOSDA

Report/Background: **Secretary/Treasurer**

**Whereas David Landers, CAO of the Cochrane District Social Services Administration Board has served as Secretary/Treasurer for the past number of years; and**

**Whereas there is consensus that this position be made available to another member organization of NOSDA;**

**Therefore be it resolved that the Secretary/Treasurer for NOSDA commencing July 1, 2016 be Henry Wall, CAO of the Kenora District Social Services Board, and**

**That David Landers and the Cochrane District Social Services Board be thanked for serving as NOSDA's Secretary/Treasurer for those years with distinction.**

Date: June 10, 2016

Moved By: **Ken Perry**Seconded By: **Bob Katjamaki**


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**X**
**CARRIED**

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*Iain Angus, NOSDA Chair*

**Northern Ontario Service Deliverers Association***2016 Annual General Meeting*

Sudbury, Ontario

Resolution # 2016-13

Originator: NIPPISSING

Report/Background: BOUNDARY ALIGNMENT

Date: June 10, 2016

Moved By: **Ross Donaldson**Seconded By: **Les Gamble**

**Whereas NOSDA supports Ontario's Patients First Strategy that seeks to better align primary care to patients; and that**

**NOSDA's position is that social determinants of health including social housing and services are key to better health and better health program outcomes,**

**Be it Resolved that LHIN sub-boundaries be aligned with DSSAB boundaries to ensure LHIN/DSSAB patients in common have a voice in the delivery of services and have seamless health and social services.**

**X****CARRIED**

DEFEATED

DEFERRED

TABLED

*Iain Angus, NOSDA Chair*



***Northern Ontario Service Deliverers Association***

*2016 Annual General Meeting*

Sudbury, Ontario

Resolution # 2016-14

Originator: NOSDA

Report/Background: 2016 AGM Adjournment

Date: June 10, 2016

Moved By: **Morley Forster**

Seconded By: **Dave Edgar**

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**That the 2016 Annual General Meeting of the Northern Ontario Service Deliverers Association be Adjourned.**

**X**

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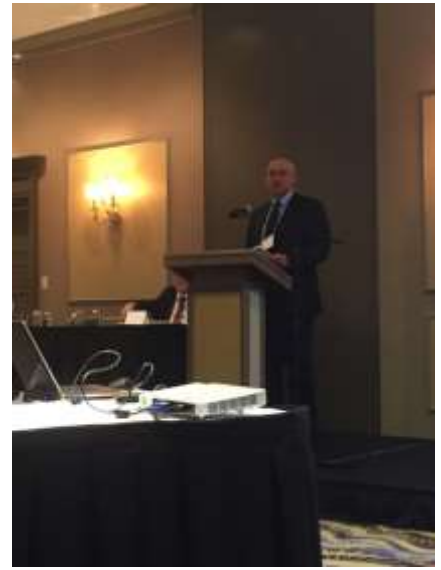
*Iain Angus, NOSDA Chair*

## APPENDIX C: PHOTO JOURNAL

Thursday June 9, 2016



Brian Bigger, Mayor City of Greater Sudbury



Les Gamble, Chair, Manitoulin-Sudbury DSAB





Janet Hope; ADM MMAH, Speaking on Overview of Social Housing and the New Long Term Affordable Housing Strategy.



Don McBain, Executive Director, Ontario Aboriginal Housing Service, speaking about the update on Urban Aboriginal Housing Issues.





Brian Laur, HSC Insurance, and Paul Speck, VP, Marsh Insurance speaking about the Overview of HSC Insurance



Nancy Matthews, ADM, Shannon Fuller, Director Policy and Program Branch, Early Learning Division and Julia Danos, Director (Acting) Early Years Implementation Branch, Ministry of Education, all speaking on the Ministry of Education and the Ontario Early Years – Converting Infrastructure



Janet Menard, Deputy Minister, MCSS and Richard Steele, ADM, MCSS, giving the Update from the Ministry of Community and Social Service. With them are Michael Jacek, Policy Advisor, AMO and Petra Wolfbeiss, Executive Director, OMSSA

Rupert Gordon, speaking about the Next Steps in the Poverty Reduction Strategy





Chris Stewart, Executive Coordinator,  
NOSDA



Ed Starr, Partner, SHS



Howie Wong, CEO, HSC





Paul Schwartzman, Hicks Morley speaking  
about the Legal Implications of PTSD



**APPENDIX D: PHOTO JOURNAL CONTINUED****Friday June 10, 2016**

Marc Serre, MP, Nickel City and Chair, Northern Ontario Liberal Caucus. Mr. Serre speaking about the Importance of Social and Physical Infrastructure Development in Canada



Chris Ballard, MPP, Newmarket – Aurora Parliamentary Assistant to the Minister of Government and Consumer Services, Parliamentary Assistant to the Minister Responsible for Poverty Reduction. Chris Ballard spoke about Current Issues in Poverty Reduction.



Alan Spacek, President, FONOM and David Canfield, President, NOMA. Speaking about the Municipal Perspectives on Joining Physical with Social Infrastructure: The Northern Ontario Experience.



David Canfield, Alan Spacek and Marc Serre all having a conversation after the talk on Municipal Perspectives on Joining Physical with Social Infrastructure: The Northern Ontario Experience



Iain Angus, David Canfield, Marc Serre, Chris Ballard and Alan Spacek.