

Community Services Standing Committee Meeting

Date: Wednesday, November 1, 2023

Time: 9:00 o'clock a.m.

Location: Council Chambers, 1st Floor, Windsor City Hall

All members will have the option of participating in person in Council Chambers or electronically and will be counted towards quorum in accordance with Procedure By-law 98-2011 as amended, which allows for electronic meetings. The minutes will reflect this accordingly. Any delegations have the option to participate in person or electronically.

MEMBERS:

Ward 2– Councillor Fabio Costante

Ward 3 – Councillor Renaldo Agostino

Ward 4 – Councillor Mark McKenzie

Ward 5 – Councillor Ed Sleiman (Chairperson)

Ward 6 – Councillor Jo-Anne Gignac

ORDER OF BUSINESS

Item # Item Description
1. **CALL TO ORDER**

READING OF LAND ACKNOWLEDGEMENT

We [] would like to begin by acknowledging that the land on which we gather is the traditional territory of the Three Fires Confederacy of First Nations, which includes the Ojibwa, the Odawa, and the Potawatomi. The City of Windsor honours all First Nations, Inuit and Métis peoples and their valuable past and present contributions to this land.

2. **DISCLOSURE OF PECUNIARY INTEREST AND THE GENERAL NATURE THEREOF**

3. **ADOPTION OF THE MINUTES**

- 3.1. Adoption of the Community Services Standing Committee meeting minutes held October 4, 2023 **(SCM 273/2023)**

4. **REQUEST FOR DEFERRALS, REFERRALS OR WITHDRAWALS**

5. **COMMUNICATIONS**

6. **PRESENTATIONS AND DELEGATIONS**

- 6.1. 2022 Annual Report of the 10 Year Housing & Homelessness Plan - Master Plan - City Wide **(S 134/2023)**

7. **COMMITTEE MATTERS**

- 7.1. Minutes of the Committee of Management for Huron Lodge of its meeting held September 11, 2023 **(SCM 276/2023)**

8. **ADMINISTRATIVE ITEMS**

- 8.1. Contract Approval – Windsor Regional Employment Network – City Wide **(C 152/2023)**

- 8.2. Motorola Premier One CSR Software and Hosting Agreement 2024-2028 City Wide **(S 132/2023)**
- 8.3. Response to CQ 19-2023 – Sandpoint Beach Concession - Ward 7 **(S 130/2023)**
- 8.4. Response to CQ 2-2023 – Moving the Location of Bright Lights - Ward 3 **(S 133/2023)**
- 8.5. Response to CQ 28-2023 – Risks of Oak Wilt on the City’s Tree Population – City Wide **(S 131/2023)**

9. **QUESTION PERIOD**

10. **ADJOURNMENT**

Item No. 3.1



Committee Matters: SCM 273/2023

Subject: Adoption of the Community Services Standing Committee meeting minutes held October 4, 2023

Community Services Standing Committee Meeting

Date: Wednesday, October 04, 2023

Time: 9:00 o'clock a.m.

Members Present:

Councillors

Ward 2 - Councillor Fabio Costante

Ward 4 – Councillor Mark McKenzie

Ward 5 - Councillor Ed Sleiman (Chairperson)

Ward 6 - Councillor Jo-Anne Gignac

PARTICIPATING VIA VIDEO CONFERENCE ARE THE FOLLOWING FROM ADMINISTRATION:

Ward 3 - Councillor Renaldo Agostino

Sandra Gebauer, Council Assistant

ALSO PARTICIPATING IN COUNCIL CHAMBERS ARE THE FOLLOWING FROM ADMINISTRATION:

Andrew Daher, Commissioner, Human & Health Services

Ray Mensour, Commissioner, Community Services

Kirk Whittal, Executive Director Housing & Children Services

Jennifer Tanner, Manager Homelessness & Housing Support

Jen Knights, Executive Director Recreation & Culture

Alena Sleziak, Manager, Customer Contact Centre

Jason Moore, Senior Manager, Communications & Customer Service

Tanya Antoniw, Executive Director Employment & Social Services

Kelly Goz, Manager Homelessness & Housing Support

Sumar Jasey, Emergency Planning Officer

Linda Higgins, Manager of Inter-Governmental Subsidies & Financial Administration

Samantha Magalas, Executive Initiatives Coordinator

Doran Anzolin, Executive Initiatives Coordinator

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1. CALL TO ORDER

The Chair calls the meeting of the Community Services and Parks Standing Committee to order at 9:00 o'clock a.m.

2. DISCLOSURE OF PECUNIARY INTEREST AND THE GENERAL NATURE THEREOF

None Disclosed.

3. ADOPTION OF THE MINUTES

3.1. Adoption of the Community Services Standing Committee minutes of its meeting held September 6, 2023

Moved by: Councillor Jo-Anne Gignac
Seconded by: Councillor Mark McKenzie

THAT the minutes of the Community Services and Parks Standing Committee meeting held September 6, 2023 **BE ADOPTED** as presented.
Carried

Report Number: SCM 240/2023

4. REQUEST FOR DEFERRALS, REFERRALS OR WITHDRAWALS

None presented.

5. COMMUNICATIONS

None presented.

6. PRESENTATIONS AND DELEGATIONS

See Item 8.1.

7. COMMITTEE MATTERS

None presented.

8. ADMINISTRATIVE ITEMS

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8.1. Response to CQ 20-2023 – Feasibility of Expanding Outreach Services and 311 Operating Hours– City Wide

Joyce Zuk, Executive Director, Family Services Windsor-Essex and Barb Iacono, Director of Housing and Community Programs, Family Services Windsor-Essex

Joyce Zuk, Executive Director, Family Services Windsor-Essex and Barb Iacono, Director of Housing and Community Programs, Family Services Windsor-Essex appear before the Community Services Standing Committee regarding the administrative report “Response to CQ 20-2023 – Feasibility of Expanding Outreach Services and 311 Operating Hours– City Wide” and provide a brief summary of their operation including the following:

Outreach Role: Find individuals experiencing homelessness, Assess/add to BNPL, Support accessing services in the community; Why outreach is different, Know people by name, Know their needs and who they are connected to, Re-find or reconnect, Establish long-term relationships; Details about the Outreach Team, which includes 5 staff that have designated routes that they conduct daily, also conduct follow-up meetings with individuals on the street, respond to 311 calls and encampment referrals; 2 teams of 2 workers in the City and 1 worker in the County; New outreach schedule is provided, Team A: Mon – Fri 7:30am to 3:30pm, Team B: Wed – Sun 10:00am to 6:00pm, County: Mon – Fri 9:00am to 5:00pm, On call: Mon – Sun 9:00pm to 12:00am; Outreach Response, Referrals through 311 system, All other referrals will be logged into 311 system by FSWE staff, All calls triaged and best/most appropriate response determined.

Jennifer Wilson, PMP Society of Saint Vincent de Paul Windsor Essex Central Council VP of Finance / Society of Saint Vincent de Paul Windsor Essex Street Outreach Chair and Roxanne Anger, Society of Saint Vincent de Paul Windsor Essex Street Outreach Steering Committee, available for questions

Jennifer Wilson, PMP Society of Saint Vincent de Paul Windsor Essex Central Council VP of Finance / Society of Saint Vincent de Paul Windsor Essex Street Outreach Chair and Roxanne Anger, Society of Saint Vincent de Paul Windsor Essex Street Outreach Steering Committee appear before the Community Services Standing Committee regarding the administrative report “Response to CQ 20-2023 – Feasibility of Expanding Outreach Services and 311 Operating Hours– City Wide” and are available for questions.

Councillor Jo-Anne Gignac inquires about the current programming and what is being proposed, and the funding source for the 5 outreach workers, are they funded by the County and the City. Ms. Iacono indicates that all 5 are funded by the City.

Councillor Jo-Anne Gignac inquires about the financial compensation annually that is provided for those workers. Ms. Zuk indicates that they have a combined contract for several homelessness services under the homelessness partnership program. Jennifer Tanner, Manager, Homelessness and Housing Support appears before the Community Services Standing Committee regarding the administrative report “Response to CQ 20-2023 – Feasibility of Expanding Outreach Services and 311 Operating Hours– City Wide” and indicates that the total funding for outreach workers is \$366,000.00 which is funded by both the City of Windsor and the Provincial Homelessness

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Prevention Program. The City's contribution is \$138,000.00 which is for the 4 City outreach workers.

Councillor Jo-Anne Gignac inquires about the one individual that services the county and whether they are funded by the county. Ms. Tanner responds no and they are funded through the provincial allocation.

Councillor Jo-Anne Gignac inquires whether there is a matching municipal contribution related to the Provincial allocation. Ms. Tanner indicates that the City receives approximately \$ 20 million in funding from the Province.

Councillor Jo-Anne Gignac requests details regarding the outreach workers. Ms. Zuk indicates that the after hours service will only have one on call outreach worker, depending on the call received the situation is assessed to see if they are able to go on their own or if support is needed from Police or the nurse and police team. Ms. Zuk adds that the workers are trained and able to triage the calls and are able to recognize the situations where police intervention would be required.

Councillor Jo-Anne Gignac inquires about the outreach workers qualifications. Ms. Zuk indicates that the outreach workers are skilled communicators, have experience working with vulnerable populations, and have a university or college degree.

Councillor Jo-Anne Gignac inquires to Jennifer Wilson and Roxanne Anger of the Society of Saint Vincent de Paul in terms of numbers, how are these individuals making connections. Ms. Wilson indicates that they have been in the Windsor-Essex community since 1896, and the current volume of homelessness hasn't been seen since the great depression. Ms. Wilson indicates that recently, a mobile outreach team has been developed and there are over 35 active volunteers and 7 fully trained deployment teams that go out Wednesday evenings and Sunday mornings actively searching for individuals who have been lost to the system. They educate them on the services available, bring them food, basic necessities, etc. to try to gain and build trust to begin to get them help.

Councillor Jo-Anne Gignac inquires about the strategy on the street to make the connections. Ms. Anger provides details and indicates that the non-emergency police service line dispatches police officers as needed.

Councillor Jo-Anne Gignac inquires about the number of teams in the county. Ms. Wilson indicates that they have seven fully trained teams.

Councillor Jo-Anne Gignac inquires as to how they are trained. Ms. Wilson indicates that they have Safeguard training, vulnerable police sector training, social worker training program, and de-escalation.

Councillor Jo-Anne Gignac inquires as to how their teams are connecting affected individuals with the appropriate programs. Ms. Anger indicates that they provide the contact information for the available programs and allow the affected individuals to reach out on their own terms.

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Councillor Jo-Anne Gignac inquires in terms of groups like Saint Vincent de Paul, how connected is the City to them. Ms. Tanner indicates that they are most connected to the organizations that they provide funding to. There is a community outreach table chaired by Family Services Windsor-Essex and many of the outreach services meet and regularly communicate in order to make sure that their services complement each other to be able to make a network of outreach services.

Councillor Jo-Anne Gignac inquires whether there is an opportunity to have a formalized discussion with the involved outreach groups to streamline the available services in order to have a bigger impact. Ms. Tanner indicates that there are existing relationships that connect one group to the other.

Councillor Jo-Anne Gignac comments that if the City, can get them all around the table to bring them together to discuss the needs of this vulnerable group, we can draw out their strengths to really accomplish something bigger.

Councillor Renaldo Agostino inquires whether this is a 6 month trial of the new program. Ms. Tanner indicates that they are making some immediate improvements to the outreach schedule, the accessibility through 311 and that they have been given some time to make sure that they have the processes in place and that they are able to deliver on the services. Administration will review the number of calls coming in and the impact it is really having on visible homelessness before deciding if expansion of the program is required.

Councillor Renaldo Agostino inquires about the provincial funding and what amount would be needed to make the impact we want to see in the City. Administration indicates that tens or hundreds of millions more in order to see significant progress within our community. Administration adds that this should be funded by the Province, and is not the responsibility of the municipality. Although we have received additional funding in recent years, we will continue to advocate for more as we see that it is needed.

Councillor Renaldo Agostino inquires as to the plan for educating the community about the steps to take when a situation arises. Ms. Tanner indicates that once the soft-launch of the new program is in place, communication work that is under development will let the public know how to access the 311 app and phone line, including information cards, website information, and various other resources.

Councillor Renaldo Agostino inquires about timelines for the soft-launch and whether 30 days is a reasonable amount of time. Ms. Tanner indicates that she agrees that 30 days is a fair amount of time.

Councillor Fabio Costante inquires whether Family Services Windsor Essex has enough complement on the streets to address the need that is out there right now. Ms. Zuk indicates that when the workers are on the street, the primary goal is to put individuals on the pathway to housing. The first step is to get them to shelter. Community groups are a critical part of outreach as

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an all hands on deck approach. Available housing is the missing link in all of this, more housing has to be built.

Councillor Fabio Costante indicates that when it comes to emergency shelters, there are individuals choosing not to be housed and the reasons why. Ms. Zuk indicates that privacy is lacking and shared accommodation is a challenging situation to be in due to their traumas, addiction, mental health issues. Most of our shelters are shared accommodation. There are rules that must be followed in order to stay in shelter which can be an added stressor.

Councillor Mark McKenzie inquires about the process of calling 311, and who will the caller be connected with. Ms. Tanner indicates that the Family Services outreach team will receive a service request, triage, assess, action and document the outcome of the request in the 311 system.

Councillor Mark McKenzie inquires as to how the City is connecting them to other non-profit volunteer organizations outside of 311 operating hours. Ms. Tanner indicates that the Family Services Homeless Outreach Team has the most comprehensive hours compared with other community outreach services currently available in the community. 211 services are available 24/7 which is an information and referral line. Coordinating the services offered by various community organizations would take a significant amount of time and resources.

Councillor Mark McKenzie responds that coordinating the available services would be the most effective route. Some community groups are already coordinating with each other to pool resources and create a network.

Administration provides details regarding the Homeless Individuals and Family Information System which is a database that agencies use to create client files and track supports that the clients are provided with. It is about the client's journey towards housing. There are about 15 organizations using the database which allows them to provide notes about the services provided to the individual. The system provides us with data about many factors. It is required in order to receive federal funding.

Moved by: Councillor Mark McKenzie
Seconded by: Councillor Jo-Anne Gignac

Decision Number: **CSSC 208**

THAT the report of the Manager, Homelessness and Housing Support in response to CQ 20-2023 Feasibility of Expanding Outreach Services and 311 Operating Hours **BE RECEIVED** for information; and,

THAT City Council **ENDORSE** recent improvements made to the Homelessness Street Outreach team's schedule and improved access to such services through the 311 Contact Centre as outlined in this report; and,

THAT City Council **DIRECT** Administration to report back to Council with more data and information about the impact of recent improvements to the Homelessness Street Outreach team's

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schedule and after-hours homelessness response initiated through 311, before deciding if further expansion is needed; and,

THAT City Council continue to **SUPPORT** programs and services that advance the goals of the 10-year Housing and Homelessness Master Plan, and the creation and expansion of affordable and supportive housing.

That administration **BE REQUESTED** to report back to the Community Services Standing Committee, as to how the City will attempt to draw the various organizations together in an effort to collaborate and capitalize on the programs that they are prepared to offer.

Carried.

Report Number: S 118/2023
Clerk's File: GM/7755

9. QUESTION PERIOD

None presented.

10. ADJOURNMENT

There being no further business the meeting of the Community Services Standing Committee is adjourned at 10:21 o'clock a.m. The next meeting of the Community Services Standing Committee will take place on Wednesday, November 1, 2023.

Carried.

Councillor Sleiman (Chairperson)

Deputy City Clerk / Supervisor of Council Services

Subject: 2022 Annual Report of the 10 Year Housing & Homelessness Plan - Master Plan - City Wide

Reference:

Date to Council: November 1, 2023
Author: Kelly Goz
Manager, Homelessness & Housing Support
519-255-5200 ext 5362
kgoz@citywindsor.ca

Report Date: October 16, 2023
Clerk's File #: GH/11710

To: Mayor and Members of City Council

Recommendation:

THAT this report from the Executive Director of Housing and Children's Services regarding the 2022 Annual Report on the Home Together: Windsor Essex 10 year Housing and Homelessness Master Plan **BE RECEIVED**; and further,

THAT the Executive Director of Housing and Children's Services, or their authorized designate **BE AUTHORIZED** to make the necessary submissions in a form and format required under the *Housing Services Act, 2011* related to the Windsor Essex 10 Year Housing and Homelessness Plan for the duration of the plan.

Executive Summary:

N/A

Background:

The *Housing Services Act, 2011*, requires that every Service Manager have a plan to address housing and homelessness and further requires Service Managers at a minimum review and amend its plan at least once every five (5) years.

In May 2014, City Council approved the Windsor Essex 10 Year Housing and Homelessness Plan (HHP) and approved the implementation of the strategies identified in the HHP (Council Report #17176, Council Resolution #128/2014).

In November 2019, Council approved the renewed Plan titled *Home Together: Windsor Essex Housing and Homelessness Master Plan 2019 – 2028 (HHMP)* (CR 612/2019 Report # S 197/2019).

Home Together: Windsor Essex Housing and Homelessness Master Plan 2019 – 2028 continues to represent a shift and established the framework of a housing and homelessness system that works more collaboratively across sectors, to ensure efforts were aligned around key goals with a focus on long term housing outcomes. The HHMP aims to improve system integration recognizing the housing and homelessness sector can not end homelessness and address all of the community's housing needs on its own.

Housing Services is also bringing forward this report to highlight some of the more recent provincial and federal policy changes, and identify some of the current challenges the housing and homelessness sector is currently experiencing which were not known when the HHMP *was completed*.

Discussion:

Since the implementation of the HHMP in 2019, the world has endured a public health pandemic, experienced inflationary increases for goods, services, significant increases in rental unit costs, as well as, increases to costs for both resale and new housing in Windsor Essex far exceeding the 2019 estimated projections. Communities have faced additional challenges to respond as a result of evolving provincial and federal housing and homelessness policy and program changes which have both created opportunities and unique challenges to meet the emergency shelter, housing and homelessness support needs of residents in Windsor Essex.

At the time the HHMP was authored, the Current and Future State Report stated that “for housing policy purposes, we are particularly concerned about low and moderate income households, as the private market tends to meet the housing needs of higher income households without any policy intervention” and further “the economy is anticipated to grow, but at a slower rate than the recent past.”

Housing Services is pleased to present the ninth Annual Report to the Community on the Windsor Essex 10 Year Housing and Homelessness Master Plan. Some of the achievements attained in 2022 are highlighted below.

GOAL 1: Sustain and Expand Social and Affordable Housing Supply

The City as Service Manager continues to recognize the need for further affordable housing in Windsor and Essex County and the need to leverage diverse funding sources to create, maintain and preserve affordable rental housing.

Strategy IV: Advocate for and leverage diverse funding sources, and collaborative opportunities, including with the private sector, to create, maintain and preserve affordable rental housing.

Notable accomplishments as it relates to creating affordable rental housing units currently under way or close to occupancy include but are not limited to the following:

1. Canada Mortgage and Housing Corporation – Rapid Housing Initiative (RHI) - Round 2 Cities Stream

On August 31, 2021, Housing Services submitted three applications to the CMHC RHI program and on October 14, 2021, the City received CMHC approval to proceed with the following Capital projects:

- a) Crawford youth supportive transitional housing project, a new construction build that will offer up to 15 single bed units for young adults at a cost of \$2,671,113. The Windsor Essex Community Housing Corporation (CHC) is the lead on this construction project.
- b) Bloomfield Development - Phase I which is a new construction project consisting of 12 attached stacked townhome style 2 bedroom units at a cost of \$5,158,004. CHC is the lead on this construction project.
- c) Building Bridges Erie Shores (Leamington) will develop 8 single occupancy standard apartments as part of their Tiny Homes Modular project at a cost of \$1,858,000.

The above projects are scheduled to be completed in 2023. These investments will add 35 total units of affordable housing in Windsor and Essex County.

2. Social Services Relief Fund – Phase 5

In April 2022, the City of Windsor as the Consolidated Municipal Service Manager (CMSM) received an allocation of \$3,404,400 as the fifth and final phase of the Social Services Relief Fund (SSRF5). Housing Services presented Council with City and County based capital project scenarios on August 5, 2022 (CR361/2022) related to projects totalling the \$1,924,960 capital allocation under SSRF5.

The following two projects are being funded through SSRF5:

Augustine Villa Retirement Home and Assisted Living development will create six permanent affordable housing units as an addition to their existing property in Kingsville at a cost of \$700,000. The housing development will include six attached one level row houses with 1-bedroom, open concept self-contained units.

3617 Queen Street – CHC received an allocation for a new construction project to create three permanent affordable housing units at a cost of \$1,224,960. Featuring two independent structures on the property, the affordable housing development includes two one-bedroom units and one three-bedroom. Both projects will rely on a business model that will recover their operating costs through revenues received through the collection of rent.

Challenges associated with Strategy IV:

The City as Service Manager continues its commitment to provide resources and affordable housing within the community, however it is important to note there are often challenges associated with accessing federal and/or provincial funding allocations. Newer funding allocations typically do not cover the entire cost of creating/building new

units therefore, funding needs to be allocated from other sources as well which can lead to a financial shortfall. The increased costs in materials and access to contractors continues to also create additional pressures on project budgets.

Another challenge encountered is when proponents terminate their agreement prior to the end of the funding term. When this occurs, the Service Manager must repay the allocations received back to the Ministry of Municipal Affairs and Housing (MMAH). Despite the Service Manager's efforts to advocate to have these funds remain in the community, MMAH has requested the funds be returned and consequently results in a loss of repayment that could possibly be reallocated within Windsor Essex for future projects. These funds could also help alleviate the loss of affordable housing units that has occurred over time.

Strategy VI: Conduct a review of the current social housing stock to determine the current and future state of repair and leverage government funding to support capital repair, replacement and upgrading of major building components for social housing.

In 2020, The Housing Services Department issued a Request for Proposal to hire a consultant to conduct and complete a fulsome review for social housing providers under the Housing Services Act, 2011. As part of that assessment, Building Condition Assessments (BCA) were completed for 31 social housing providers (excluding Windsor Essex Community Housing Corporation). The BCA's have been reviewed by Housing Services and were shared with social housing providers in spring 2022 and indicate there are significant repairs required within the Windsor Essex social housing stock. The significant repairs range from critical and urgent repairs to ongoing repairs required to bring units up to date.

Recommendations from the review are being used to inform the program planning for future capital repair funding offered through the Province of Ontario and/or Government of Canada, where eligible and available. Despite challenges, Housing Services continues to work towards success in mobilizing provincial dollars for Ontario Renovates-Social Housing Repair Program (OR-SHRP) funded under Canada Ontario Community Housing Initiative (COCHI) as part of Ontario's Community Housing Renewal Strategy. The program is intended to provide Windsor Essex social housing provider(s) with funds to rehabilitate units for priority populations that require essential repairs to preserve and extend the functional lifespan of the social housing supply and/or modify units to increase accessibility.

For perspective, the 2022-23 OR-SHRP funding allocation for Windsor and Essex County was \$4.2M. The total OR-SHRP funding requests received in 2022 totalled \$26,371,600.

Challenges associated with Strategy VI:

As stated above, the Service Manager continually conducts reviews of the current social housing stock to determine the current and future state of repair and leverage government funding to support capital repair, replacement and upgrades. Many of Windsor and Essex County's social housing units were built between the 1960's and 1970's. These units are an essential part of the community's affordable housing supply.

While some providers have accumulated capital reserves they are often insufficient to adequately maintain the units. The Service Manager continues to monitor and assess the extent of capital deficit for all social housing providers in Windsor and Essex County and works diligently to seek out funding from upper levels of government to address needed capital repairs.

Strategy VII: Utilize available rent subsidies to maintain current levels of social and affordable housing and to minimize the impact of the expiring housing programs.

The Service Manger continues to try to utilize available rent subsidies to maintain current levels of social and affordable housing programs and, work towards retaining existing social housing units through rent subsidies after the operating agreements have expired. In order to assist with this, MMAH provided an overview of amendments to Ontario Regulation 367/11 under the Housing Services Act, 2011 (HSA) regarding the new Service Agreement framework for community housing projects that are at the end of their mortgages and operating agreements. The new regulations enable Service Managers to enter into new service agreements with social housing providers whose mortgages have expired. The intent of this regulation is that the Service Manager and social housing provider create an agreement with a minimum term of 10 years that would ensure the operator will remain financially viable for future years.

As mentioned previously, there continues to be a critical risk to rent supplement and housing allowance households linked to expiring funding agreements. These changes have the potential to help alleviate the negative effect the loss of subsidies will have on the housing affordability for some of these households.

Windsor Essex Housing Benefit (WEHB) and the Canada Ontario Housing Benefit (COHB)

With the offering of the WEHB and COHB programs the Service Manager has had some success in assisting households with their housing affordability.

The WEHB is a monthly benefit paid directly to eligible low-income households to bridge the gap between affordable rent (roughly 30 percent of income), and average market rent for the service area. 49 additional applicants were deemed eligible in 2022 with an average monthly subsidy amount of \$344.93.

The Canada Ontario Housing Benefit (COHB) is a monthly benefit paid directly to eligible low-income households. Eligible applicants will receive a monthly benefit based on the difference between 80% of the program's Average Market Rent (AMR) for the Windsor Essex service area, and 30% of their Adjusted Family Net Income (AFNI). In 2022, 202 of 232 submitted household applications for Windsor and Essex County were deemed eligible for the COHB by the Ministry of Finance (MOF), on behalf of the Ministry of Municipal Affairs and Housing (MMAH), and are in receipt of an average monthly benefit of \$358.78.

Challenges associated with Strategy VII:

The Service Manager continues to utilize available rent subsidies and attempts to mitigate the impact of those that are expiring. These expiring programs add extra

pressure to find alternative solutions to maintain affordable housing. The challenges often faced are due to funding constraints. Rent subsidies require consistent funding to be sustainable and obtaining adequate funds is very challenging. Often times the upper level government budgets are limited and are subject to competing priorities.

GOAL 3: Ending Homelessness

As demonstrated throughout Appendix A, responses to homelessness support programs in Windsor Essex have continued to evolve in order to respond to our neighbours experiencing homelessness. Continuous improvement reviews and adoption of best practices occur regularly to respond to the needs based on data and feedback from program participants. This includes expansion of informal supports being provided by multi-sector stakeholders throughout the emergency shelter system and homelessness drop in programs including the Homelessness & Housing Help Hub (H4) and Essex County Homelessness Hub (ECH2).

Challenges associated with Goal 3:

A 2022 provincial survey by the Canadian Mental Health Association (CMHA) Ontario indicates that one in four people (24%) have sought help for their mental health challenges, a significant increase from 17% in 2021 and 9% in 2020. Additionally, 43% of people are finding it difficult to access mental health supports, up from 37% at the start of the pandemic¹. Since the onset of the COVID-19 pandemic in March 2020, rates of emergency medical services (EMS) for suspected opioid overdose in Ontario increased by 57%². While mental illness accounts for about 10% of the burden of disease in Ontario, it receives just 7% of health care dollars. Addiction accounts for 15% of the burden of disease in Ontario and is underfunded. These shortfalls create an ever-widening gap in the system's ability to deliver timely intervention and adequate long-term care³.

Modest increases in provincially legislated income assistance rates have not kept up with the current rate of inflation which has resulted in increased housing and grocery costs. For example, a single adult in the Province of Ontario receiving income support for basic needs and shelter through Ontario Works (OW) receives \$733 monthly, which is comprised of \$343 for basic needs and a maximum shelter allowance of \$390. The OW rates have not been increased since 2018 and there are approximately 4,224 single adults receiving OW in Windsor-Essex County as of July 2023. This does not account for the number of singles who are currently receiving financial assistance from the Ontario Disability Support Program (ODSP). A single recipient of ODSP receives \$1,308 monthly. To put this all into perspective, the Canada Mortgage and Housing Corporation lists Windsor's average cost for a one-bedroom unit to be \$1,017.⁴ This means that residents in receipt of OW and ODSP, as well as many other low-income earners, are often priced out of the rental market or left spending most of their income on rent, leaving very little left for food and other basic needs. While administration continues to develop innovative solutions and programs, Council should persist in advocating

¹ [CMHA Ontario](#)

² [Ontario COVID-19 Science Advisory Table- Opioid Related Harm](#)

³ [The Mental Health Crisis Is Real | CAMH](#)

⁴ [Average Market Rent 2022, Canada Mortgage and Housing Corporation](#)

passionately for increased funding from upper levels of government to bolster social services, affordable housing, and mental health and addiction programs.

An article written by the Canadian Alliance to End Homelessness in March 2023, noted that the cost-of-living crisis was creating a homelessness crisis in Canada. “In a sample of 14 communities with quality data, 79% saw increases in chronic homelessness since 2020⁵. Increases in homelessness are noticed in Windsor-Essex as well. The By Names Prioritized List data as of September 2023 shows that 644 households were experiencing homelessness in our community.

Looking Ahead to 2023

- Improving discharge planning from provincially funded institutions
- Formalizing cross sector supports for persons experiencing homelessness
- Develop, implement and maintain a public awareness and education campaign on housing and homelessness issues in collaboration with the Regional Community Safety and Wellbeing Plan Windsor Essex County
- Expand use of the Homeless Individuals and Families Information System (HIFIS)
- Expand the number of affordable housing units, using strategies like land banking and partnerships with private and non-profit sector
- Finalize and implement a Regional Affordable Housing Strategy

Risk Analysis:

Risks were identified in the original report at the outset of projects. No further risks have been identified.

Climate Change Risks

Climate Change Mitigation:

N/A

Climate Change Adaptation:

N/A

Financial Matters:

All the strategies identified within the 10 Year Housing and Homelessness Master Plan are funded within the approved municipal budget for the respective year and includes funding from the provincial and federal governments.

⁵ [CAEH - Budget 2023 ignores Canada's worsening housing and homelessness crises.](#)

Consultations:

Diane Wilson, Manager, Social & Affordable Housing
Jennifer Tanner, Manager, Homelessness & Housing Support
Michelle Proulx, Coordinator, Housing Administration & Development
Nancy Jaekel, Financial Planning Admin

Conclusion:

Significant investments are required to expand affordable housing options which may include capital investments and rent subsidies as well as operating dollars for Housing First programs and supportive housing developments to appropriately support and sustain vulnerable tenancies once housed. Administration continues to advocate to upper levels of government at every opportunity for additional funding in order to support the 10 Year Housing and Homelessness Master Plan.

Planning Act Matters:

N/A

Approvals:

Name	Title
Kelly Goz	Manager (A), Homelessness & Housing Support
Kirk Whittal	Executive Director, Housing & Children's Services
Andrew Daher	Commissioner, Human & Health Services
Janice Guthrie	Commissioner, Corporate Services/Chief Financial Officer
Joe Mancina	Chief Administrative Officer

Notifications:

Name	Address	Email
Rukshini Ponniah-Goulin		mailto:rukshini@downtownmission.com
Joyce Zuk		jzuk@fswe.ca
Anna Angelidis		angelidis@lscdg.com
Lady Laforet		info@welcomecentreshelter.com
Karen Kadour		kkadour@citywindsor.ca

Name	Address	Email
Mary Birch		mbirch@countyofessex.ca
Danny Pinkson		Danny.pinksen@salvationarmy.ca

Appendices:

1 Appendix A - 2022 Annual Report to the Community on the 10 Year Housing and Homelessness Master Plan



2022 Annual Report

Home Together

Windsor Essex

Housing & Homelessness Master Plan





OUR COMMUNITY'S VISION

Windsor Essex is an inclusive community where everyone has a safe, affordable, accessible and quality home and everyone lives where they can actively participate.

GUIDING PRINCIPLES

The following guiding principles will direct our action as a community, in support of the plan:



Achieving our goals is a collective responsibility that will require cross-sectoral collaborative action to develop system-level solutions.



We will implement evidence-based solutions with a focus on efficiency, cost effectiveness and continuous improvement.



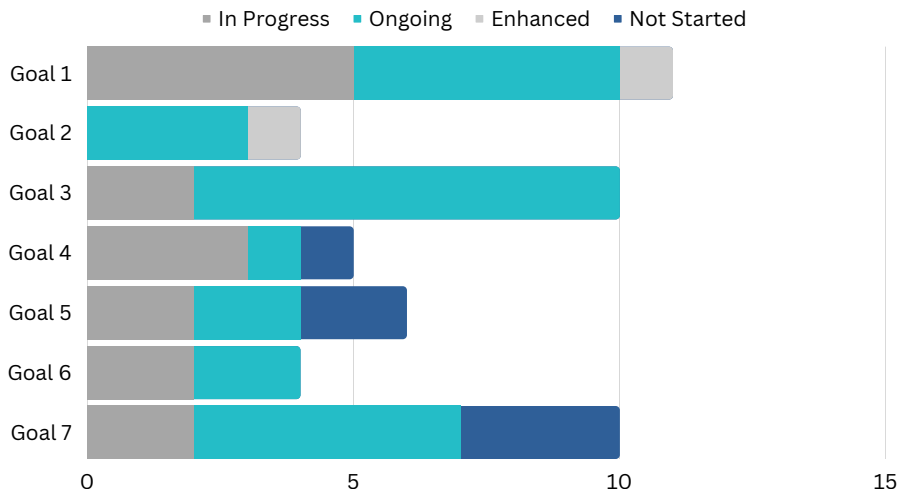
Our programs, services and supports will be people-centred and aimed at helping people obtain and retain housing.



The Plan will be responsive to the National Housing Strategy, Ontario's Community Housing Renewal Strategy and any other future Provincial and Federal housing and homelessness strategies and initiatives.



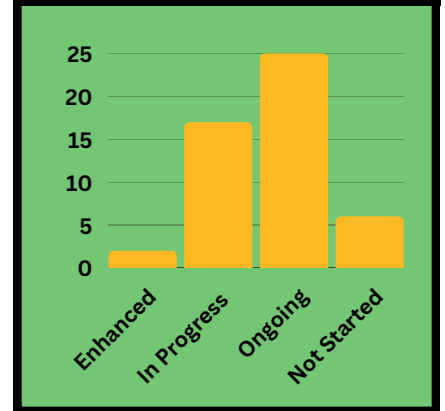
Achieving the goals under the Plan will require leveraging additional resources from all levels of government.



HOW ARE WE DOING?

The Annual Report highlights the accomplishments achieved in 2022.

Total Strategies for HHMP



Goal 1

Sustain and Expand Social & Affordable Housing



82

Successfully mitigated expiring rent supplement households through conversions to Windsor-Essex Housing Benefit (WEHB) or rent-g geared-to-income (RGI) units where appropriate in 2022



\$461 Average
Monthly rent
subsidy provided
to households in
2022
(6.3% decrease
from 2021)



576 Households
Housed off the
Central Housing
Registry
(39.5% increase
from 2021)



25 Households
Number of NEW
affordable
housing units
created in 2022



724 Units
Social housing
repairs
completed
through CMHC
Repair and
Renew Program



840 Units
Other social
housing
repairs
completed



900 Households
Assisted in RGI, affordable
rental housing units and/or
rent assisted units
(31.5% increase from 2021)

202 Households assisted through
the Canada-Ontario Housing
Benefit (COHB)

49 Households assisted through
Windsor-Essex Housing Benefit
(WEHB)



Rental Housing that offers Safe, Accessible and Quality Accommodations.

\$19.2 million in federal funding has assisted in renovating 462 Crawford Street in Windsor. These units are targeted to young adults, those living with physical disabilities, Indigenous People and Black Canadians. They will be operated by Windsor Essex Community Housing Corporation (CHC).



**15
Units**

Additionally, the federal funding assisted several other housing development projects including but not limited to:

- Eight units at 310 Sherk Street in Leamington, which will be managed by the Bridge Youth Resource Centre and be available to young adults, women, Indigenous People, and Black Canadians;
- Approximately 12 units at 3351 Bloomfield Road in Windsor, which will also be managed by CHC and be available for Indigenous people, women and children, Black Canadians, people who are experiencing homeless or at risk of homelessness, people with physical disabilities, and members of racialized groups.



Review of the Operational and Building Capacity

Assessments completed by Pretium Engineering Inc. continue. These assessment reports will continue to inform program planning for the Province of Ontario's Community Housing Renewal Strategy Phase II (2022-2025)

Community Services Standing Committee - Wednesday, November 1, 2023

funding projects.

Goal 2

Sustain and Expand Housing that is Linked with Supports



“I have found stability. Not only financially, but physically, emotionally, and mentally. I love knowing there are people here that actually care and really do want to help me.”
Resident at a local Residential Support Services Home



339
Residents in City Residential Support Services Home



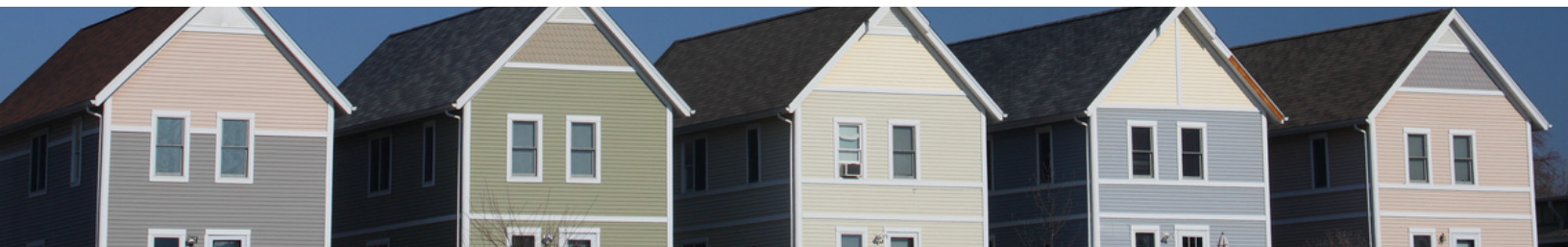
972
Households assisted through Keep the Heat



226
Residents in County Residential Support Services Home



886
Households assisted with Rent Assistance



54
MORE households housed and supported through Windsor Essex Housing Connections



Goal 3

Ending Homelessness



Number of Households Experiencing Chronic Homelessness



Windsor Essex By-Names Prioritized List Data

697
Households experiencing homelessness were housed
(28% increase from 2021)



301
Households experiencing chronic homelessness were self-resolved
(4.8% increase from 2021)



80
Households experiencing chronic homelessness were housed with supports
(70% increase from 2021)



Emergency Shelter Stats (*Homeless Individual & Families Information System Jan.1 - Dec. 31, 2022)



<p>Welcome Centre Shelter for Women</p> <p>237 Singles</p> <p>Average Length of stay 10.47 days</p>	<p>Welcome Centre Shelter for Families</p> <p>551 Individuals</p> <p>Average Length of stay 34.93 days</p>	<p>Salvation Army Centre of Hope</p> <p>332 Singles</p> <p>Average Length of stay 11.59 days</p>	<p>Downtown Mission</p> <p>734 Individuals</p> <p>Average Length of stay 4.64 days</p>	<p>Leamington Emergency Shelter Pilot Program</p> <p>One individual</p> <p>Launched in November 2022</p>
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Homelessness & Housing Help Hub (H4)

The Homelessness & Housing Help Hub (H4) is a "one-stop" multidisciplinary service hub. The H4 works towards the community's goal to reduce homelessness by delivering housing focused, homelessness resolution programs that provide a variety of wrap around supports for persons experiencing homelessness.



35,000
Number of visits to H4
(5.4% increase from 2021)



1,302
Number of unique persons who attended H4



1,680
Number of people at H4 supported by Ontario Works



151
Number of people at H4 assisted with submitting a Central Housing Registry Windsor Essex (CHR) Application



264
Number of referrals and updates made to the Windsor Essex By Names Prioritized List (BNPL) by H4



100
Average number of participants per day at H4



2
Number of Housing Fairs held at H4



58
Number of people housed through supports provided at H4



130+
Number of people assisted through the Shelter Health initiative



224
Number of donations received to support H4 program participants



60
Number of people assisted with identification replacement at H4

The following Organizations supported H4 in 2022:

- City of Windsor
- Housing Information Services
- Windsor Essex Community Health Centre
- Probation and Parole
- John Howard Society
- Canadian Mental Health Association - Windsor Essex
- Can Am Indian Friendship Centre
- Legal Assistance of Windsor
- Shelter Health initiative
- Family Services Windsor-Essex

Contact Information

Phone: (519) 253-3806

Address: 400 Wyandotte St. E

(former Windsor Water World)

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Other Day Drop-in Programs

- Downtown Mission Day Program (DTM)**



864
Number of unique persons who attended DTM day program



16,500
Number of visits to DTM day program



70
Average number of participants per day at DTM day program

- Essex County Homelessness Hub (ECH²)**



142
Number of unique persons who attended ECH²



570
Number of visits to ECH²



7
Average number of participants per day at ECH²



4
Number of people housed through support provided by ECH²



10
Number of new referrals/updates to BNPL from ECH²

Goal 4

Address Indigenous Housing & Homelessness Needs



6
Indigenous households experiencing homelessness were housed and supported by Indigenous led organizations.
(40% decrease from 2021)



10
Can Am Urban Native Homes units sustained and maintained through repair.



Goal 5

Reduce & Prevent Youth Homelessness



16
Youth experiencing homelessness were housed with appropriate supports
(60% increase from 2021)

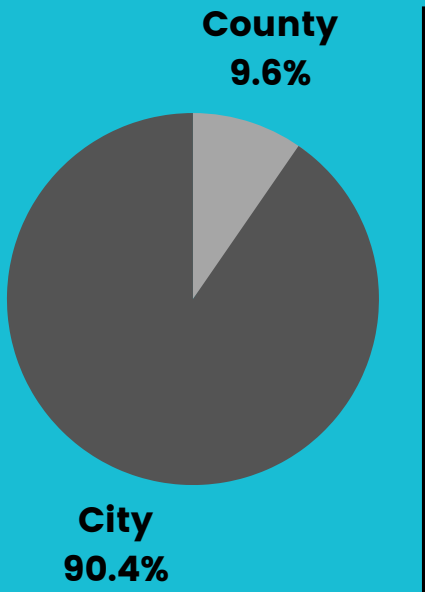
Goal 6

Foster Successful Tenancies through Community Collaboration

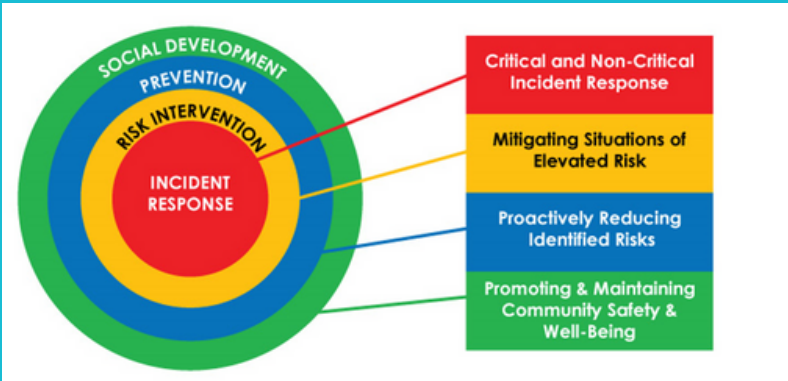


2022 RentSmart Course Participation

Course	Number of Participants Attended	Percent of Participants
Virtual Course	114	79.2%
In-Person Course	30	20.8%
Tenant Basic Course (3hr)	96	66.7%
Tenant Certificate Course (12hr)	48	33.3%



2022 RentSmart Participants by Region




Windsor Essex Regional Community Safety and Well-Being Plan

The Windsor Essex Regional Community Safety and Well-Being (WERCSWB) Plan supports a collaborative approach to addressing local priorities through the implementation of programs/strategies in four planning areas, including social development, risk intervention, prevention, and incident response. The WERCSWB Plan has a vision to create a community where everyone feels safe; has a sense of belonging, equitable access to services and opportunities; and can have their needs met across Windsor and Essex County.

Using a preventative approach, the WERCSWB Plan has extended its partnerships to include St. Clair College, and will be taking steps towards researching and enhancing the understanding of challenges associated with data collection related to affordable housing.

Goal 7

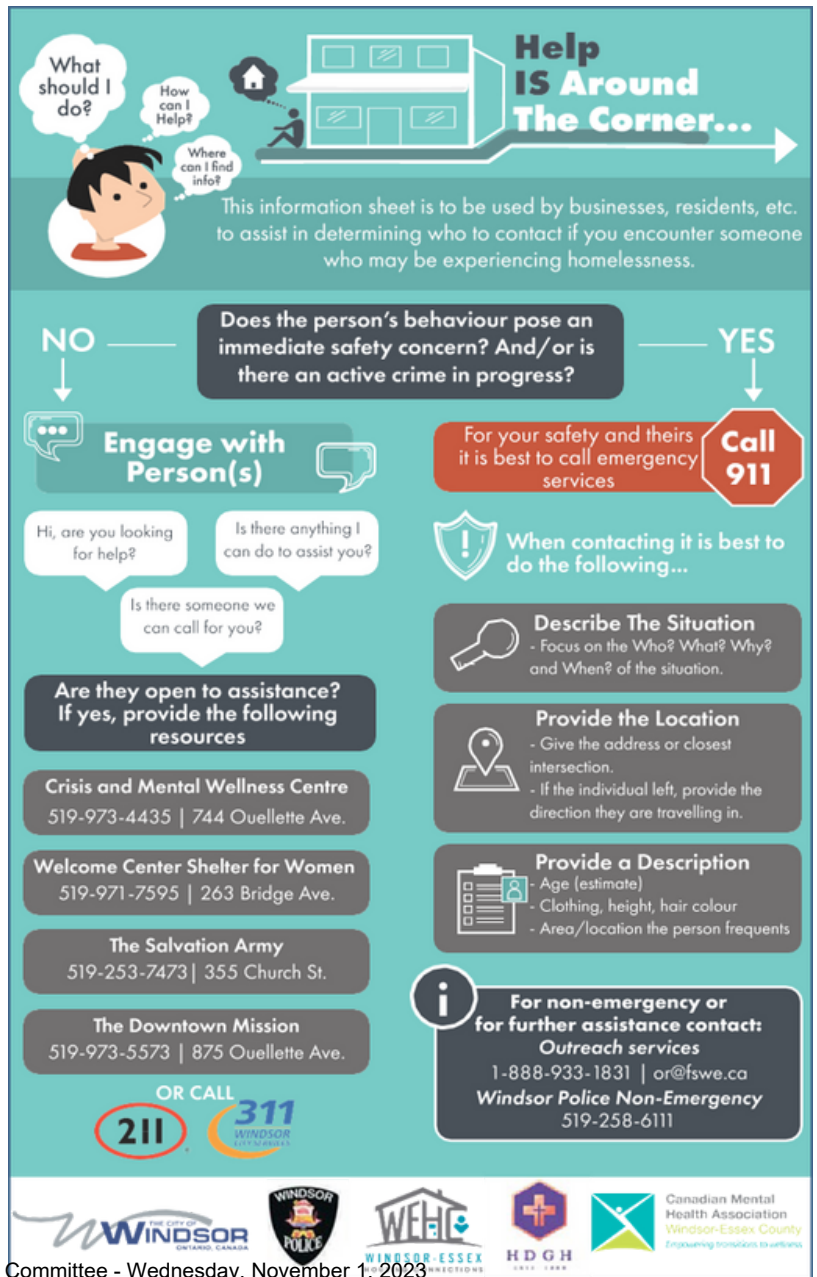
Monitor, Report and Evaluate

	<h3>353</h3>	<h3>7</h3>
<p>Total number of staff trained to use Homeless Individuals & Families Information System (HIFIS) in Windsor-Essex County</p>	<p>Total number of Data Sharing Agreements signed by organizations to implement Homeless Individuals & Families Information System (HIFIS).</p>	

The “Help is Around the Corner” Information Sheet, is designed to be used by businesses and residents to assist in determining who to contact if you encounter someone who may be experiencing homelessness.

<https://www.citywindsor.ca/residents/housing/Documents/Help-is-Around-the-Corner-Poster.pdf>

Quarterly meetings held with the Housing and Homelessness Advisory Committee (HHAC) and monthly with the Windsor Essex Community Advisory Board (CAB) as the champions and to inform the development of a work plan that supports the goals and strategies of the 10 year Housing and Homelessness Master Plan.

Help IS Around The Corner...

This information sheet is to be used by businesses, residents, etc. to assist in determining who to contact if you encounter someone who may be experiencing homelessness.

Decision Tree:

- NO:** Engage with Person(s)
 - Hi, are you looking for help?
 - Is there anything I can do to assist you?
 - Is there someone we can call for you?
 - Are they open to assistance? If yes, provide the following resources:
- YES:** Does the person's behaviour pose an immediate safety concern? And/or is there an active crime in progress?
 - Call 911** (For your safety and theirs it is best to call emergency services)

When contacting it is best to do the following...

- Describe The Situation:** Focus on the Who? What? Why? and When? of the situation.
- Provide the Location:** Give the address or closest intersection. If the individual left, provide the direction they are travelling in.
- Provide a Description:** Age (estimate), Clothing, height, hair colour, Area/location the person frequents.

For non-emergency or for further assistance contact:
Outreach services
 1-888-933-1831 | or@fswc.ca
Windsor Police Non-Emergency
 519-258-6111

OR CALL
211 | **311 WINDSOR**

Logos: WINDSOR ONTARIO CANADA, WINDSOR POLICE, WEHC WINDSOR ESSEX HEALTH CENTRE, HDGH, Canadian Mental Health Association Windsor-Essex County

COVID-19 Related Responses



In 2022, the City of Windsor received approximately \$4.2 million in additional operating funding from the provincial government to assist vulnerable populations throughout the COVID-19 pandemic. This funding allowed for the continuation of the Homelessness & Housing Help Hub (H4) and COVID Isolation and Recovery Centre (IRC) for people experiencing homelessness. Additionally, the Leamington Emergency Shelter pilot began in November 2022 to support persons experiencing homelessness in the County of Essex who have vital connections to their community including employment, education and medical support. It also assisted the emergency shelters and supportive housing facilities to continue to adhere to public health guidelines including enhanced cleaning and COVID screening in order to protect their staff, residents and the broader community.



Isolation and Recovery Centre



The Isolation and Recovery Centre continued to provide a space for people experiencing homelessness to safely isolate should they be directed to by public health officials. In 2022, onsite medical supports were provided by the Canadian Mental Health Association and virtual supports provided by the Windsor Essex Community Health Centre. The onsite shelter providers, Welcome Centre Shelter for Women and Families and subsequently the Downtown Mission provided 24/7 shelter support for clients onsite inclusive of client support and wellbeing checks and arranging food deliveries through Feeding Windsor and subsequently the Downtown Mission.



The Welcome Home program offered through Housing Information Services provided basic household items to 269 unique households who obtained housing.



The City of Windsor is the Service Manager for housing and homelessness programs for the City of Windsor and County of Essex. You can contact us and learn more about our programs and services at the following:

- 01** — **HOUSING AND CHILDREN'S SERVICES**
400 City Hall Sq. E. PO Box 428 Station "A"
Windsor ON N9A 6L7
519-255-5200 ext 6240
sshousing@citywindsor.ca
www.citywindsor.ca/residents/housing/Pages/Housing.aspx
- 02** — **CENTRAL HOUSING REGISTRY**
Rent-Geared-to-Income (RGI) Applications
Portable Housing Benefit (COHB and WEHB) Applications
2470 Dougall Ave, Unit 6
Windsor ON N8X 1T2
519-254-6994
www.chrwec.com
- 03** — **HOMELESSNESS & HOMELESSNESS PREVENTION**
519-255-5200 ext 5289
sshousing@citywindsor.ca
[www.citywindsor.ca/residents/housing/Housing- with- Supports-and-Homelessness-Prevention/ Pages/default.aspx](http://www.citywindsor.ca/residents/housing/Housing-with-Supports-and-Homelessness-Prevention/Pages/default.aspx)

Item No. 7.1



Committee Matters: SCM 276/2023

Subject: Minutes of the Committee of Management for Huron Lodge of its meeting held September 11, 2023

Committee of Management for Huron Lodge
Meeting held September 11, 2023

A meeting of the Committee of Management for Huron Lodge is held this day commencing at 9:00 o'clock a.m. in the Board Room, Huron Lodge, there being present the following members:

Councillor Ed Sleiman, Chair
Councillor Fred Francis
Councillor Jo-Anne Gignac

Also present are the following resource personnel:

Alina Sirbu, Executive Director, Long Term Care Administrator of Huron Lodge
Andrew Daher, Commissioner, Human & Health Services (via MS Teams)
Doran Anzolin, Executive Initiatives Coordinator
Amanda Caslick, Executive Director, Long Term Care Administrator (A)
Karen Kadour, Committee Coordinator

1. Call to Order

The Chair calls the meeting to order at 8:58 o'clock a.m. and the Committee of Management considers the Agenda being Schedule A attached hereto, matters which are dealt with as follows:

2. Disclosure of Interest

None disclosed.

3. Adoption of the Minutes

Moved by Councillor Fred Francis, seconded by Councillor Jo-Anne Gignac,
That the minutes of the meeting of the Committee of Management for Huron Lodge held September 11, 2023 **BE ADOPTED** as presented.
Carried.

4. In Camera

Moved by Councillor Jo-Anne Gignac, seconded by Councillor Fred Francis, to move In Camera at 8:59 o'clock a.m. for discussion of the following item:

Reference: s. 239 (2)(e) – Litigation or potential litigation, including matters before administrative tribunals, affecting the municipality or local board

Motion Carried.

Discussion on the items of business.

Verbal Motion is presented by Councillor Fred Francis, seconded by Councillor Jo-Anne Gignac to move back into public session at 9:11 o'clock a.m.

Moved by Councillor Jo-Anne Gignac, seconded by Councillor Fred Francis, That the Clerk BE DIRECTED to transmit the recommendation(s) contained in the verbal update discussed at the In Camera Committee of Management for Huron Lodge Long Term Care Home meeting held September 11, 2023 at the next regular meeting.

Moved by Councillor Jo-Anne Gignac, seconded by Councillor Fred Francis, That the verbal In Camera report relating to litigation or potential litigation, including matters before administrative tribunals, affecting the municipality or local board **BE RECEIVED** and further, that Administration **BE AUTHORIZED** to proceed in accordance with the verbal direction of the Committee of Management for Huron Lodge Long Term Care Home.

Carried.

5. Business Items

5.1 Administrator's Report

Alina Sirbu provides the highlights of the Administrator's Report as follows:

- On June 23, 2023, the Ministry released a COVID-19 Response Measures update indicating that masking will be based on a point-of-care risk assessment consistent with existing Routine Practices and on the return-to-work protocol following COVID-19 infection.
- Huron Lodge estimates the one-time funding streams for COVID-19, infection prevention and control staff and training, medication, safety technology, and minor capital to be approximately \$565,000 in 2023.
- Huron Lodge attained 3-year accreditation status through the Commission on Accreditation of Rehabilitation Facilities (CARF) International.

- In terms of antipsychotics, Huron Lodge is above the provincial average for usage for residents without a diagnosis of psychosis.
- A quality improvement plan based on scholarly peer reviewed research as well as input from the Pharmacist and Medical Director has been developed, and reduction in this indicator will be a primary objective over the following year. The focus will be on enhanced screening on admission and a review of all currently prescribed antipsychotics.
- Huron Lodge has recently revamped their entire wound program, enhancing every aspect of monitoring, assessing and tracking of wounds to improve resident outcomes. Dedicated staff members have been assigned to monitor the most at risk wounds and help provide coaching to staff on wound care and prevention while working with a certified wound care nurse as well as an interdisciplinary committee.

In terms of the rise in the use of antipsychotics, Councillor Jo-Anne Gignac requests that a breakdown based on admissions be provided in the future to the Committee of Management.

Moved by Councillor Jo-Anne Gignac, seconded by Councillor Fred Francis,
That the report from the Administrator of Huron Lodge providing the Committee of Management with an update on issues related to resident care, the Ministry of Long Term Care, (MLTC), Ontario Health; Home and Community Care Support Services (HCCSS), and other initiatives that impact the Long Term-Care sector **BE RECEIVED** for information and **APPROVED** for the period ending September 11, 2023.

Carried.

6. Date of Next Meeting

The next meeting will be held on November 20, 2023 at 9:00 a.m. via Zoom video conference.

7. Adjournment

There being no further business, the meeting is adjourned at 9:30 o'clock a.m.



Subject: Contract Approval – Windsor Regional Employment Network – City Wide

Reference:

Date to Council: November 1, 2023
Author: Tanya Antoni
Executive Director, Employment & Social Services
519-255-5200 x 5257
tantoniw@citywindsor.ca

Employment and Social Services
Report Date: October 13, 2023
Clerk's File #: GP/10258

To: Mayor and Members of City Council

Recommendation:

THAT City Council **AUTHORIZE** the Executive Director of Employment and Social Services, on behalf of the Human and Health Services Department, as Service Provider, to enter any agreement or related amendment, with The Corporation of the City of Windsor (the "City"), as Service System Manager ("SSM"), for funding related to the provision of Employment Ontario Employment Services within Windsor-Essex County, in form satisfactory to the City Solicitor, in financial content to the City Treasurer, and in content to the Manager of Employment & Training Initiatives; and further,

THAT City Council **AUTHORIZE** the Executive Director of Employment and Social Services or designate, on behalf of the Human and Health Services Department, as Service Provider, to sign and submit all other documents, memoranda, business plans, attestations, and reports required from the City, as SSM, relating to the provision of Employment Ontario Employment Services within Windsor-Essex County, subject to approval of financial content by the City Treasurer as applicable; and further,

THAT the Commissioner of Health and Human Services, or designate, on behalf of the City, as SSM, **BE AUTHORIZED** to execute, sign, amend, and terminate agreements with Service Providers, agencies and/or employers relating to the provision of Employment Ontario Employment Services within Windsor-Essex County, provided such agreements are satisfactory in form to the City Solicitor, technical content to the Executive Director of Employment and Social Services, and financial content by the City Treasurer. For agreements in excess of \$1,000,000, that in addition to Commissioner of Health and Human Services, the Chief Administrative Officer **BE REQUIRED** to sign as secondary authority.

Executive Summary:

N/A

Background:

The Corporation of the City of Windsor is the Consolidated Municipal Service Manager (CMSM) for Windsor and Essex County. Through its Employment and Social Services department, the City provides basic income assistance (OW) and employment assistance in accordance with the Ontario Works Act, 1997 and its Regulations. The Ministry of Children, Community & Social Services (MCCSS) funds the Ontario Works program.

In addition, the department is responsible for the delivery of Employment & Training Services (ETS), which was directly funded by the MLITSD or “Ministry”. The City of Windsor is one of ten EO Direct Delivery Agents across Windsor-Essex, and one of six CMSMs in the Province that delivers both Ontario Works and EO programs.

On February 12, 2019, the Ontario government announced the transformation of its employment services to help more people find and keep quality jobs and increase the number of businesses finding the right workers with the right skills. The Ministry of Labour, Immigration, Training and Skills Development (MLITSD) is modernizing the system by creating a new, competitive local service delivery model that integrates social assistance employment services into Employment Ontario (EO). As part of this vision, employment programming for Ontario Works (OW) and the Ontario Disability Support Program (ODSP) are being integrated into EO to create one efficient system. This new model is being delivered by a Service System Manager (SSM), broken out into twelve (12) catchment areas throughout the province.

Through a competitive Call for Proposal (CFP) process, the City of Windsor, along with Workforce WindsorEssex as the consortium partner, submitted its application to become the SSM for the Windsor-Sarnia catchment area. The City of Windsor was ultimately awarded the SSM contract, which took effect on February 1, 2023. The City is now responsible for coordinating and working with service providers to deliver a new and transformative employment services model in the Windsor-Sarnia catchment area. The SSM is now referred to as the Windsor Regional Employment Network (WREN).

Discussion:

As the SSM, the department engaged with existing EO service providers to complete a Service Innovation Planning (SIP) process. Service providers, including ETS, were encouraged to submit their estimated targets for intakes as well as innovative practices for delivering services to support individuals in obtaining and maintaining employment. As an existing EO Service Provider, the ETS division submitted an SIP application to continue to provide Employment Ontario Employment Services within Windsor-Essex.

On October 6, 2023, the SSM confirmed with ETS their participation in continuing to deliver Employment Ontario services. Pending approval, an agreement will be created between the SSM and ETS to confirm the intake level, performance targets, guidelines, etc. This agreement would result in funding flowing from the SSM to the Employment and Training Services Area. ETS would no longer be entering into an agreement with MLITSD for the provision of Employment Services. The contract and associated monitoring are now being completed by the SSM for the entire network.

Risk Analysis:

Due to the City of Windsor's dual role with the SSM and the Employment and Training Services team, there exists a perceived risk of potential conflicts of interest. To address and mitigate this risk effectively, a comprehensive strategy has been established, which includes the following key components:

1. **Separate Staffing Model:** A distinct and separate staffing model has been implemented, ensuring that individuals working on SSM-related matters do not have direct involvement in ETS operations, and vice versa. This separation ensures the independence and impartiality of each unit.
2. **Limited Permissions and Access:** Strict limitations have been imposed on permissions and access to SSM file storage. Only authorized personnel are granted access to sensitive data to maintain confidentiality and prevent unauthorized use.
3. **Offsite SSM Location:** The SSM will operate from an offsite location at the renovated office spaces on 171 and 181 Goyeau Street. This physical separation reinforces the independence and objectivity of the SSM's operations.
4. **Conflict of Interest Procedure:** A comprehensive Conflict of Interest Procedure has been established to provide clear guidelines and expectations for employees in both the SSM and ETS teams. This procedure outlines the steps that must be taken to identify, address, and disclose potential conflicts of interest.
5. **Complaint Resolution Guidelines:** To address concerns and disputes, the SSM has developed formal Complaint Resolution Guidelines. These guidelines provide a structured and transparent process for resolving issues.
6. **Formal Agreement for ETS Standards:** The City of Windsor has established a formal agreement for ETS standards in conjunction with other Integrated Employment Services (IES) providers. This agreement sets clear expectations for service delivery, quality, and compliance with regulations.

In summary, the City of Windsor has adopted a multifaceted approach to ensure the mitigation of conflicts of interest and the preservation of trust within the network. These measures encompass staffing, access controls, physical separation, formal policies, and agreements, all of which collectively support the integrity of both the SSM and ETS functions.

Climate Change Risks

Climate Change Mitigation:

N/A

Climate Change Adaptation:

N/A

Financial Matters:

The City as Service System Manager (SSM) for employment programs in the Windsor-Sarnia catchment area will have a service agreement with the ETS division of Employment & Social Services for the delivery of employment services in Windsor-Essex.

The current ETS agreement with the SSM ends on December 31, 2023. On October 6, 2023, the SSM approved the City of Windsor's SIP application for funding. The new agreement is effective January 1, 2024. The agreement will be renewed annually or as required by the program.

The SSM approved \$3,947,600 in annual operating funding for the City of Windsor's Employment and Training Services (ETS) division in order to deliver the services to the targeted intake level of 2780 individuals. The SSM also approved \$667,200 in annual funding for Employment Related Supports (for Job Seekers). It is anticipated that no additional municipal funding will be required for this program. Annual Performance-Based Funding may also be available from the SSM if employment targets are achieved to address any one-time cost pressures or program needs.

Council approval is required to execute a new agreement with the SSM and is also required to sign any program-related agreements with Service Providers, agencies and/or employers on behalf of the City.

Consultations:

Diane Quinn – Manager, Employment & Training Initiatives

Linda Higgins - Manager, Intergovernmental Funding – Human Services Integration

Hristina Seksenova – Financial Planning Administrator

Kate Tracey - Senior Legal Counsel

Vincenza Mihalo- Executive Director, Human Resources

Doran Anzolin- Executive Initiatives Coordinator

Conclusion:

The Employment and Training Services Division is looking forward to continuing to provide excellent Employment Services to the residents of Windsor-Essex County based on the model highlighted above.

Planning Act Matters:

N/A

Approvals:

Name	Title
Tanya Antoniw	Executive Director of Employment & Social Services
Andrew Daher	Commissioner, Human & Health Services
Shelby Askin-Hager	Commissioner, Legal & Legislative Services
Janice Guthrie	Commissioner, Corporate Services/Chief Financial Officer
Joe Mancina	Chief Administrative Officer

Notifications:

Name	Address	Email

Appendices:

N/A

**Subject: Motorola Premier One CSR Software and Hosting Agreement
2024-2028 City Wide**

Reference:

Date to Council: November 1, 2023
Author: Alena Sleziak, Customer Contact Centre Manager
519-255-6100 ext 4883
asleziak@citywindsor.ca
Communication and Customer Service
Report Date: October 13, 2023
Clerk's File #: MC/12263

To: Mayor and Members of City Council

Recommendation:

THAT City Council **SUPPORT** entering into a five-year renewal agreement with Motorola Solutions Canada for the hosting and support of Premier One CSR Software at a 2024 annual cost of \$328,092 plus applicable taxes with annual increases of 3% to be funded from the 311 operating budget; and further,

THAT the City Treasurer/CFO **BE DIRECTED** to consider the additional costs for this agreement as a contractual adjustment in each of the subsequent five-year renewal period for purposes of future operating budget development; and,

THAT City Council **AUTHORIZE** the Chief Administrative Officer and the City Clerk to sign the required agreement subject to satisfactory review as to form by the City Solicitor, as to technical content by the Chief Information Officer/Executive Director of Information Technology and as to financial content by the Chief Financial officer/City Treasurer.

Executive Summary:

N/A

Background:

Motorola's Customer Service Request (CSR) software has been used by the municipality since 2005 and provides the platform for the Corporation of the City of Windsor to collect, manage and report on citizen requests for municipal service and information. This application is integral to the operation of the 311 service as well as many city departments responsible for investigating and responding to these requests from residents.

The contract with Motorola Solutions Canada is a cloud hosting agreement under which the vendor provides the application, infrastructure, and operational support services

including upgrades, maintenance, interfaces and mobile apps. In addition, the vendor provides the required redundancy in the hosting of the CSR application in the event a problem exists in the primary hosting facility. There is no technology change required as a result of renewing this agreement with Motorola.

The existing contract with Motorola Solutions Canada approved by Council in 2018 (*CR571/2018*) expires on December 31, 2023 and therefore a new contract is required

Discussion:

Motorola CSR has been a key component for corporate customer service for many years and is fully integrated into the workflows of requests for service for 33 departments and service areas. It facilitates the intake process of citizen requests for service by providing a means for effectively capturing details of reported issues, and automatically routing the request to the appropriate department for response. It also reduces duplication and tracks the progress and completion of the work done. In 2022 departments responded to 56,313 requests for service.

Another key feature with this application is a robust, searchable knowledge base which is used by front line representatives to answer citizen inquiries. Last year alone, 311 staff answered over 81,951 questions providing important municipal information for our residents. This application works together with the city's EIS system allowing for validation of addresses and mapping incident locations.

CSR also supports an online reporting tool as well as a citizen mobile application *Windsor311* which residents can download for free and use to submit issues 24 hours a day 7 days a week. In 2022 residents using the mobile app entered over 5,800 requests for service.

Embedded business intelligence reporting and mapping capabilities within CSR help to identify trends in reported issues and supports data driven decision making. This was most recently evidenced with the collection of data during the pandemic as well as during major weather events.

Although this Motorola application has performed very well for the Corporation, it is recognized that technological advances continue to evolve and that the Customer Relationship Management (CRM) software landscape has significantly grown with many new vendors and products now available. Similarly, internal business processes, service delivery expectations and other technology systems within the Corporation will frame emerging needs for a dynamic and adaptable CRM solution in the future. In that regard, an exploration and formal review of alternate CRM platforms will be undertaken during the next few years to ensure the ongoing needs of the Corporation and residents will be met moving forward. As a result, Administration did negotiate an early termination clause in the renewal agreement which would allow the City to get out of this contract with 30 days notice.

Risk Analysis:

There is a significant risk if this contract is not renewed. Motorola CSR has been in use for corporate customer service for 18 years. This software is integral to 311 municipal service delivery processes. It is the primary application used to manage workflow in

resolving public requests for service and information and to collect data on customer interactions and requests. Motorola CSR works together with other corporate applications that are used on a daily basis to serve the public with request processing such as AMANDA and EIS. Without it 311 would not be equipped to handle citizen inquiries efficiently and effectively. In order to maintain continuity of service to the public, a renewal of this contract is recommended.

Climate Change Risks

Climate Change Mitigation:

N/A

Climate Change Adaptation:

N/A

Financial Matters:

A renewal agreement has been negotiated for a 5-year term. The annual contract price is outlined below and will increase by 3% every year. Upon contract renewal, the expected annual Cloud Hosting Service Fees for 2024 is \$328,092 plus non-recoverable HST, or \$333,866.

The cost of the CSR application will be funded by the 311 Operating Budget in 001-2980-5053-02942-0131729. In 2023 there is an approved budget of \$322,631 for the CSR application inclusive of non-recoverable HST. Additional budget requests will be submitted annually as part of the Operating Budget development process to mitigate year end budget variance, starting with \$11,235 in 2024.

Year	Annual Cost Exclusive of Non-Recoverable HST	Annual Cost Inclusive of Non-Recoverable HST	YOY Operating Budget Increase
2023	\$317,051	\$322,631	N/A
2024	\$328,092	\$333,866	\$11,235
2025	\$337,932	\$343,879	\$10,013
2026	\$348,072	\$354,198	\$10,319
2027	\$358,512	\$364,821	\$10,623
2028	\$369,276	\$375,775	\$10,954

Consultations:

Kate Tracey, Senior Legal Counsel
Trevor Bennet, Manager Business Process Modernization
Tracy Ou, Financial Planning Administrator
Emilie Dunnigan, Manager Development Revenue & Finance Administration

Conclusion:

The CSR application has proven a valuable asset for the Corporation since the inception of 311 in collecting, managing and reporting on citizen driven municipal requests for service and information. A significant investment has been made and continues to be made in the review and updating of business processes within 311 and the various departments using or integrated with this application. CSR continues to evolve and offer innovative solutions to streamline internal business workflows as well as enhance and simplify citizen access to municipal services.

Planning Act Matters:

N/A

Approvals:

Name	Title
Alena Sleziak	Contact Centre Manager
Jason Moore	Senior Manager Communications and Customer Service
Tracy Ou	Financial Planning Administrator
Aftab Ahmad	Chief Information Officer – Executive Director I.T.
Ray Mensour	Commissioner Community Services
Janice Guthrie	Chief Financial Officer/City Treasurer
Shelby Askin Hager	City Solicitor
Joe Mancina	Chief Administrative Officer

Notifications:

Name	Address	Email

Appendices:



Subject: Response to CQ 19-2023 – Sandpoint Beach Concession – Ward 7

Reference:

Date to Council: November 1, 2023
Author: Jen Knights
Executive Director of Recreation and Culture
jknights@citywindsor.ca
(519) 253-2300 x 2920

Recreation and Culture
Report Date: October 13, 2023
Clerk's File #: SR2023

To: Mayor and Members of City Council

Recommendation:

- I. THAT the report titled Response to CQ 19-2023 – Sandpoint Beach Concession **BE RECEIVED** for information; and further,
- II. THAT Administration **BE DIRECTED** to proceed with Option 2, being a mobile vendor opportunity; and further,
- III. **THAT** Council **PRE-APPROVE** and **AWARD** any procurement(s) necessary that are related to the Sandpoint Beach Concession project, provided that the procurement(s) are within approved budget amounts, pursuant to the Purchasing By-Law 93-2012 and amendments thereto; satisfactory in financial content to Commissioner, Corporate Services/Chief Financial Officer, in legal form to the Commissioner, Legal & Legislative Services; and in technical content to the Executive Director of Recreation & Culture; and,
- IV. **THAT** the Chief Administrative Officer and the City Clerk **BE AUTHORIZED** to take any such action required to effect the recommendation noted above and sign any required documentation for the Sandpoint Beach Concession project, satisfactory in financial content to Commissioner, Corporate Services/Chief Financial Officer, in legal form to the Commissioner, Legal & Legislative Services; and in technical content to the Executive Director of Recreation & Culture; and,
- V. That the Purchasing Manager **BE AUTHORIZED** to issue Purchase Orders as may be required to effect the recommendation noted above, subject to all specification being satisfactory in financial content to Commissioner, Corporate

Services/Chief Financial Officer, and in technical content to the Executive Director of Recreation & Culture.

Executive Summary:

N/A.

Background:

On June 12, 2023, Councillor Marignani asked the following question:

That Administration look into reopening the concession stand at Sandpoint Beach and report on the costs and risks concern. Look into programming with pop-up local restaurants featured on weekends.

This report is in response to that question.

Sandpoint Beach, located at the intersection of Florence Avenue and Riverside Drive East, is a 5-acre park site that is comprised of east and west sand beach areas, Ganatchio Park and Stop 26 Park. The entire area is often referred to simply as “the beach”.

The beach provides amenities such as Essex county’s only supervised (lifeguarded) waterfront swimming area, a playground, washrooms, a grassy area with benches and tables for picnics and gatherings, as well as a non-motorized boat launch that is popular with kayakers and stand up paddleboard enthusiasts.

Sandpoint Beach was acquired in 1976 and established as a beach in 1980. The park and beach are serviced by a 144 car parking lot on the south side of Riverside Drive East, accessible by Florence Avenue with a signalized pedestrian crossing providing an accessible route to the beach. In June 2017, 500 feet of accessible beach matting was added to the area in addition to two amphibious (water) wheelchairs.

Sandpoint Beach is “open” daily from 1 pm – 7 pm, weather and water-quality permitting, from mid-June until Labour Day weekend. Lifeguards are on duty during those hours and are responsible for overseeing the designated swimming zone and residents using the sandy areas of both the smaller east beach and the larger west beach, as well as the playground equipment. The beach area attendance, including both visitors to the sand and the water, averages over 30,000 people per season, or approximately 375 people per day.

The pavilion at Sandpoint Beach houses washroom facilities, the beach Lifeguard Office and first aid station, water fountain, outdoor shower, and the former concession area is now used for storage for the beach accessibility and rescue equipment.

The concession has been closed for over 20 years with users now bringing their own snacks or accessing other food options nearby. Benches and picnic tables along with garbage and recycling receptacles are available for picnic users. Soft drink vending was available in the past but was removed due to continuous vandalism.

Discussion:

The beach is a popular location during the summer months and having the option to purchase food and drinks is likely of interest to many participants. Opportunities for food and refreshments are available nearby at Stop 26 Ice Cream and More, Harbour House Waterfront Eatery, Armando's Pizza, and the Riverside Sportsmen Club. There is also (under long standing agreement) a municipally licensed Class 2 mobile vendor (hot dog cart), located at the southwest corner of Riverside Drive East and Florence Avenue, adjacent to the main City-owned and complementary parking lot. Visiting these businesses requires users to walk or drive to these locations.

There are options that could be considered should Council wish to provide food and beverage options within the beach area directly. Administration is recommending Option 2.

Option 1: Renovate to Facilitate 3rd Party Vendor Lease of Existing Concession Space

As noted above, the existing concession space has not been operated as a food service location in over 20 years. A Building Condition Report was completed on January 16, 2017, by the Facilities Department which included the inspection of the exterior building components and building envelope. At that time, the block construction, roof doors and framing were all deemed to be in excellent condition.

The interior of the former concession area is in poor condition and would require inspections, carpentry and technology upgrades to return it to a functional concession space.

The interior is frequented by wildlife in the off-season and identifying the route of pest entry would need to be determined and remedied. The roller window area used in the past to provide food services is fused shut and would need to be serviced or possibly replaced. The counter top at the concession window would also need to be replaced along with the re-installation of the sinks and associated plumbing including a hot water tank. The electrical system would need to be inspected to verify functionality and the ability to support commercial grade appliances such as a refrigerator, freezer, ice cream maker and/or fryer. Depending on the equipment being installed in the space, a grease trap and fire suppression system may also be required. The site does not have mechanical ventilation or air conditioning and any equipment being installed would need to be compatible with a non-ventilated environment.

In addition, the pavilion at Sandpoint Beach does not have public internet access which would likely be required for a Point of Sale (POS) system by a potential vendor.

The former concession area is currently used in the summer by Administration for the secure storage of beach accessibility and safety equipment and finding an alternate on-site storage solution would be needed, and would potentially be a challenge.

Option 2: Mobile Vendor Opportunity

Administration is recommending that a mobile vendor opportunity be explored for the summer 2024 beach season. Currently, there is a municipally licensed Class 2 mobile food vendor (hotdog cart) across the street and in close proximity to the beach, which provides food and beverages. There is a long-term annual agreement (renewed annually) with this food vendor and should Council direct Administration to bring in a secondary vendor located at Sandpoint Beach, the terms of that agreement would need to be honoured.

The current agreement with the vendor ensures a minimum distance from any other operating food vendors. Having an additional vendor on the beach property would only be allowed at the pavilion location to ensure compliance with Schedule M1 of the City's Business Licensing By-law and agreement. In addition, there are other requirements pertaining to the proximity of a vendor to an intersection, entrances to parks including Sandpoint Beach and proximity to other vendors as per City by-law 131-2019.

In accordance with Parks By-law 131-2019, a Permit would be required to provide food, drink or refreshment in the Concession area or park. If a vendor was looking to provide food through a mobile option, the vendor would require permission from the License Commissioner in accordance with Business Licensing By-law 395-2004.

Risk Analysis:

There is moderate risk to investing in Option 1 as the report to Council regarding the capital project to re-locate Sandpoint Beach is in progress. The concept plan presented by Landmark Engineers Inc. and Bezaire Partners noted both food truck parking with options for the current concession space including concession/rental counter space, washrooms, exterior shower and foot wash station, water bottle fill station and/or storage. The final design is still pending.

There is a moderate risk in finding a vendor for Option 1 as a vendor may not want to operate for a short period of time and then be displaced if/when the beach re-location project begins.

There is a financial risk associated with the inspections/repairs to the concession area at the beach as there is no budget available to do so. If Council wishes to re-open the concession, a funding source would need to be identified.

There is low risk to bringing in a mobile option (Option 2). Incorporating a mobile option could require the use of a generator system. As a result, the noise level could become problematic if not properly monitored. Administration would need to ensure the noise produced by any equipment associated with a potential vendor does not produce noise to a dB level that would interfere with the ability of the Lifeguards to communicate with the public and/or each other.

Climate Change Risks

Climate Change Mitigation:

N/A

Climate Change Adaptation:

N/A

Financial Matters:

A number of inspections and building upgrades will be required under Option 1 before the existing concession space would be functional for a 3rd party vendor. The costs could increase if inspections determine additional repairs are required to remediate deficiencies.

Costs under Option 1 include items such as cleaning, inspections, the addition of lighting, security and new equipment and would be approximately \$120,000. There is currently no funding available to support this option. Should Council wish to move forward with the re-opening of the concession, Administration recommends the costs be referred to the 2024 10- year capital budget process and be considered a priority item.

No additional cost is required under Option 2, which is to provide a mobile vendor opportunity.

Consultations:

Erika Benson - FPA, Parks

Adrian Busa – Manager Facilities Operations

Michael Chantler – Manager of Aquatics

Craig Robertson – Licensing Commissioner/Deputy City Clerk

Alex Vucinic - Purchasing Manager

Conclusion:

Should City Council wish to re-open the concession at Sandpoint Beach, Administration would recommend using the Budget Stabilization Reserve. However, if City Council directs Administration to provide an opportunity for a mobile vendor, Administration could begin the procurement process immediately.

Planning Act Matters:

N/A

Approvals:

Name	Title
Tracy Ou	Financial Planning Administrator
Jen Knights	Executive Director, Recreation & Culture

Name	Title
James Chacko	Executive Director, Parks
Ray Mensour	Commissioner, Community Services
Janice Guthrie	Chief Financial Officer & Corporate Leader, Finance & Technology
Joe Mancina	Chief Administrative Officer

Notifications:

Name	Address	Email
Mr. Borden Yewchyn	4824 Malden Rd. (UPPER) Windsor, ON N9E 3T5	bigdaddysfoodservice@gmail.com

Appendices:



Subject: Response to CQ 2-2023 – Moving the Location of Bright Lights – Ward 3

Reference:

Date to Council: November 1, 2023
Author: Samantha Magalas
Executive Initiatives Coordinator
smagalas@citywindsor.ca
519-253-2300x2730

Recreation and Culture
Report Date: October 13, 2023
Clerk's File #: SR/14567

To: Mayor and Members of City Council

Recommendation:

THAT Report CQ 2-2023 - Moving the Location of Bright Lights **BE RECEIVED** for information

Executive Summary:

N/A

Background:

At the January 16, 2023, meeting of City Council, Councillor Kaschak asked the following question:

“Asks if this City Council wanted to potentially re-locate in 2024 or 2025 the Bright Lights event from Jackson Park to a Downtown location starting at an Intersection like University Ave and Ouellette Ave and then work its way East to the City Hall open lands and then proceed North along the open lands/esplanade towards Riverside Drive.

I ask Administration to provide a report in regards to the infrastructure, logistics and safety requirements required and obviously the cost of potentially relocating this event for the December 2024 Holiday season or no later than the December 2025 Holiday season.”

This report is in response to that question.

In 2017, the City of Windsor embarked on a festive display now known as Bright Lights Windsor, which was designed for, and set up at Jackson Park. The recommendation for

a 'Festive Winter Lights Display' at Jackson Park was one of the recommendations (Recommendation 9.08 (f)), stemming from "Rediscover Our Parks – Parks & Outdoor Recreation Master Plan" also known as the Parks Master Plan. The Parks Master Plan was approved by Council on July 4th 2016. The Bright Lights event has continued annually, during the month of December and first week of January, since that time.

Each season, Administration makes modest upgrades to the displays and programming in order to keep the event fresh and fun for Windsor residents and visitors coming to view the displays. This past year, over 100,000 visitors from December 2, 2022, to January 8, 2023 attended the event which is open 7 days a week, from 5:30pm to 10:00 pm.

Bright Lights Windsor brings people together to enjoy a free, family-friendly, accessible event featuring 2 kilometres of pathways with over 2 million stunning lights, 56 unique displays, a 64-foot tree, a local vendors market, and weekly entertainment performances while supporting multiple charities in creative and unique ways.

Discussion:

Following the question from Councillor Kaschak, Administration investigated the possibility of moving Bright Lights to the downtown area as suggested in the Councillor's question. There were a number of factors that needed to be explored by Administration in order to get an accurate indication of what might be possible. These include safety, security and infrastructure, all of which are discussed in more detail below.

Safety:

As with any large scale special event, safety is paramount and the Special Events Resource Team (SERT), would need to be consulted and give their approval prior to setting up this event in the downtown area.

Administration examined a variety of options for event footprints for the potential move downtown however each option carried the same concerns pertaining to safety. In preliminary discussions with SERT, they identified that closing multiple streets in the downtown area would likely cause significant issues in terms of safety. Closing any sort of major street or intersection for the time needed to setup and host Bright Lights (multiple months) would prove to be dangerous. With whole intersections and streets closed, critical routes for emergency services would be blocked, creating a potentially dangerous situation as it relates to access and EMS response times.

Security:

Security at Bright Lights has always been required due to the volume and value of the displays and the overall cost of the infrastructure needed within Jackson Park to support the event. Presently, the park is fenced and is opened and closed on a daily basis to help secure the location and deter vandalism or theft from the site. The park is fully enclosed with a temporary fence for both the safety of the public/park users while the

displays are being set up, as well as the safety of the displays once Bright Lights is operational. This fence is locked during the hours Bright Lights is not offered to the public for the purpose of keeping the displays safe. In addition, Administration hires security who are on site daily during Bright Lights.

Moving this event to the downtown core would prove problematic in terms of securing and controlling the site. Expanding the footprint to various streets would require fencing around the entire footprint to deter theft and vandalism. In addition, the displays, fencing and wires would not be permitted to block the right-of-way. Lastly, any significant snowfall would be problematic as this type of set up would cause difficulties in removing the snow from the roads and sidewalk.

Leaving the area open with no fencing was considered but is not an option as the amount of additional security required to patrol a fully accessible and uncontrolled footprint would be very high. It is important to note that this would be required not only during the month of Bright Lights but also leading up to the event during set up and following the event during teardown. In general, Administration requires 6 weeks to set up and approximately one month post event to tear down the displays, meaning that increased security would be required for approximately 3-4 months.

Infrastructure:

Since its inception in 2017, staff have worked to increase the infrastructure at Jackson Park to support the Bright Lights event. Additional power and outlets have been placed at the site in order to support this massive project. Additionally, there have been renovations to the washroom buildings and pathways in order to accommodate the larger crowds that attend the site in the winter. Lastly, the W.E. Made It Market utilizes the custom-made huts that are placed on site at the event.

The staff from Facility Operations has reviewed potential options for moving Bright Lights to the downtown area from an infrastructure lens. They have noted that there is presently not enough power available to host the displays throughout the downtown streets. Additional power carts and underground wiring would need to be purchased and installed throughout the downtown core in order to supply sufficient power to the site. Generators would also be required. While this is possible, it should be noted that there would be a large quantity of wires required to run the power which would need to be mitigated from both aesthetic and safety perspectives. "Hiding" the wires throughout the area would be quite challenging and they would be exposed and could pose a tripping hazard unless they are properly covered. Fencing off the wires would be challenging as it would block access to various businesses. Generators would be noisy for local residents, businesses and visitors to the event and would take away the option of continuing with sensory-friendly 'Silent Nights'.

Administration also identified that locations would need to be secured for public washrooms, as well as a warming station for onsite staffing and volunteers and the vendor huts. Lastly, garbage pick up would prove to be a challenge if the sidewalks were blocked off.

As a result of the significant challenges associated with moving this event to downtown area streets, Administration also looked at other options in and around the downtown

area that might be feasible to hold Bright Lights or a few displays which could act as a satellite Bright Lights location.

One area that could house some of the Bright Lights displays, which was noted in the Councillor's question, is the area north of City Hall throughout the open lands and esplanade which extends towards Riverside Drive. Administration could explore the opportunity to utilize this area to install holiday displays. From a security and safety lens, that particular area could likely be more easily secured in order to protect the displays and equipment. In addition, using the open area means that pedestrians would be safe and secure enjoying the displays while not being on roads.

This option would also provide Administration the opportunity to reconfigure some of the displays currently located at Jackson Park. This could help with the overall goal of adding some new programming and displays to the current event but would result in added infrastructure costs, such as power and additional staff costs for programming and other activations.

Should Council wish to move the entire Bright Lights event, Administration could also explore the potential to use Festival Plaza. Festival Plaza could host the overall foot print of Bright Lights; however significant infrastructure upgrades would be required at the site in order to make it feasible.

At Jackson Park, Administration utilizes a number of trees and park features to string up lights and showcase displays. At this time, Festival Plaza does not contain trees or park features and therefore Administration would need to map out exactly where displays would go and what infrastructure would need to be built in order to create the displays and house the event. In addition, the washroom facilities at Festival Plaza would require an upgrade in order to make them operable in the winter months and/or portable washrooms would need to be brought in and secured for the duration of the event.

Additional power and electricity would also be required on site and as noted above, power carts and generators would need to be purchased.

Weather also plays a role when considering Festival Plaza as a potential location due to the proximity to the Detroit River. The site does not provide much shelter from wind and adverse weather in the winter. This could cause issues for displays and also for the public who might find that with an increase in windy weather, the overall experience (especially with children), is not as enjoyable. Wind has caused challenges at Jackson Park, which is slightly more sheltered from the weather, resulting in the closure of Bright Lights for an evening or two annually due to wind and safety issues.

If directed, Administration could explore this option more in depth and report back to Council with a potential layout and estimated pricing.

Risk Analysis:

There is a serious risk associated with closing down an entire street and/or sections of streets or intersections for an extended period of time. Closing these areas down nightly or for the entire duration of Bright Lights would prohibit snow removal, emergency service vehicles and the public from getting through those streets. This

could cause significant delays in responding to an emergency and it is not likely that SERT would approve any of these types of closures for an extended period of time.

The security required for Bright Lights is significant. The displays cannot be left out in the open without some sort of fencing or in person security on site to mitigate the risk of vandalism or theft. Regardless of what location is chosen for the display, continued resources will be required to ensure the site is safe and secure.

If Council wishes to move some of displays to the open lands by City Hall, parking may become an issue as there is no dedicated parking for the public in close proximity. Presently in Jackson Park, there are two (2) designated parking lots where the public can park for free. If the event is moved downtown, the public would be required to pay for street or garage parking.

Climate Change Risks

Climate Change Mitigation:

N/A

Climate Change Adaptation:

N/A

Financial Matters:

At this time, Administration will continue to operate Bright Lights at Jackson Park under the approved operating budget set forth by City Council. Should City Council provide alternative direction, any associated cost implications would need to be researched and considered in the context of the approved budget.

Consultations:

Michelle Staaedegaard - Manager of Culture & Events
Will Alexander– Supervisor, Special Events
Donovan Tremblay – Supervisor, Facilities
Adrian Busa – Manager of Facility Operations
Shawna Boakes – Executive Director of Operations
Special Events Resource Team (SERT)

Conclusion:

Administration has examined various options for moving Bright Lights but given the significant challenges and costs, it is recommended the event remain at Jackson Park at this time.

Planning Act Matters:

N/A

Approvals:

Name	Title
Sam Magalas	Executive Initiatives Coordinator
Erika Benson	Financial Planning Administrator
Michelle Staadegaard	Manager, Culture and Events
Jen Knights	Executive Director, Recreation & Culture
James Chacko	Executive Director, Parks & Facilities
Ray Mensour	Commissioner, Community Services
Janice Guthrie	Chief Financial Officer & Corporate Leader, Finance & Technology
Joe Mancina	Chief Administrative Officer

Notifications:

Name	Address	Email

Appendices:

Subject: Response to CQ 28-2023 – Risks of Oak Wilt on the City’s Tree Population – City Wide

Reference:

Date to Council: November 1, 2023
Author: Yemi Adeyeye
City Forester and Manager of Forestry & Natural Areas
(519) 253-2300x2760
yadeyeye@citywindsor.ca

Samantha Magalas
Executive Initiatives Coordinator
smagalas@citywindsor.ca
226-347-0273
Parks
Report Date: October 13, 2023
Clerk’s File #: SRT2023

To: Mayor and Members of City Council

Recommendation:

THAT the report titled Response to CQ 28-2023 – Risks of Oak Wilt on the City’s Tree Population **BE RECEIVED** for information.

Executive Summary:

N/A

Background:

On September 18 2023, Councillor Kieran McKenzie asked the following question:

Asks that Administration urgently report back to Council on the risks associated with Oak Wilt to the City of Windsor’s tree population along with comprehensive recommendations and strategies - including resource and financial investments for Council consideration to mitigate the risk and protect the tree canopy in the City.

This report is in response to that question.

Oak Wilt is an invasive species. Oak Wilt is a vascular disease of oak trees, caused by the fungus *Bretziella fagacearum*. The fungus grows on the outer sapwood of oak trees, restricting the flow of water and nutrients through the tree. Some oak species are more vulnerable than others and can die within a year of infection.

In June 2023, the first confirmed detection of oak wilt in Canada occurred in the following locations:

- City of Niagara Falls, Ontario
- Township of Springwater, Ontario
- Town of Niagara-on-the-Lake, Ontario

The Canadian Food Inspection Agency (CFIA), as the lead agency with overall oversight, is working with other federal, provincial and municipal governments to survey the area and determine next steps. To help prevent the spread of Oak Wilt, movement restrictions are in place on affected properties.

The Invasive Species Centre (ISC) is also supporting outreach and education about Oak Wilt in this region. The ISC's Oak Wilt Wire is a bi-annual digital newsletter focused solely on Oak Wilt news. This newsletter will highlight Oak Wilt in the news, interesting new research, new developments in prevention and management, community Oak Wilt champions, and updates from Oak Wilt experts.

Discussion:

In recognition of Oak Wilt disease, The City's Forestry and Natural Areas department is doing (or has done) the following:

1. The City of Windsor has, and will continue to cooperate with researchers and Inspectors from CFIA and Natural Resources Canada in monitoring for the insects and the disease.
2. Forestry has mapped out locations for our known oak trees along City streets and in most of our urban parks.
3. During the period of the year when the life cycle of the disease and the insect carriers for this disease are active, Forestry crews monitor the City's trees for signs and symptoms of Oak Wilt.
4. Forestry and Natural Areas staff have attended courses and have been trained to recognize and identify the disease. For example, an Oak Wilt Training Workshop organised by the ISC was held at the Ojibway Nature Centre on September 7, 2023. Oak trees are one of the City of Windsor's more important and common native species. As such, oaks are included in the City's tree planting programs. In recent years the program has shifted focus away from red oaks and concentrated more effort on planting, white oak which are more resistant to Oak Wilt than red oak.
5. The City has modified our requirements with tree maintenance activities in regards to oak trees. The insects that may carry the disease are known to be attracted to fresh wounds or cuts on oak trees. Knowing this, Forestry has instigated a moratorium on all trimming and cutting of oaks from March 31 through to end of October each year, except in cases of emergency or storm damage repair. If trimming or cutting is required, then all wounds are painted over immediately with tree wound sealant or latex paint. Logs and brush are processed into woodchip mulch as soon as possible. Stumps are initially painted and then removed and roots covered as soon as possible.

Risk Analysis:

Oak Wilt disease spreads at a much slower pace than Emerald Ash Borer (EAB), and it has potential for more successful containment than EAB. That said, Oak Wilt disease has a much greater potential to drastically change the City's landscape than that of the impacts of the EAB. If Oak Wilt becomes established in Windsor, all natural areas would be at risk of being negatively impacted, especially the Ojibway Prairie Complex (which is about 1,000 acres in size) comprising of Black Oak Heritage Park, Tallgrass Prairie Heritage Park, Spring Garden Natural Area, Ojibway Park and the Ojibway Prairie Provincial Nature Reserve. Many of these natural areas contain endangered habitats such as Pin and Black Oak Savannah, unique to all of Canada.

Based on the identified cases in Ontario, it is likely that if Oak Wilt disease reaches Windsor, its point of entry/discovery will be on private property as the Forestry division does not enforce best practices on private lands.

Considering the above, the impacts of Oak Wilt on the City tree canopy cover can be significantly worse than what that of the EAB is. Ash trees regenerate quickly in forested lands and even in the pre-EAB era in Windsor/Essex, ash trees did not take a robust role in the biodiversity composition within the City's natural areas, compared to oak trees. Oak trees take much longer to become established and become a significant component of the City's green canopy, in terms of longevity and diversity within the species, and offer a long list of ecological benefits. The oak dominated stands in the City have been identified as 'Old Growth' and Oak Wilt has the potential to wipe out these stands and change these old growth forest types (i.e. Oak Savannah) forever.

In an effort to mitigate the impacts of Oak Wilt on the broader Tree Canopy found within the City of Windsor, the Forestry department in conjunction with Corporate Communications and Community Partners will continue to develop educational and outreach materials to share with the general public. Emphasis will be placed on encouraging landowners to complete preventive inspections of the oak trees on their properties.

Climate Change Risks

Climate Change Mitigation:

N/A

Climate Change Adaptation:

If Oak Wilt became established in Windsor, 10% of City trees (and unknown number on private residence) would be at risk. Environmental health in Windsor will decline due to the destruction of trees and loss of canopy cover. There would be significant loss of environmental benefits including clean air and water, storm water retention, higher property values and the cooling and heating effects that trees provide. The value of these services to the City of Windsor is significant and the loss of these trees and services would be detrimental.

Financial Matters:

Forestry's current budget can handle the expenses of the department's present level of action to mitigate Oak Wilt. If and when the Forestry Department is required to deal with an identified case in the City, additional funding may be required as the cost to address Oak wilt is very costly.

In researching costs, it was determined that the Forestry Supervisor at the City of Niagara indicated that it cost their Forestry Department approximately \$50,000 to deal with the first confirmed case in their City, which included the cost for quarantining, containment and safe removal of 2 oak trees.

Consultations:

N/A

Conclusion:

The City of Windsor is actively monitoring all City owned oak trees for Oak Wilt disease. Should a case be found within the City of Windsor, on City owned lands, additional funding may be required to deal with the proper containment of the infected trees to try to mitigate the spread.

Planning Act Matters:

N/A

Approvals:

Name	Title
Sam Magalas	Executive Initiatives Coordinator
Yemi Adeyeye	City Forester, Manager of Forestry and Natural Areas
Erika Benson	Financial Planning Administrator
James Chacko	Executive Director, Parks & Facilities
Ray Mensour	Commissioner, Community Services
Janice Guthrie	Commissioner, Corporate Services/Chief Financial Officer
Joe Mancina	Chief Administrative Officer

Notifications:

Name	Address	Email

Appendices:

- 1 Appendix A - ISC - Oak Wilt Factsheet 2023

Oak Wilt

An Invasive Pathogen Threatening Oak Trees in Canada



P. Kurzeja, Forest Health Division, Michigan D. N. R.

What is it?	Trees at risk:	Where is it?
<p>Oak wilt is a vascular disease of oak trees, caused by the fungus <i>Bretziella fagacearum</i>. The fungus grows on the outer sapwood of oak trees, restricting the flow of water and nutrients through the tree.</p>	<p>All oak species are susceptible and at risk. The red oak group (red, black, pin) is the most susceptible, with mortality frequently occurring within one growing season. Oaks in the white oak group (white, bur) are also affected but are more resistant.</p>	<p>Oak wilt has spread throughout the Eastern United States. In 2023, oak wilt was confirmed for the first time in Canada in Niagara Falls, Ontario. Additional infected sites have been confirmed in Ontario.</p>

Signs and Symptoms:



Invasive Species Centre

- Leaves turn dull green, brown or yellow
- Discoloration of leaves progressing from the edge of the leaf to the middle
- Wilting and bronzing of foliage starting at top of the tree and moving downwards
- Premature leaf fall (including green leaves)
- White, grey or black fungal mats just under the bark that emit a fruity smell
- Vertical bark cracks in the trunk and large branches as a result of the fungal spore mats (also referred to as pressure pads) exerting outward pressure on the bark


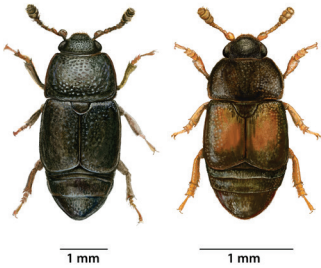

Impacts:



D.W. French, University of Minnesota, Bugwood.org

- Impacts property values and neighbourhood aesthetics
- Increased costs with tree maintenance, removal and replacement
- Loss of a valued shade tree
- Negative impacts to the forestry industry and production of high value oak products
- Reduction in food source for forest animals provided by oak trees
- Loss of habitat for some species
- Reduction of ecological services (air and water filtering)
- Safety and liability issues

How is oak wilt spread?

Roots	Insects	Humans
<p>The disease spreads from infected trees to uninfected trees of the same species through root-to-root contact.</p>  <p>James Solomon, USDA Forest Service, Bugwood.org</p>	<p>Insects such as sap-feeding nitidulid beetles can move spores from infected trees to healthy trees.</p>  <p>USDA Forest Service, Northeastern Area State and Private Forestry</p>	<p>Movement of wood products, (particularly those with bark), such as firewood can spread the pathogen over long distances as they can harbor fungal mats.</p>  <p>Joseph OBrien, USDA Forest Service, Bugwood.org</p>

What can you do?

There is no cure for oak wilt infected trees. The best approach is to avoid or reduce infection in areas where disease occurs by:

- Identifying and removing diseased trees
 - Preventing or severing root connections between diseased and healthy trees
 - Minimizing wounds on healthy trees during the flight period of potential insect carriers
- **DO NOT** prune oak trees from April to July. If pruning must occur, or if a tree is injured, apply a thin layer of wound paint immediately.
 - **DO NOT** move firewood. Oak wilt is spread by the movement of infected wood.

If you see signs and symptoms of oak wilt, report the sightings to:

- The Canadian Food Inspection Agency (CFIA)
<http://www.inspection.gc.ca/about-the-cfia/contact-us/eng/1299860523723/1299860643049>
- EDDMapS
<https://www.eddmaps.org>
- Invading Species Hotline
1-800-563-7711

For more information on oak wilt visit:

- Oak wilt species profile on the Forest Invasives Canada website
<http://forestinvasives.ca/Meet-the-Species/Pathogens/Oak-Wilt>

Produced in collaboration with:



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Species
Centre



Ontario

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