



Rainy River District
Social Services
Administration Board

2014 ANNUAL REPORT

Respectfully submitted by:

Daniel K. McCormick, CAO

Table of Contents

1.0	2014 RAINY RIVER DISTRICT SOCIAL SERVICES ADMINISTRATION BOARD	3
2.0	2014 ANNUAL REPORT	4
3.0	RRDSSAB SUCCESSES IN 2014	6
4.0	RRDSSAB PRIORITIES FOR 2015	7
5.0	FINANCE	8
6.0	ONTARIO WORKS	11
	A) Social Assistance Management System (SAMS)	12
	B) Employment Program	13
	C) Ontario Works Statistics	14
7.0	CHILDREN'S SERVICES	17
	Children's Services 2014 Statistics	19
	A) Fee Subsidy Caseload Comparison – Children	19
	B) Fee Subsidy Caseload Comparison – Families	19
8.0	SOCIAL HOUSING	20
	A) Housing 2014 Stats	20
	B) Ontario Renovates Program (ORP)	21
	C) Save on Energy Program Results	22
	D) Community Homelessness Prevention Initiative (CHPI)	22
	E) 10-year Housing and Homelessness Plan	22
	10 year Housing & Homelessness Plan 2014 Report	23
9.0	EMERGENCY MEDICAL SERVICES	24
	EMS 2013-2014 Statistics	25
	A) Call Priority	25
	B) Return Priority	26
	C) Patient Primary Problem	26
	D) Emergency Medical Response Time Standards	27
	E) Emergency Medical Responses 2014 to 2012	31
10.0	PERSONNEL ACTIVITIES	33
11.0	OCCUPATIONAL HEALTH AND SAFETY TRENDS REVIEW	34
	A) Total Incident Results	34
	B) Lost Time by Incident	35
	C) Corporation: Top 3 Incident Types	36
	D) Contributing Factors	38
	APPENDIX A: Definitions	39

1.0 2014 Rainy River District Social Services Administration Board

Member	Position	Representative of:
Ross Donaldson	Chair	LaVallee
Valerie Pizey	Vice Chair	Lake of the Woods
Deborah Ewald	Director	Rainy River
Archie Wiersema	Director	Dawson
James Gibson	Director	Chapple
Gary Gamsby	Director	Morley
Mike Ford	Director	Alberton
Anthony Leek	Director	Emo
Ken Perry	Director	Fort Frances
Dennis Brown	Director	Atikokan
Wade Desserre	Director	Unincorporated – West
John Callan	Director	Unincorporated – Central
Robert Burns	Director	Unincorporated – East

2.0 2014 Annual Report

The Rainy River District Social Services Administration Board (RRDSSAB) reaffirmed its Vision, Mission and Goals at the end of the 2014 year, which are:

Vision

To provide quality, people centered services in an efficient, affordable, and sustainable manner.

Mission

To meet needs by providing services with caring, integrity, and accountability.

Goal 1: To meet service needs and deliver mandated responsibilities;

Goal 2: To be a financially sustainable, accountable, and transparent organization;

Goal 3: To advocate for improvement of senior government policies and funding to support RRDSSAB in achieving its goals;

Goal 4: To ensure RRDSSAB's information technology supports the organization in achieving its goals; and

Goal 5: To increase public awareness and support and build strong community partnerships.

The 2015 priorities include further work within the Housing and Homelessness Plan; advancement of the Children's Service Plan; new initiatives in the Investment in Affordable Housing; the establishment of new Board Committees to monitor & improve governance; exploration of bulk/collaborative purchasing; and working to establish further community partnerships.

The Board continues to be committed to providing services in a cost effective manner to address the needs of our residents and guests. Our dedicated staff are working to ensure the effective delivery of all programs in a manner that benefits our clients and district. This is especially noted for the staff in the Ontario Works field. The rollout out of new Provincial software (SAMS), implemented in November 2014 placed our clients at risk. It is only through their dedication, hard work and local solutions that services continue to be delivered without interruption. This work is expected to continue well into 2015.

I would like to take this time to thank our staff for their continued hard work on behalf of the RRDSSAB to ensure timely and appropriate delivery of all services. I would be remiss if I also did not thank our many community partners for their support of the various partnership initiatives being fostered by Ontario Ministry's.

Respectfully submitted by:



Daniel McCormick, CAO

3.0 RRDSSAB Successes in 2014

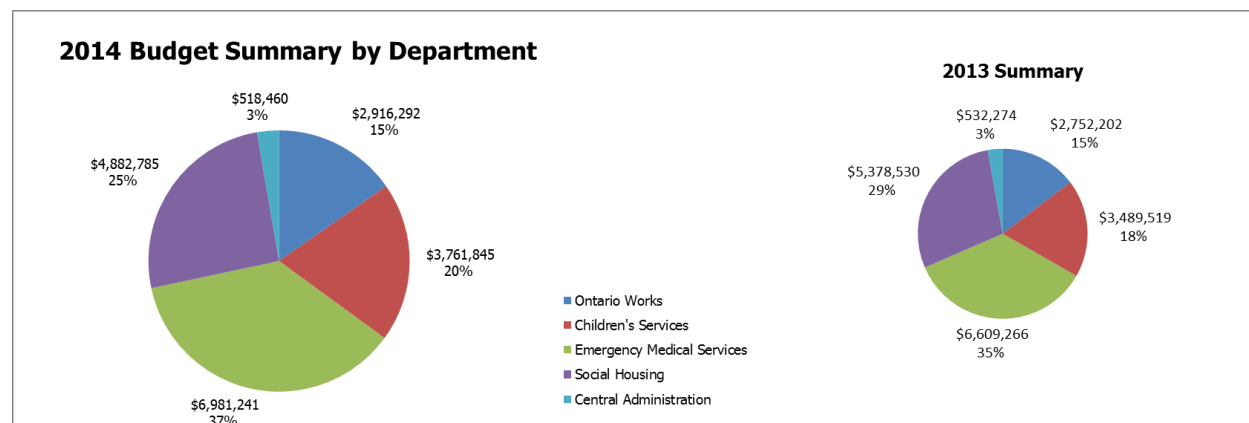
- ✓ Completed Children's Service Plan
- ✓ Continued to lobby for Inter-facility Transfers funding with the Local Health Integration Network (LHIN)
- ✓ CAO elected to Ontario Municipal Social Services Board (OMSSA) (supported by Board & Northern Ontario Deliverers Association (NOSDA))
- ✓ Rainy River Cross Border Working Group Annual Meeting held in the District
- ✓ Continued Work with Seniors Groups on Supported Housing Initiatives
- ✓ Strategic Plan reviewed and updated
- ✓ Key Performance Indicators (in progress Provincially) Established standardized pre-screen & assessment tools
- ✓ Implemented Social Assistance management System (SAMS) for Ontario Works
- ✓ Review of All District Automated External Defibrillators (AEDs) completed
- ✓ Implemented Community Paramedicine Program
- ✓ Completed Parking lot paving at 450 Scott Street
- ✓ Advised/participated in Land Ambulance Consultation for the Ontario Auditor General's Office (OAGO) report
- ✓ Annual Electrical Safety Authority reports completed on all facilities
- ✓ Provided all EMS staff with Ebola training
- ✓ Participated in Provincial "Enhancing Emergency Services in Ontario" Working Group
- ✓ Completed 2014 Elections for Unincorporated Areas
- ✓ Implemented Attendance Management Program

4.0 RRDSSAB Priorities for 2015

- Orientation of New RRDSSAB Board
- Continued implementation of Housing & Homelessness Plan
- Implementation of Children's Services Plan
- Establishment of further Key Performance Indicators
- Completion of RRDSSAB Website
- Create Housing Action Task Force
- Finalize Housing Management Information System (HMIS) Implementation
- Continue to improve SAMS
- Continue to build & improve Partnerships
- Continue to improve training & development internally & externally
- Recertify staff in First Aid/CPR & AED
- Continue Asset Management development
- Digital Records management for fall 2016 implementation
- Participating on Living Standards Working Group
- Joint meeting with LHIN & adjacent DSSABs

5.0 Finance – Prepared by Leanne Eluik, CPA, CGA, Director of Finance & Asset Management

The 2014 Budget continued to incorporate initiatives from the RRDSSAB strategic plan. The 2014 Budget increased by approximately \$300,000 from 2013 with the majority of increase due to the continued infusion of 100% provincial funds for Children's Services combined with significant capital purchases for Emergency Medical Services.



	Ontario Works	Children's Services	Emergency Medical Services	Social Housing	Central Administration	2014 Budget Total
REVENUES						
Federal/Provincial	2,256,136.00	3,523,069.00	4,597,974.00	2,307,275.00	(50,012.00)	12,634,442.00
Municipal Levy	448,256.00	236,136.00	2,383,267.00	1,163,626.00	(147,122.00)	4,084,163.00
Other Revenue	211,900.00	2,640.00	-	1,286,884.00	596,594.00	2,098,018.00
TOTAL REVENUES	2,916,292.00	3,761,845.00	6,981,241.00	4,757,785.00	399,460.00	18,816,623.00
EXPENDITURES						
Salaries & Benefits	665,044.00	214,961.00	5,834,958.00	1,050,496.00	135,420.00	7,900,879.00
Central Administration	94,105.00	43,093.00	46,079.00	111,368.00	-	294,645.00
Program Administration	19,110.00	2,005.00	143,750.00	55,541.00	134,500.00	354,906.00
Health & Safety	-	-	5,000.00	10,000.00	10,000.00	25,000.00
Professional Services	18,787.00	8,989.00	85,369.00	118,675.00	35,300.00	267,120.00
Occupancy	42,246.00	12,636.00	222,030.00	32,657.00	52,850.00	362,419.00
Travel & Training	41,770.00	9,150.00	51,950.00	25,900.00	28,500.00	157,270.00
Vehicle	5,175.00	-	193,300.00	24,850.00	5,150.00	228,475.00
Program & Client Expenses	2,030,055.00	3,454,541.00	125,000.00	3,374,298.00	-	8,983,894.00
Reserves, Capital & Amortization	-	16,470.00	273,805.00	79,000.00	116,740.00	486,015.00
TOTAL EXPENDITURES	\$ 2,916,292.00	\$ 3,761,845.00	\$ 6,981,241.00	\$ 4,882,785.00	\$ 518,460.00	\$ 19,060,623.00
Amounts to be Recovered for Ontario Works	-	-	-	(125,000.00)	(119,000.00)	(244,000.00)
Amounts Recovered from Unexpended Funds	-	-	-	125,000.00	119,000.00	244,000.00
BALANCE	-	-	-	-	-	-

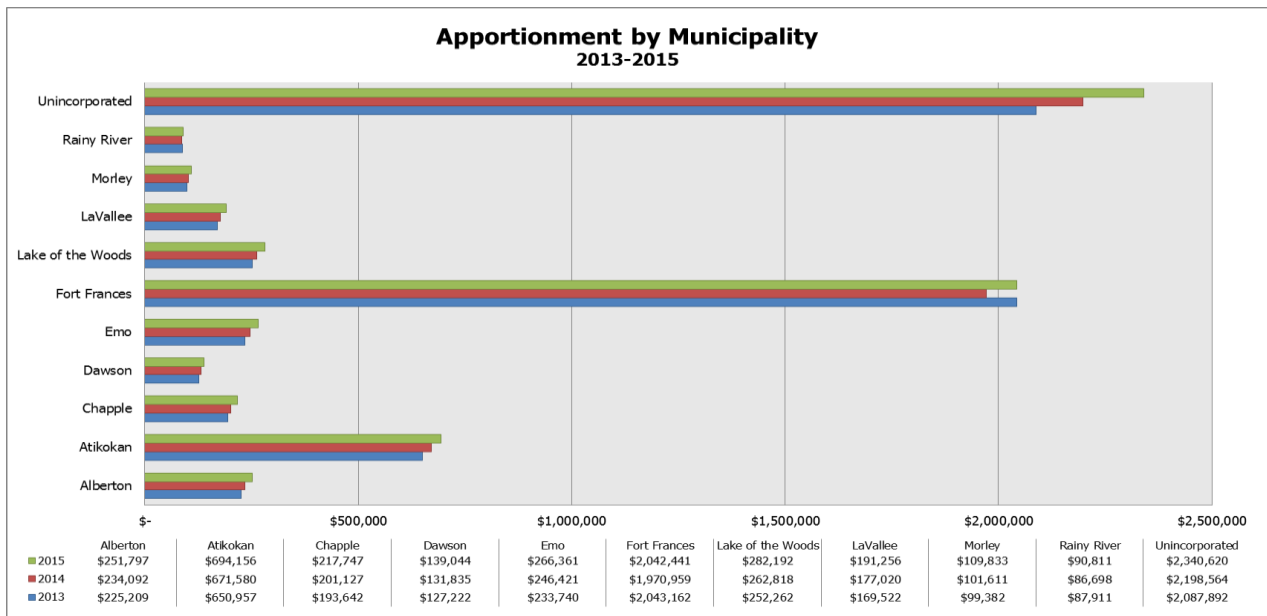
The 2014 Budget included previously negotiated salary increases, as follows:

- CUPE, January 1 – 1.5% and October 1 – 1.0%
- Non-Union Non-Management, January 1 – 1.75%
- Management, January 1 – 1.0% and July 1 – 1.0%

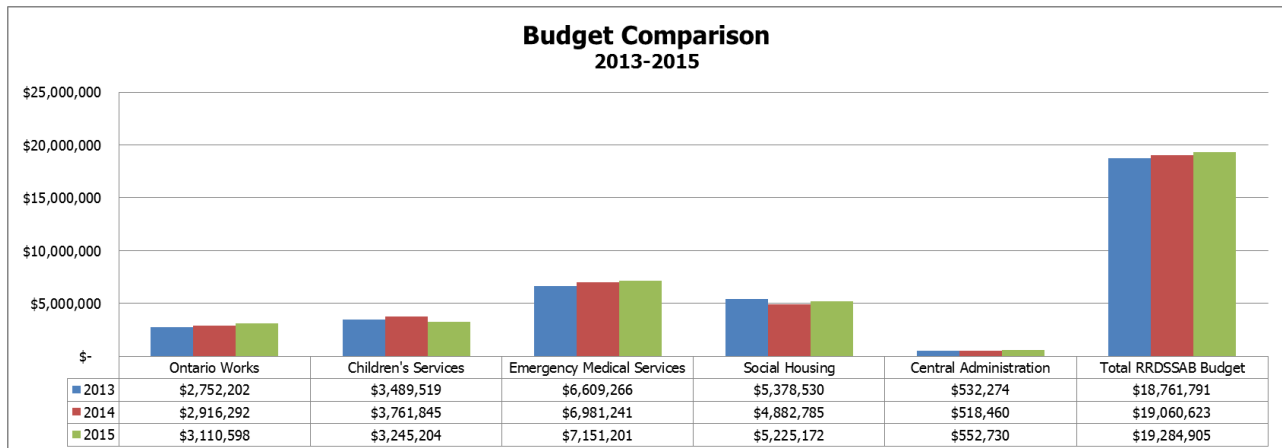
Assets/Building Improvements approved by the Board and purchased/completed during the year were as follows:

- Paving of the 450 Scott Street Parking Lot
- 3 Tablets (EMS)
- 2 Ambulances including 2 power cots/power loads
- 2 additional power cots/power loads (retrofit of 2 existing ambulances)
- 1 spare power cot
- Portacount – Health & Safety
- Datatrans – Automatic Vehicle Location Equipment
- Windows at 6th & Webster
- Windows at 4th Street

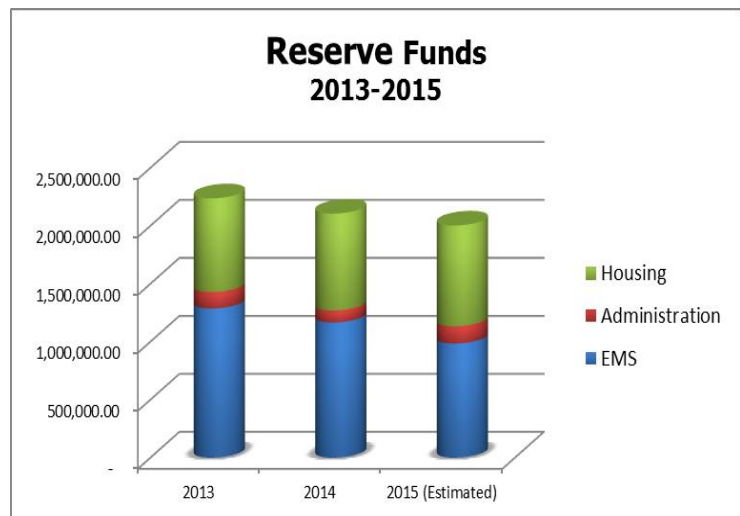
The 2014 board approved budget also included 6 months of additional costs for ambulance service related to possible emergency room closures in the district, in the amount of \$319,945. These costs were included in the budget to mitigate the risk of having to fund 100% of these costs should a closure occur. These costs were billed to the municipalities monthly as a supplemental levy in addition to the regular levy. Fortunately, a significant closure did not occur and these expenditures did not materialize during the year. Similar to 2013, the RRDSSAB returned the municipal share of the supplemental levy, in the amount of \$119,387, at the end of December.



In order to maintain budget costs and to minimize the overall impact on the municipalities, the Board utilized \$244,000 of working fund reserves. The overall result was an increase of 0.02%.



Looking ahead to 2015, the Finance & Asset Management staff continues to focus on capital planning. The RRDSSAB has restricted capital reserves, but they are insufficient to meet the capital needs of the future. We are looking to build a plan that will allow for adequate funding for regeneration and/or replacement of the current assets and to ensure we meet the needs of the district as determined by the RRDSSAB Strategic Plan, Housing & Homelessness and Children's Services Plans. This plan must also minimize the financial impact on the district municipalities.



	EMS RESERVES	ADMIN RESERVES	HOUSING RESERVES	2014 Total	2013 Total
Balance at December 31, 2013	1,287,231.78	140,759.85	863,160.93	2,291,152.56	2,210,394.43
Add: Due to(from) prior year	-	-	(54,460.45)	(54,460.45)	(206,008.27)
Interest Received	19,133.03	1,843.61	11,824.54	32,801.18	28,715.87
Current year allocations	288,545.04	12,000.00	20,000.04	320,545.08	476,650.00
	1,594,909.85	154,603.46	840,525.06	2,590,038.37	2,509,752.03
Less: Purchases from reserve	(419,842.15)	(51,364.95)	(49,895.96)	(521,103.06)	(218,599.47)
	1,175,067.70	103,238.51	790,629.10	2,068,935.31	2,291,152.56
Due to(from) Reserve Allocations	(9,120.45)	-	45,270.68	36,150.23	(54,460.45)
Balance at December 31, 2014	1,165,947.25	103,238.51	835,899.78	2,105,085.54	2,236,692.11

6.0 Ontario Works – Prepared by Shelley Shute, Director of Integrated Human Services

Numerous changes in Ontario Works Regulations and Directives occurred in 2014 including the following:

- Assets
- Income and Exemptions
- Health Benefits
- Post-Secondary Students Treatment of Earnings/Income
- Settlement Agreements and Other Awards
- Living with Parents
- Shelter
- Basic Needs
- Board and Lodging
- Calculating Reduced Assistance
- Persons in Residential programs for Treatment of Substance Abuse
- Federal and Provincial Benefits
- Transition Child Benefit
- Recovery of Transition Child Benefit
- Earnings Exemptions
- Special Diet
- Replacement of the Northern Remote Allowance with the Remote Communities Allowance

Ontario Works rates changed effective October 1, 2014 as follows:

- The basic needs amount for singles without children increased by \$30, from \$250 to \$280 per month
- The board and lodge rate for singles without children increased by \$30, from \$434 to \$464 per month
- The basic needs, shelter and boarder maximums for Ontario Works families increased by 1%.
- There was also a 1% increase to Temporary Care Assistance, Personal Needs Allowance, Special Boarder Allowance, Dependents with Dependents and Guide Dog Benefit rates

On July 14, 2014, it was announced that the government is proposing to replace the seven existing employment-related benefits with a single benefit in each program and is expected to take place April 2015. This would amalgamate; Employment-Related Expenses, Other Employment and Employment Assistance Activities Benefit, Full-Time Employment Benefit and Vocational Training Benefits. The merging of these benefits builds on steps taken in 2013 to further enhance incentives to participate in the labour market.

A) Social Assistance Management System (SAMS)

- The implementation of SAMS was delayed from November 2013 to May 2014 and yet again to November 2014.
- From January to May staff continued with SAMS training working through the 24 courses consisting of Participant Guides, PowerPoint Presentations, Instructor Facilitated, eLearning and simulation-based training in the new environment. From June to early September they also completed the SAMS Refresher I & II, Self-Study and Just in Time Review in preparation for November implementation.
- On May 9, 2014, in recognition of the financial impacts delivery agents were experiencing to plan for the implementation and help address other additional costs incurred as a result of the delay in implementation, the Ministry provided one-time 100% Provincial funding to us in the amount of \$52,900.00.
- Staff also spent many hours on Data Conversion activities to ensure that information in SDMT was populated in a format that came over to SAMS in a useable format for cases that were in the SDMT from January 2013 to implementation in November.
- Our Information Technology staff member also had challenges with installing the Ministry chosen platform of Google Chrome and a specific Java version to run SAMS on desktops of staff members as it is not compatible with the present Internet Explorer already installed and being used. Issues with Google Chrome still plague us to date resulting in IT having to figure out solutions on his own as there is no IT support from the Ministry.
- Go-Live for SAMS was November 12th, 2014. It didn't take more than a few days to realize that the new technology had defects that prevented staff from completing case management duties such as processing applications and updating ongoing cases in the system in order to produce cheques for clients.
- By December 2014 there was a list of 86 defects identified that had "workload implications" which prevented the SAMS technology from delivering a product that was to be more efficient than SDMT. We were also inundated with a total of 86 Communication Updates from November 12 to December 31 advising of new

issues identified with the technology or “work-arounds” that had to be followed as the system did not perform as was outlined in training and user guides.

- Due to offices having to redeploy specialized staff to assist with SAMS implementation, the Ministry provided temporary workload reduction measures as follows:
 1. Participation Agreement (PA) deferrals extended to 6 months
 2. Waiving the requirement to update expired PAs until May 2015
 3. Suspend all Eligibility Verification Process requirements until March 2015
 4. Waiving potential recoveries for non-achievement of Outcomes Targets in 2014
 5. No penalties for clients not pursuing support where Family Support Workers have been redeployed to assist with SAMS implementation
 6. Deferral of overpayment collection activities until further notice
- In December 2014, it was announced we would be receiving additional one-time 100%, Provincial funding in the amount of \$52,900.00. The funding was to assist with additional costs incurred during SAMS implementation.

B) Employment Program

- The Employment Specialist continues to facilitate Employment and Training Inter-Agency meetings so all community partners and resources can share what programs and supports each delivers to ensure proper referrals are made for appropriate services. As well, she is an active member of the Board of Directors for the Northwest Training and Adjustment Board and is a committee member on the Town of Fort Frances Economic Development Advisory Committee which assists in the duties of Job Development for our Ontario Works participants.
- Workshops and training were also provided on employer expectations, financial literacy and budgeting, employment counselling, life management, WHMIS, Accessibility Training, Worker Health and Safety Awareness Training, Smart Serve, Housekeeping Room Attendant Course, Resume Development, Interview Preparation, Retail and Hospitality Essential Skills Training, Employment Placements, Community Placements, Service Excellence.

C) Ontario Works Statistics

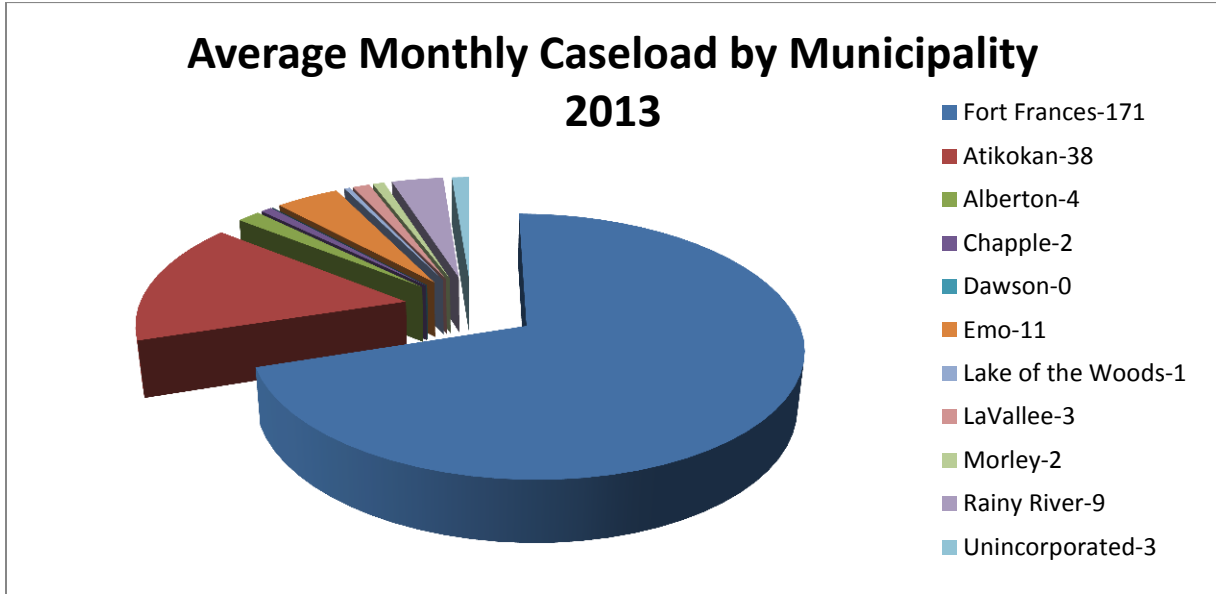


Chart 1

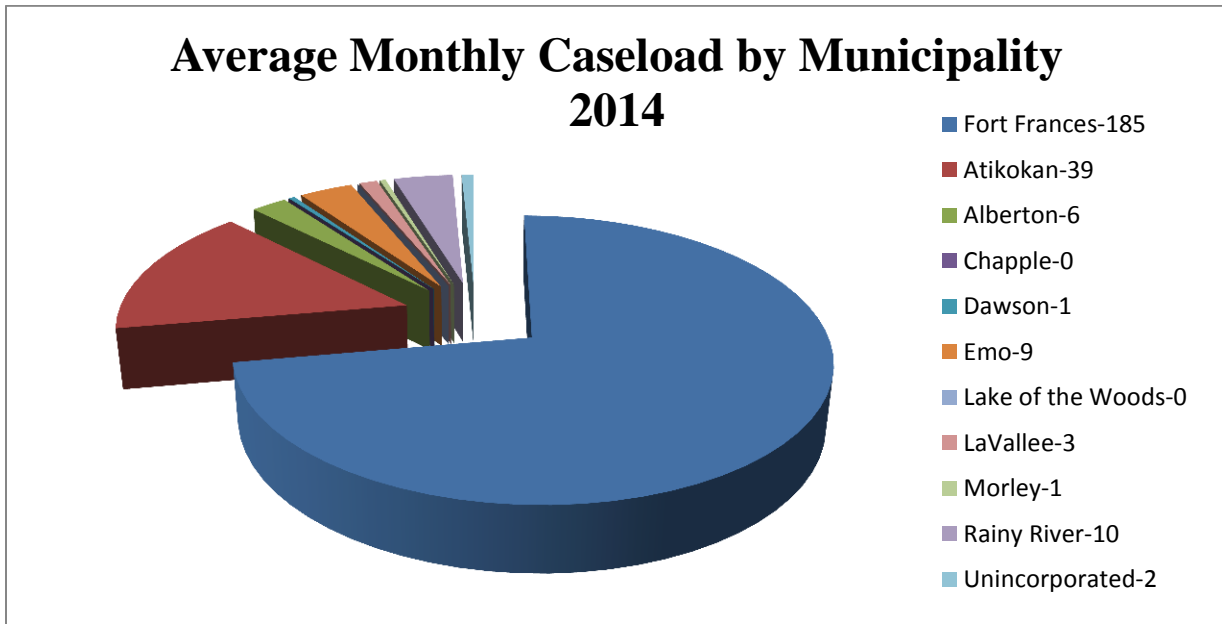


Chart 2

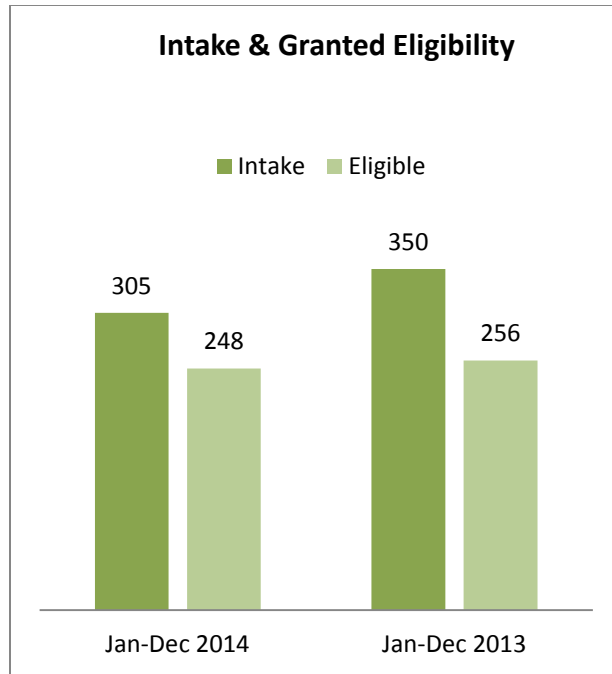


Chart 3

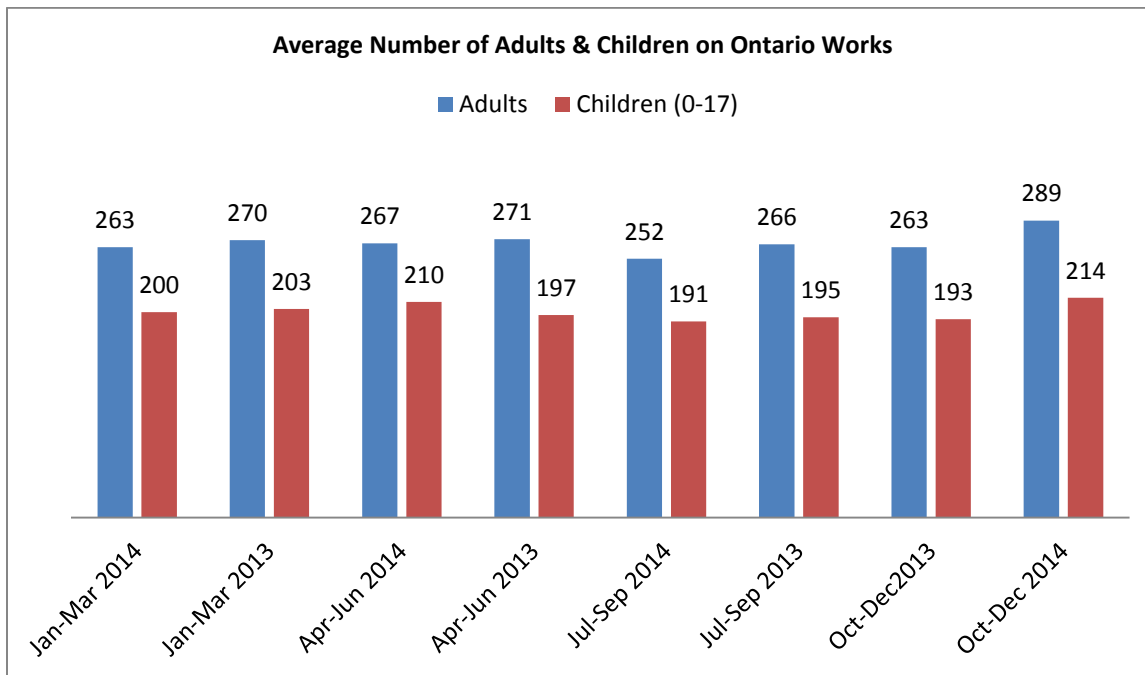


Chart 4

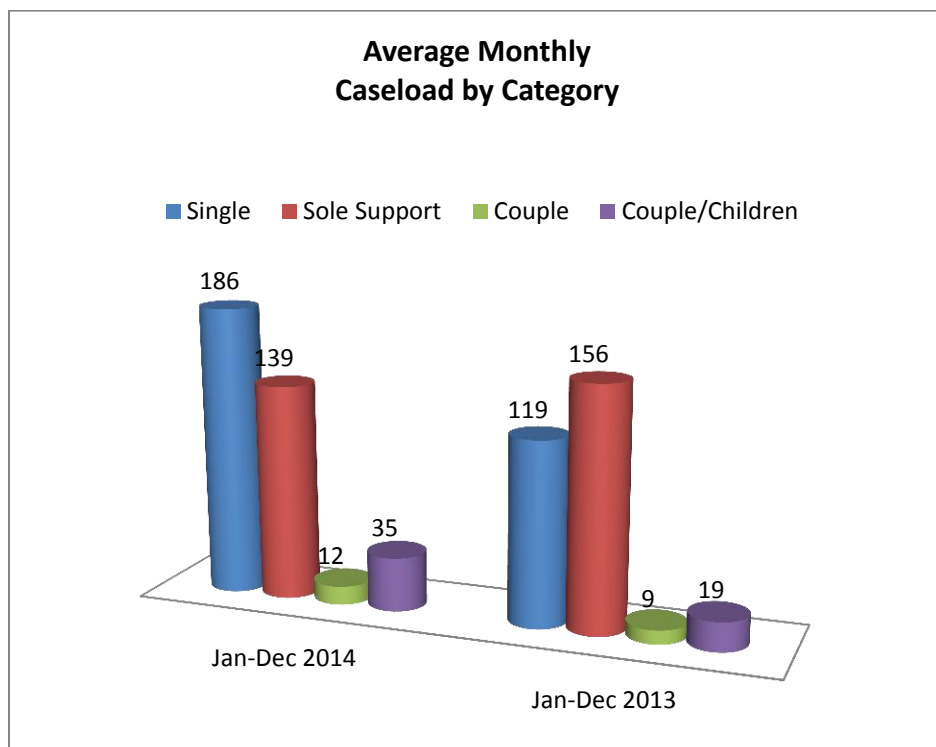


Chart 5

7.0 Children's Services – Prepared by Tanis Fretter, Integrated Services Manager (Child Care Lead)

The **Five-Year Children's Services Plan** was released in 2014 and included seven key objectives:

1. Promote affordability in child care across the Rainy River District.
2. Foster access to licensed child care, including before- and after-school care, in each community.
3. Collect data and monitor service usage to ensure that children's services reflect community needs.
4. Strengthen existing partnerships to improve the integration of the Early Learning and Child Care system.
5. Support ongoing professional development for child care staff.
6. Engage in education and communication to build awareness of the importance of high-quality licensed child care in Rainy River District.

Substantial progress was made toward the implementation of these objectives in 2014 including the:

- Opening of the first infant program in the District at the Atikokan Rainbow Centre;
- Expansion of two school-age programs at the Fort Frances Children's Complex;
- Development of a plan to expand the number of licensed spaces for children aged 0 – 3.8 at Country View Child Care Centre in partnership with the Rainy River District School Board through the use of the Ministry of Education's Schools-First Child Care Capital Retrofit Funds;
- Professional learning site visits to child care centres in Thunder Bay for thirteen child care staff from across the District; and,
- Initial planning for a professional learning institute to take place in 2015 for all child care operators across both the Kenora and Rainy River Districts in collaboration with Kenora District Services Board, Firefly, child care operators and the Ministry of Education.

Numerous changes occurred within the Ministry of Education with direct impact on the operation of our Children's Services including:

- In January 2013, the Ontario government released the *Ontario Early Years Policy Framework*, which articulates a clear vision for early years programs. In May 2014, the Ministry of Education released ***How Does Learning Happen? Ontario's Pedagogy for the Early Years*** which builds on the policy framework. It is a professional learning resource about learning through

relationships for those working with young children and families. It is intended to support program development in early years programs. Training was offered by the Ministry to various groups last year within the child care and early learning sector including DSSAB/CMSM's. We will be working with the Ministry to support the use of the resource among educators going forward.

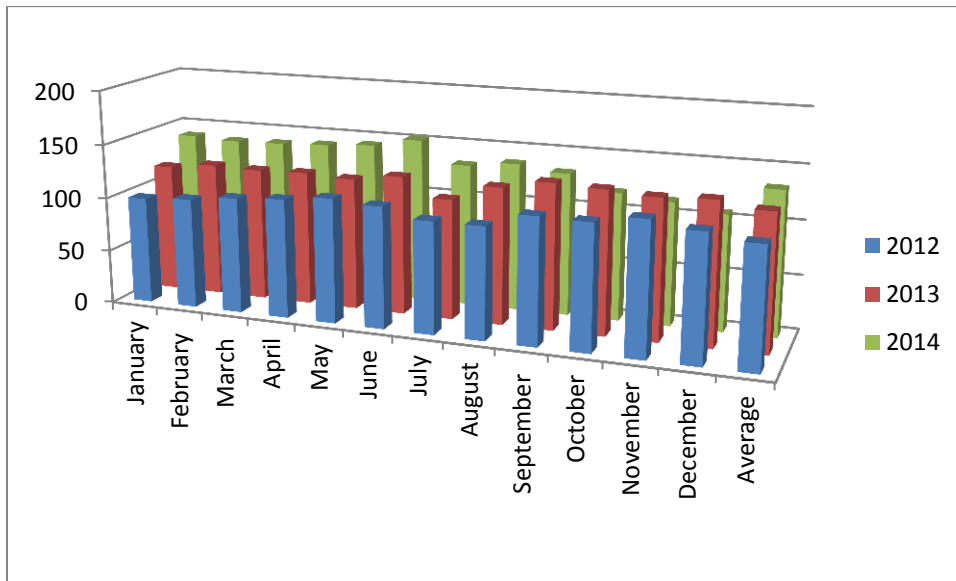
- One of the key areas of action identified in the *Ontario Early Years Policy Framework* was the plan to create an effective approach to the implementation of Best Start Child and Family Resource Centres. In order to establish a common governance structure for family resource/support programs, child care, and full-day kindergarten **family support programs and resources** were transferred from the Ministry of Children and Youth Services (MCYS) to the Ministry of Education (EDU) in early 2014. Family support program funding was consolidated into the child care contract management and business practices for the DSSAB effective January 1, 2014.
- In July 2014, the government introduced **Bill 10, the *Child Care Modernization Act, 2014*** which was passed by the Legislative Assembly and received Royal Assent in December 2014. Once proclaimed the legislation will:
 - Repeal the DNA and replace it with the *Child Care and Early Years Act, 2014* (CCEYA)
 - Amend the *Early Childhood Educators Act, 2007*
 - Amend the *Education Act* to establish a duty for school boards to ensure the provision of before- and after-school programs for 6-12 year olds.

The anticipated proclamation date is Fall 2015.

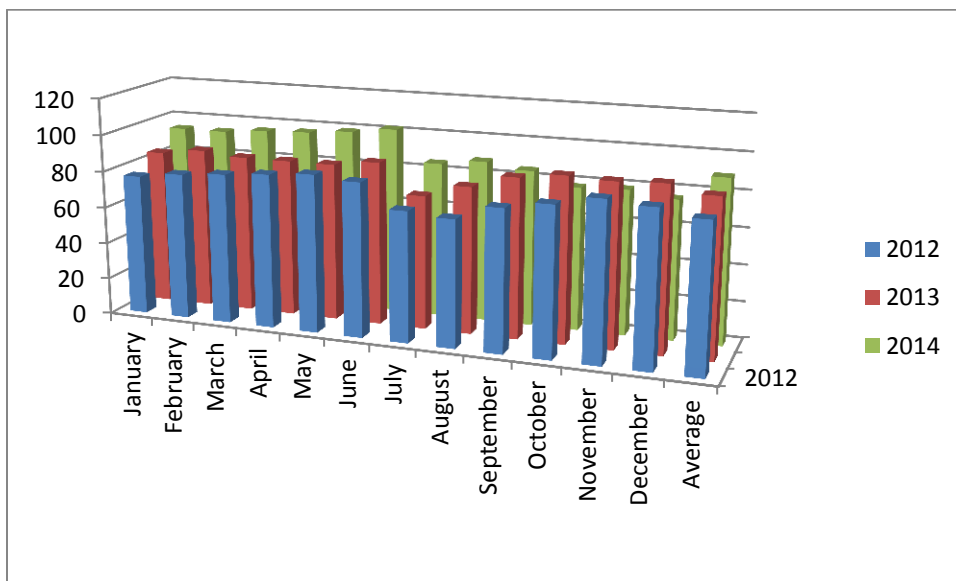
- The District of Rainy River received a **100% Provincial funding increase** of approximately \$275K for our 2014 service agreement with the Ministry of Education. The new funding framework is intended to support CMSMs and DSSABs in their role as service system managers to plan and manage unique community priorities, changing demographics, and transform the local child care system to respond to the implementation of Full-Day Kindergarten.

Children's Services 2014 Statistics

A) Fee Subsidy Caseload Comparison – Children



B) Fee Subsidy Caseload Comparison – Families



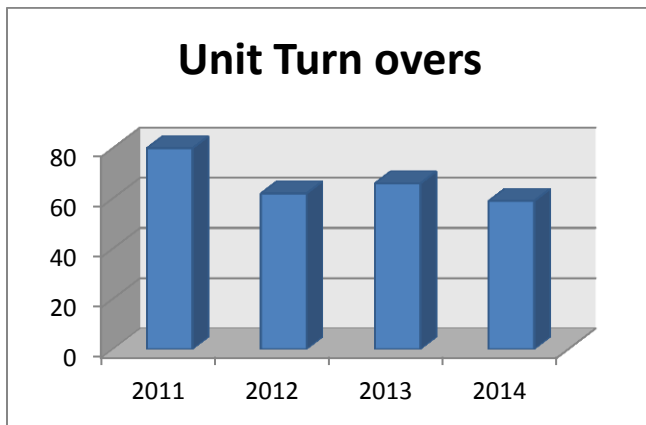
The average monthly fee subsidy caseload has consistently increased over the past three years. The average child caseload was up from 110 children per month in 2012 to an average monthly caseload of 133 in 2014. On average, the number of families served per month increased from 80 in 2012 to 89 in 2014.

8.0 Social Housing – Prepared by Sandra Weir, Integrated Services Manager (Housing Lead)

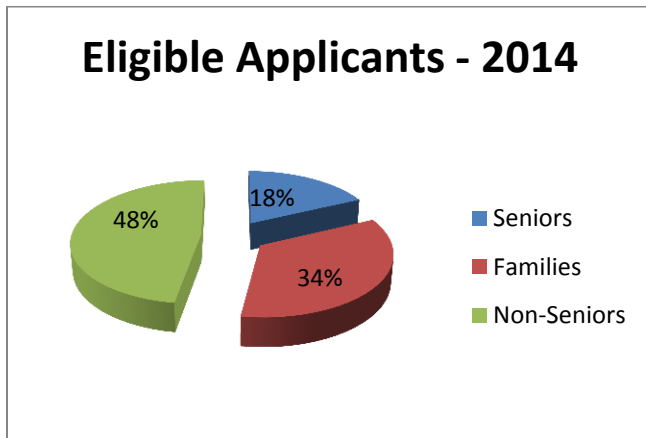
In 2014, the RRDSSAB updated and reviewed all Property Management Agreements. As a result of the review, costs for services increased to ensure actual costs were recovered. All four (4) Non Profit agreements were renewed for another three (3) years.

A) Housing 2014 Stats

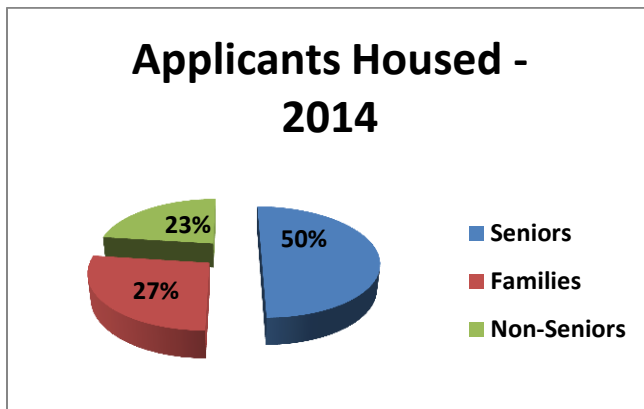
Unit Turnovers had a slight decrease in 2014 although numbers have been averaging around the same over the past 3 years.



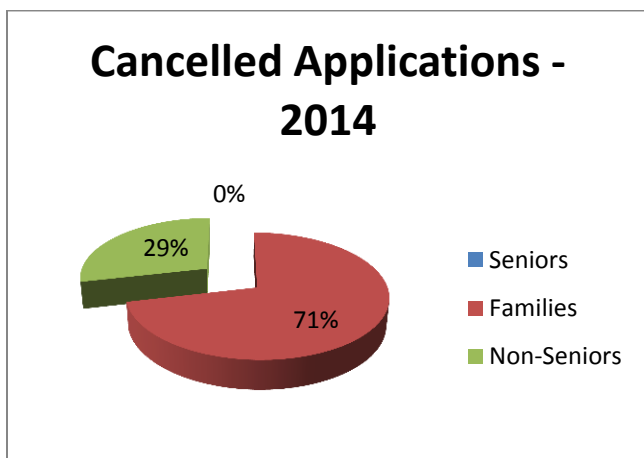
The Highest number of Eligible clients on our 2014 waiting list is the Non-Seniors.



The Highest number of applicants housed is Senior's within our district.



Non-Seniors is the highest rate of applicants that cancelled their application in 2014. There were zero Senior applications that were cancelled.



B) Ontario Renovates Program (ORP)

The Ontario Renovates Program, a component of the Investment in Affordable Housing for Ontario Program is made available through The Rainy River District Social Services Administration Board in cooperation with the Federal and Provincial governments.

ORP is 100% provincially/federally funded program. The ORP offers financial assistance to low to moderate income homeowners who need to make repairs to their homes. The program is primarily aimed at moderate income home owner(s) who live in substandard dwellings and cannot afford the repairs that are necessary to make their home safer and healthier to live in and/or to make improvements that increase seniors' accessibility and address mobility issues. Target client group for ORP include but not limited to seniors, persons with disability, victims of family violence, aboriginal people living off reserve, low income singles and families, or residents of remote communities.

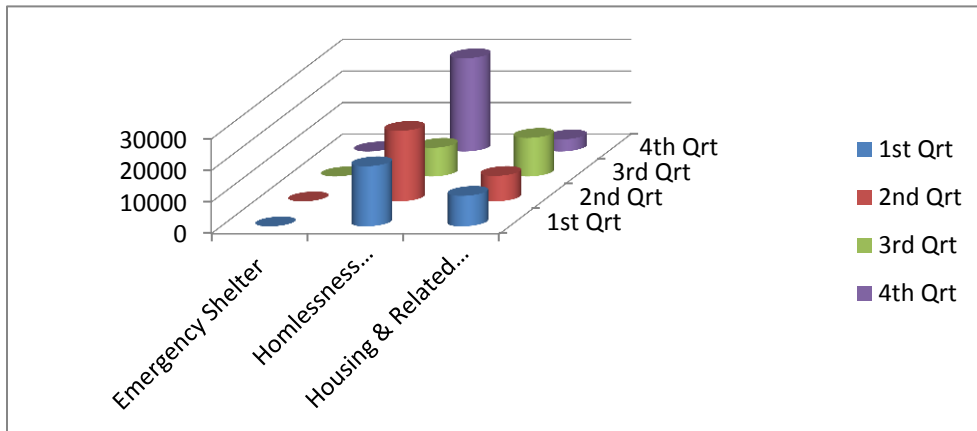
2014-2015 funding helped 8 homes throughout the RR District. Total money spent was \$197,931.00.

C) Save on Energy Program Results

In 2013 the RRDSSAB applied to participate in a Save on Energy Initiative. In 2014 Save on Energy worked with the RRDSSAB to arrange and conduct a free energy audit of the buildings to determine opportunities to make tenants' units more energy efficient. Where opportunities were identified by the energy audit and subject to the tenants' consent, energy efficient devices and products were provided and installed at no cost to the RRDSSAB or the tenants. As a result of the energy efficient upgrades RRDSSAB qualified for, there is an estimated saving of 332,925 kWh and \$48,939.98 annually for the RRDSSAB and Tenants.

D) Community Homelessness Prevention Initiative (CHPI)

September 29, 2014 letter from the Ministry announced an additional \$42 million investment in the Community Homelessness Prevention Initiative. Out of the \$42 million the RRDSSAB received an additional \$11,149.00. In total for 2014 the RRDSSAB received \$166,600 100% provincially funded dollars.



E) 10-year Housing and Homelessness Plan

(See attached 10 yr Housing & Homeless table)

- Approved funding for Assisted Living at Rose & Green Manor. Partnership Agreement with Riverside Health Care Facility to provide the service in our building. Funding and program to begin in 2015
- Investigate common data base for Homelessness Programs. (Costs associated are too expensive)
- Housing & Homelessness Task Force – Terms of references drafted
- CHPI – reallocate funding to be focused on Housing First approach



GOAL	Objective	Measures	Outcome	Status
1. Improve System Access and prioritization	a) Build on existing links between community partners at the executive level	i) Housing Task Force (form committee)	Working with the Friendship Center to consolidate groups to form one "Housing Task Force"	Working on Terms of Reference
	b) Use coordinated intake and assessment to direct clients to the services they need	i) Develop a standardized, decentralized intake and assessment process	Will be the first task to complete when the Housing Task Force starts	Will complete in 2015
	c) Make decision that are informed by local data by improving information gathering and sharing	i) Adopt a Homelessness Management Information system (HMIS)	Participated in training and reviewing database	No IT resources and may be more than community requires. Housing Task force will review other measures.
	d) Maximize the impact of spending resources in order to end homelessness	i) Ensure that prevention funds have the greatest impact, direct funds to those with the highest and most immediate needs.	Started decreasing use of CHPI funding for food banks and redistribute this funding to rent and utility arrears assistance.	Completed
2. Maximization of existing housing stock	a) Maintain existing social housing stock through planned renovations and rehabilitation.	i) Development of an asset management plan that will direct repairs, renovations and rehabilitations over the next ten years. ii) Integrate features to improve energy efficiencies	Complete data info. Entry with AMS with HSC	Staff Training completed. Basic data has been entered. Continue to enter information.
3. Meeting the current and future needs of seniors and others with accessibility Needs	a) Expand the range of assisted living options	i) Work with the NWLHIN to facilitate the expansion of assisted living in the District	Worked on committee for FF. Partnered with RHCF and proposal was forwarded to the LHIN to provide Assisted Living at Rose & Green Manor (DSSAB owned senior manors)	Funding was approved Dec. 2014. Start date for Assisted Living will be in March 2015.

9.0 Emergency Medical Services – Prepared by Daniel McCormick, CAO

- Paramedics completed annual retraining in Symptom Relief and Defibrillation. Additionally, service specific training was delivered in the Spring and Fall including Ebola, donning/doffing and screening, CTAS, Communicable Disease Standards, Field Trauma Triage, and Best Practices for Deceased Patient guidelines.
- Implemented Power Load Stretchers & Power Load System on two new and two retrofitted ambulances.
- Hired co-ordinator and clerk to oversee Community Paramedicine Project as approved by the Province at 100% funding.
- Participated in 2014 Disaster Management group addressing severe flooding across the District, particularly in the municipality of Fort Frances.
- The Non-Urgent Patient Transfers Report was received by the LHIN and a meeting is planned for 2015. Requests by the LHIN for provincial funding have been submitted.
- Annual Ministry of Health & Long Term Care funding was increased by \$154,721 for 2014 on the 50/50 cost share.
- ORNGE has returned its helicopters to service since the 2013 crash, however restrictions on night landing have continued. This affects four of the helipads in our district despite the installation of solar lights mounted on the cones. ORNGE is continuing to work on a solution to reactivate these helipads for night landing including the testing of night vision goggles and regular training flights.
- The Ontario Auditor General report initiated the hiring of a consultant by the MoHLTC to review ambulance funding and service delivery. The CAO participated on the working group as one of the Ontario Association of Paramedic Chiefs (OAPC) representatives. The report is expected to be released in 2015.

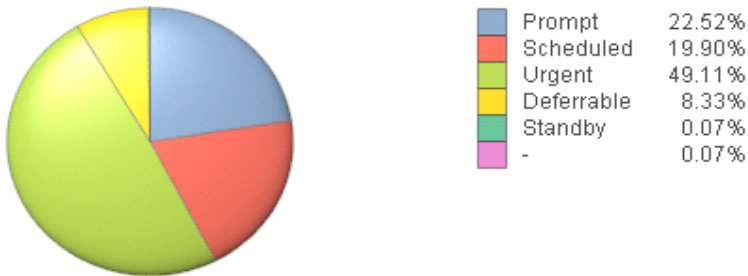
EMS 2013-2014 Statistics

A) Call Priority

- As assigned by the Kenora Central Ambulance Communication Centre

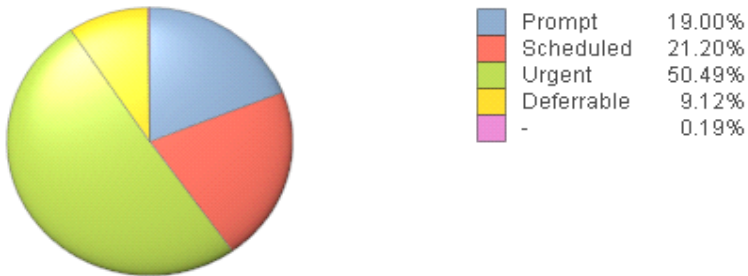
i) 2014 Call Priority

Dispatch Priority



ii) 2013 Call Priority

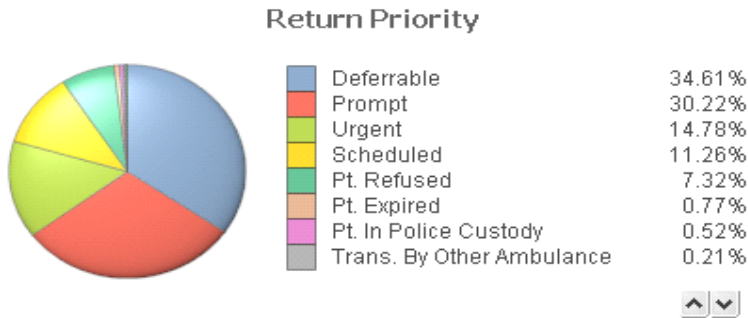
Dispatch Priority



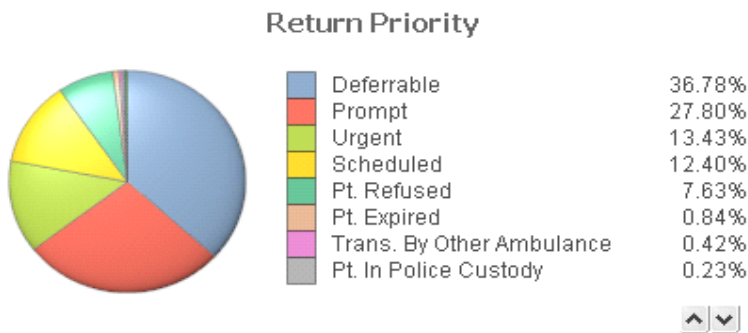
B) Return Priority

- As reported by the paramedics treating the patient

i) 2014 Return Priority



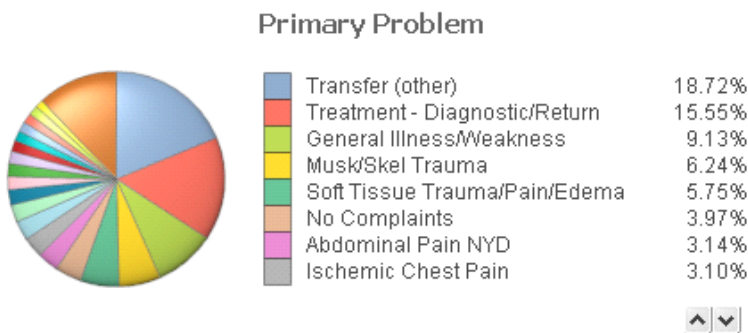
ii) 2013 Return Priority



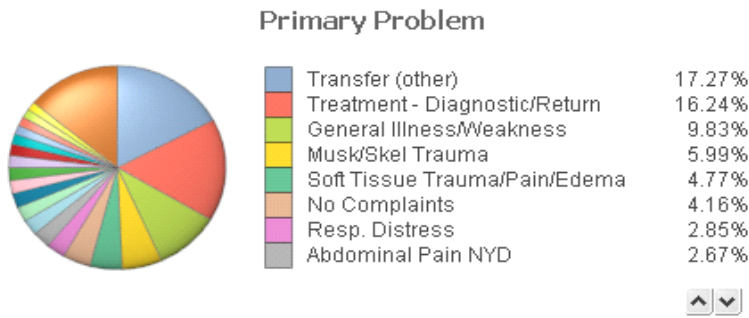
C) Patient Primary Problem

- As reported by the paramedics treating the patient

i) 2014 Patient Primary Problem




ii) 2013 Patient Primary Problem



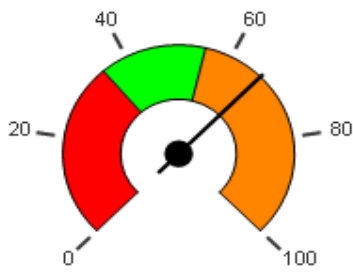
D) Emergency Medical Response Time Standards

i) 2014 Actual Response Times (Chart format)

 <p>Rainy River District Social Services Administration Board</p>			
Rainy River District EMS Response Time Standard Performance Report for 2014			
CTAS Level	2014 RTS Target (in min)	2014 Target (in %)	2014 Actual RTS Performance (in %)(calls)
SCA	6	45%	66.67% 6/9
1	8	60%	52.94% 18/34
2	10	65%	67.95% 176/259
3	15	65%	77.02% 496/644
4	30	70%	76.33% 258/338
5	30	75%	83.65% 266/318

ii) 2014 Actual Response Times (Graphic)

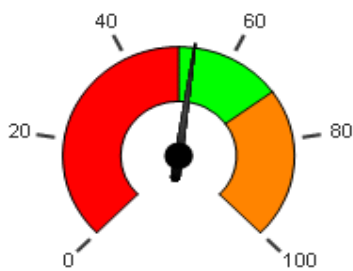
CTAS SCA



6/9=66.67%

< 6 Mins

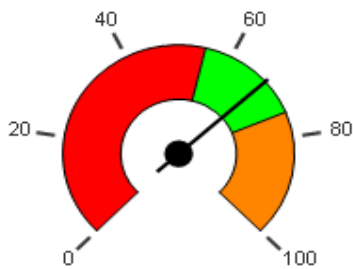
CTAS 1



18/34=52.94%

< 8 Mins

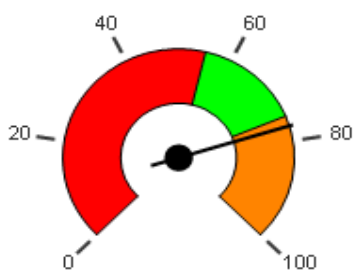
CTAS 2



176/259=67.95%

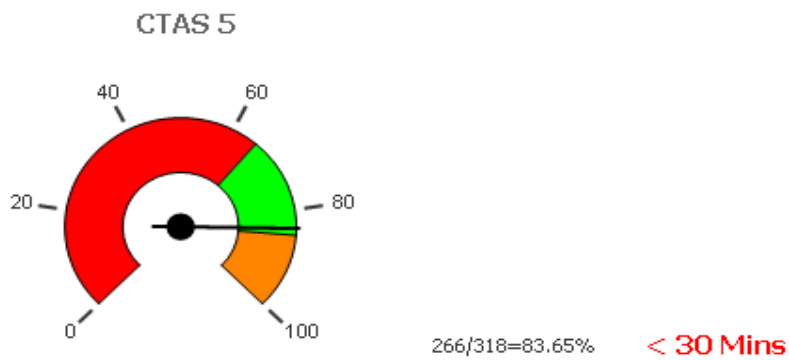
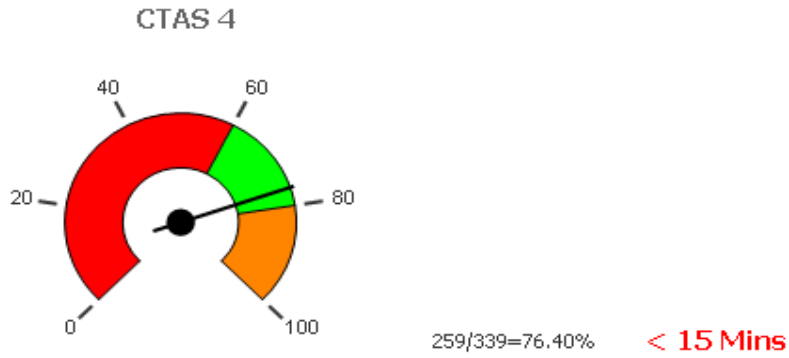
< 10 Mins

CTAS 3



496/644=77.02%

< 15 Mins



iii) 2015 RRSSAB Approved Response Time Plan

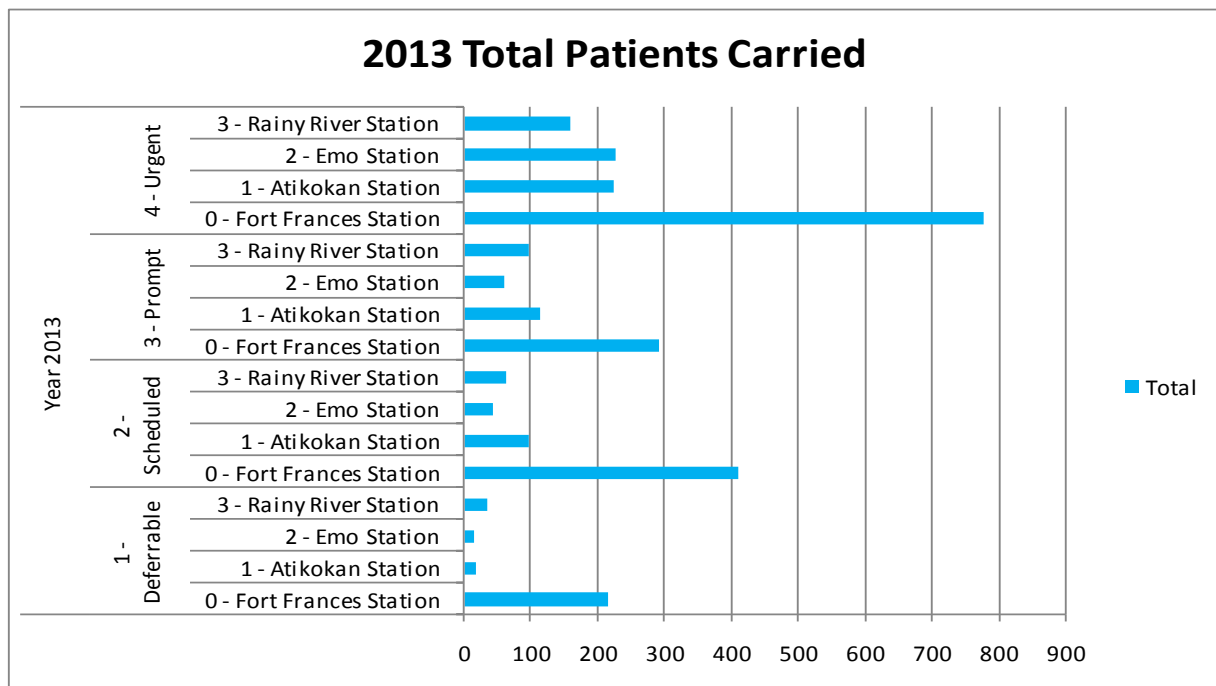
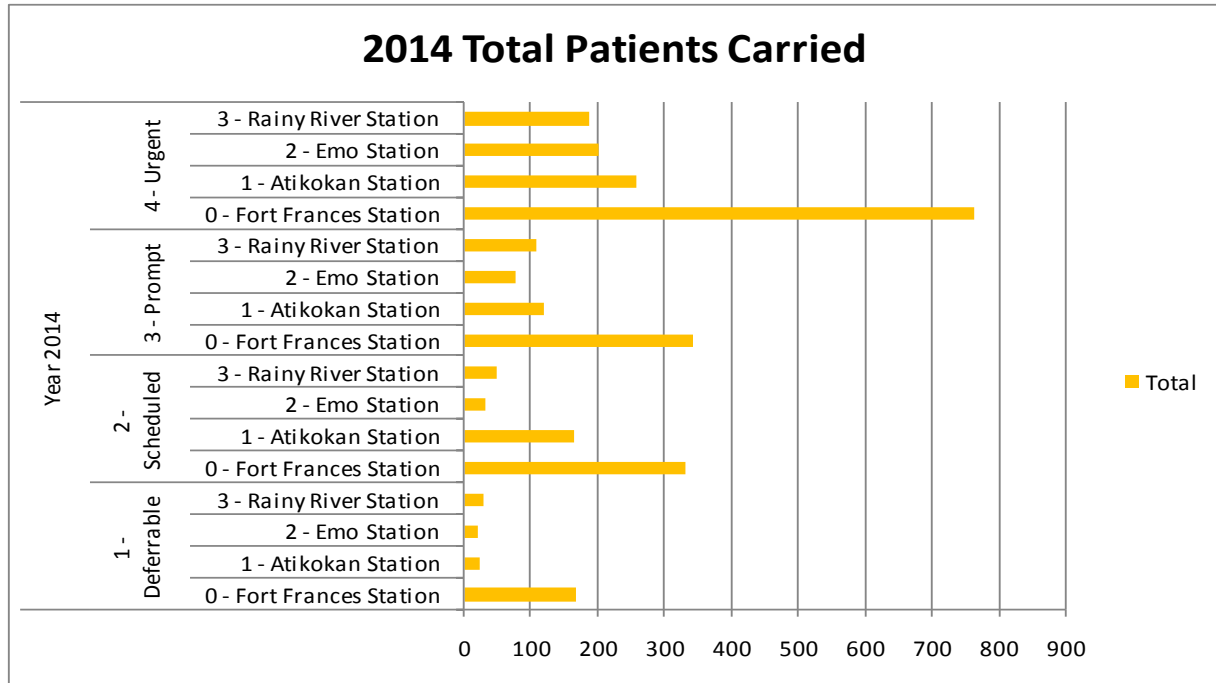
* Includes the following changes from 2014

- Sudden Cardiac Arrest - No Change
- CTAS 1 No Change
- CTAS 2 No Change
- CTAS 3 No Change
- CTAS 4 Target 65% or better from 70% or better
- CTAS 5 No Change

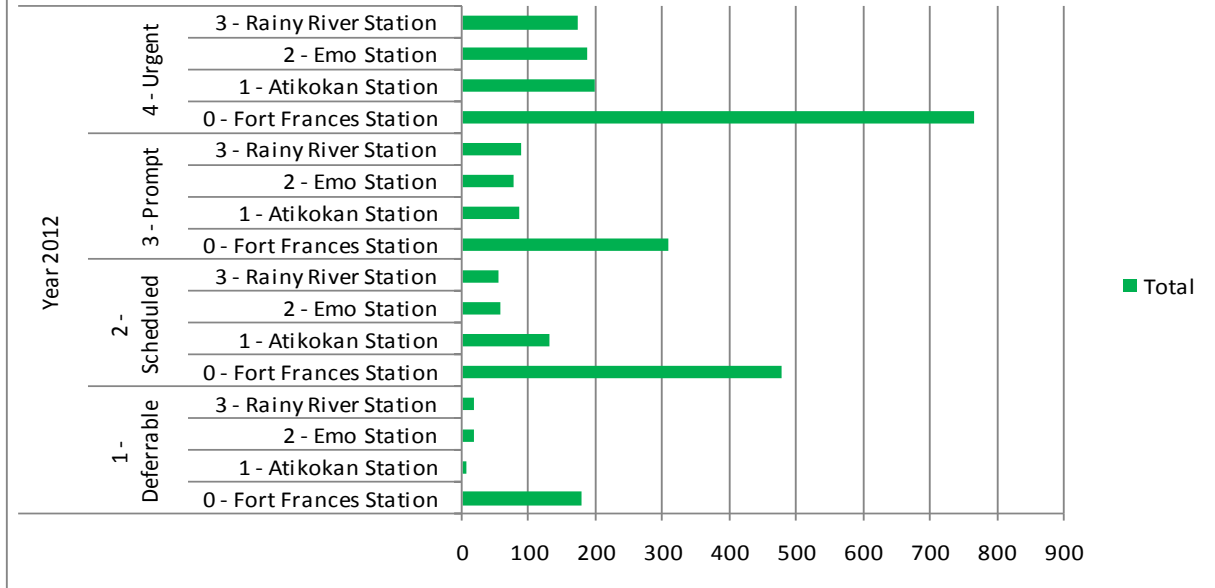
iv) **2015 RRDEMS #746 Response Time Plan**

Column 1 Type of Call	Column 2 2015 Response Time Targets (from EMS notified of call to arrival at scene)	Column 3 Recommended 2015 District of Rainy River Benchmark %
Sudden Cardiac Arrest (SCA) i.e. not breathing no pulse	Defibrillator Response Six (6) minutes or less Set by the MOHLTC	45%
CTAS 1 (other than SCA) i.e major shock	Paramedic Response 8 mins or less Set by the MOHLTC	60%
CTAS 2 (emergent care) i.e. chest pain	Paramedic Response 10 mins or less Set by the RRDSSAB	65 % or better
CTAS 3 (urgent care) i.e. mild asthma	Paramedic Response 15 mins or less Set by the RRDSSAB	65 % or Better
CTAS 4 (less urgent care) i.e ear ache	Paramedic Response 30 mins or less Set by the RRDSSAB	65% or Better
CTAS 5 (non urgent care) i.e sore throat	Paramedic Response 30 mins or less Set by the RRDSSAB	75 % or Better

E) Emergency Medical Responses 2014 to 2012



2012 Total Patients Carried



10.0 Personnel Activities – Prepared by Joanne Spence, Human Resources

2014 HR/Personnel Activities	Number of Employees
New Hires <ul style="list-style-type: none"> • Primary Care Paramedic – Casual • Human Resources Officer (interim replacement) • Summer Students 	5 1 2
Leaves <ul style="list-style-type: none"> • Human Resources Officer (Mat Leave) • Primary Care Paramedic (Mat Leave) 	1 1
Internal Transfers/Promotions <ul style="list-style-type: none"> • Community Paramedicine Coordinator (interim) • Community Paramedicine Office Worker (interim) 	1 1
Retirements <ul style="list-style-type: none"> • Primary Care Paramedic (Atikokan) 	1
Departed <ul style="list-style-type: none"> • Primary Care Paramedic 	1
Terminated <ul style="list-style-type: none"> • Customer Service Representative • Integrated Caseworker • Maintenance 1 (Emo) • Maintenance Supervisor • Primary Care Paramedic (Atikokan) 	1 1 1 1 1

11.0 Occupational Health and Safety Trends Review – Prepared by Aynsley McKinnon, Human Resources

Review Period: January 2014 – December 2014

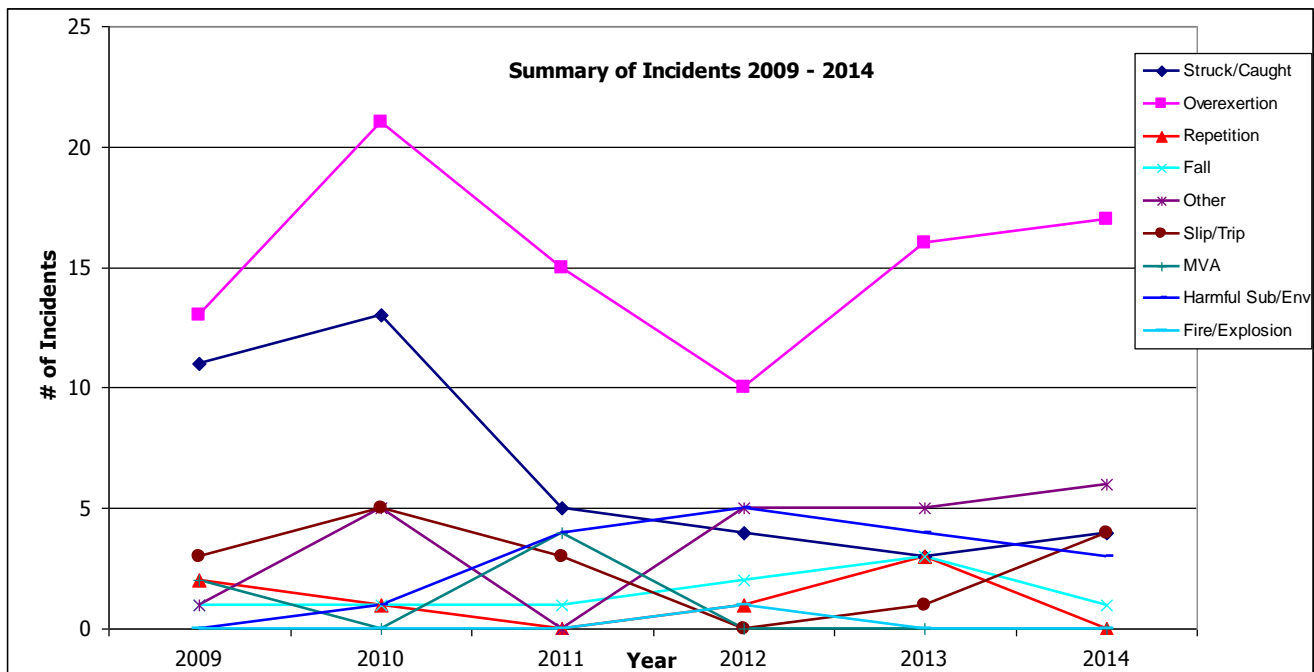
Health & Safety Data:

- Employee Incident Reports
- Supervisor’s Injury/Incident Analysis
- Supervisor’s Corrective Action Form
- WSIB Injury/Illness Reports (Form 7: Employer’s Report of Injury/Disease)
- RRDSAB Exposure Reports

Results of Review:

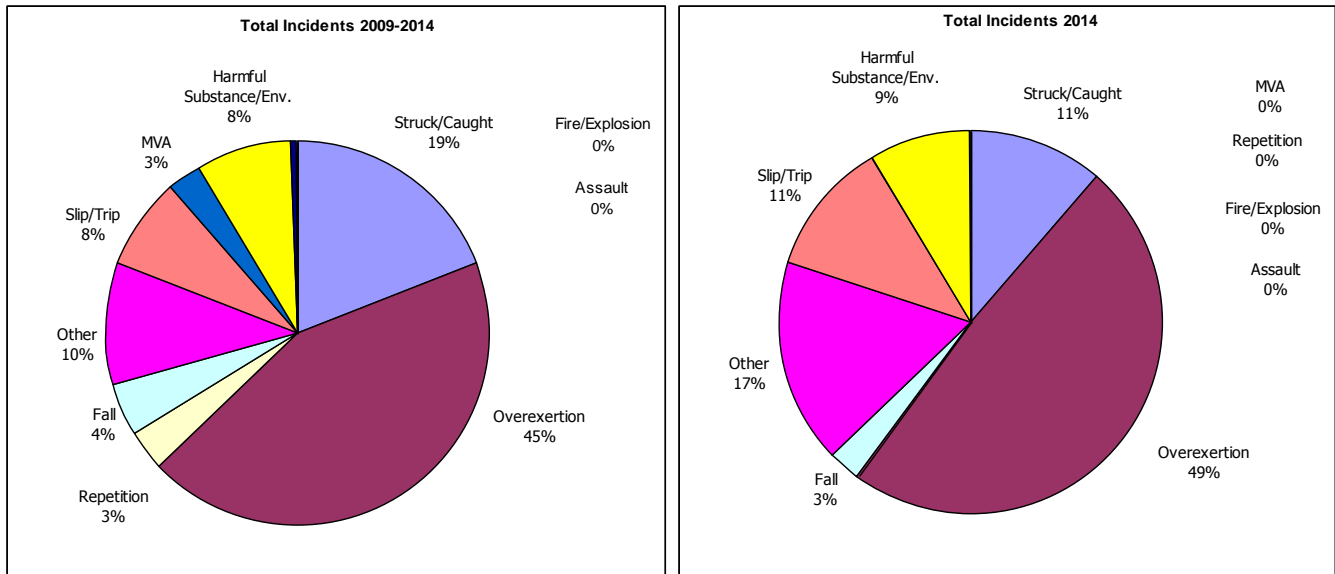
The focus of this review was on Employee Incident Reports

A) Total Incident Results



*As there have been no incidences of assault reported during the reporting period, this statistic has been omitted.

Thirty-five incidents occurred in 2014 across the corporation from January 1, 2014 to December 31, 2014.



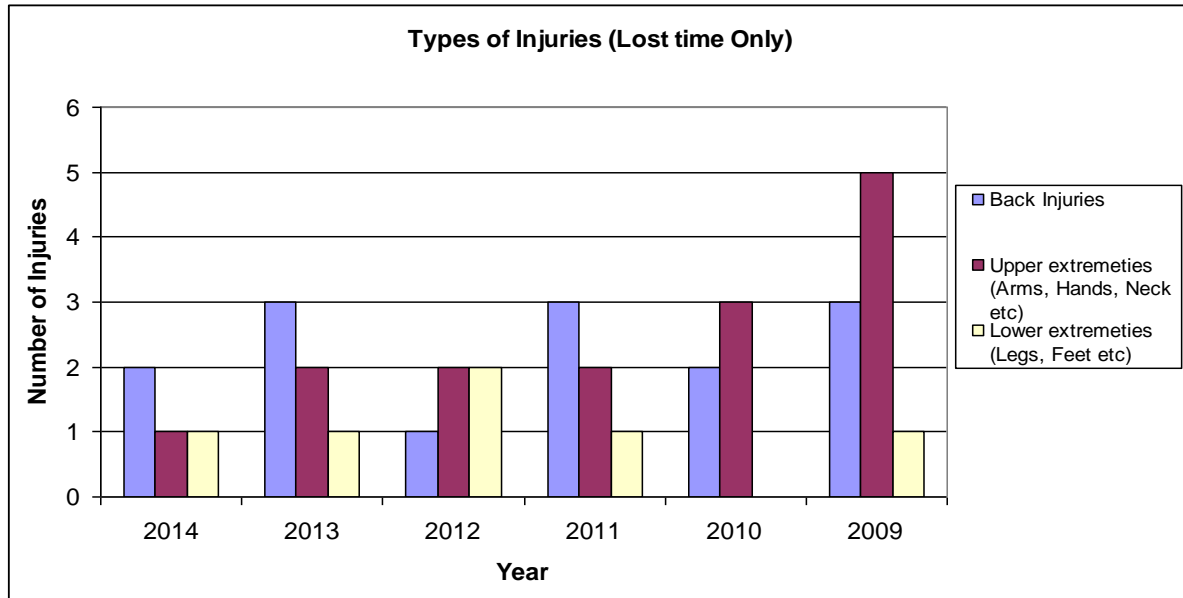
Out of the 35 total incidents reported in 2014:

- 19 incidents did not require any treatment;
- 4 incidents required First Aid treatment;
- 12 incidents required Health Care, and of these 12 incidents requiring Health Care, 7 resulted in Lost Time.

B) Lost Time by Incident

There were a total of 7 lost time incidents for January 1, 2014 – December 31, 2014.

Of those 7 lost time incidents, 3 were due to overexertion and 3 were due to other factors such as stress.



C) Corporation: Top 3 Incident Types

Of the 35 incidents that occurred across the corporation from January 1, 2014 – December 31, 2014, it was found that the highest number of incidents were of the following type:

- Overexertion (17);
- Other (6);
- Struck/Caught (4); and
- Slip/Trip (4).

These 4 types accounted for 31 out of the 35 incidents. (Refer to **Appendix A: Definitions** for Incident Types).

Details of Incidents:

Overexertion (17)

- The total number of incidents is up from last year by 3.
- Of the 17 incidents, 3 resulted in WSIB lost time.
- One lost time claim resulted in a modified work plan.
- Modified work was not an option for the other two due to the *Functional Abilities Form*.
- Of the 17 incidents reported:
 - 13 resulted in back strains, 3 resulted in shoulder strains and one result in a neck/back strain.
 - 16 incidents involved some form of lifting.

Contributing Factors (See **Appendix A: Definitions**):

- People (15); and
- Environment (2).

Other (6)

- The total number of incidents is up from last year by 1.
- Of the 6 incidents, 3 resulted in WSIB lost time and 1 claim for WSIB lost time was denied.
- Modified work was not an option for the above lost time incidents due to the *Functional Abilities Form*.
- Of the 6 incidents reported:
 - 1 resulted in a metal sliver;
 - 1 resulted in a strained knee;
 - 1 resulted in a strained collar bone; and
 - 3 were as a result of traumatic mental stress.

Contributing Factors (See **Appendix A: Definitions**):

- People (5)
- Equipment (1)

Struck/Caught (4)

- The total number of incidents is up from last year by 1.
- Of the 4 incidents, none resulted in WSIB lost time, and 1 required *Health Care* resulting in a WSIB claim for health care only.
- Of the 4 incidents reported:
 - All involved injuries to the hand.

Contributing Factors (See **Appendix A: Definitions**):

- People (2)
- Equipment (2)

Slip/Trip (4)

- The total number of incidents is up from last year by 3.
- Of the 4 incidents, none resulted in WSIB lost time, and 1 required *Health Care* resulting in a WSIB claim for health care only.
- Of the 4 incidents reported:
 - 1 involved an injury to an arm;
 - 1 involved an injury to the buttocks/legs;
 - 1 involved an injury to the ankle; and
 - 1 was a near miss incident.

Contributing Factors (See **Appendix A: Definitions**):

- Environment (4)

	Overexertion	Other	Struck/Caught	Slip/Trip
First Aid	0	1	4	0
Health Care	4	3	1	1
Lost Time (incidents)	3	3	0	0
Lost Time Days	28	63	0	0

D) Contributing Factors

Of the top 4 incident types, the contributing factors for each incident were reviewed. The major contributing factor was People. (Refer to **Appendix A: Definitions** for Contributing Factors).

Type	Overexertion	Other	Struck/Caught	Slip/Trip
Environment	2	0	0	4
People	15	5	2	0
Equipment	0	1	2	0
Materials	0	0	0	0

APPENDIX A: Definitions

Types of Incidents

Fall - A fall on the same level on which a person was standing or walking, or when a person falls to below the level on which he/she was standing or walking.

Harmful Substances/Environmental - An incident is one in which the employee is exposed to harmful conditions (e.g., toxic gases, fumes or vapours; toxic airborne particles; extremes of heat or cold; oxygen deficient atmospheres; radioactive radiation; intense light brightness's, infectious diseases, blood/blood stained body fluids, moulds/spores).

Slip/Trip - The person either slips or trips but does not fall.

Struck/Caught - An incident in which a person has been struck abruptly or forcefully by some object in motion (e.g., box falls off shelf, employee jabs needle into finger, person pushing cart runs into someone) or a person is contacted non-forcefully by some substance or agent in motion that has an injury-upon-contact characteristic (such as being splashed by hot or corrosive solutions).

An incident in which a person strikes abruptly or forcefully some stationary object in his/her surroundings (e.g., nurse strikes his/her leg against the crank of a bed) or comes into contact, non-forcefully, with some stationary substance or agent that has an injury-upon-contact characteristic (such as electrical shock).

An incident in which a person is:

- a. trapped in some type of enclosure or a part of a person's body is caught in some type of opening (e.g., a person is caught in an elevator or locked in a refrigerated room)
- b. caught on some protruding object (e.g., a person's clothing gets hooked onto a handle or a person catches his/her hand on a sharp edge)
- c. pinched, crushed or otherwise caught between either a moving object or between two or more moving objectives (e.g., a person jams his/her fingers between a wheeled cart and doorway)

Overexertion – An incident is one in which a person puts excessive strain on some part of his/her body (e.g. an employee strains his/her back or some other part of the body).

Assault – An incident in which the employee is subjected to an untoward action by a patient or member of the public (e.g., a patient bites or strikes an employee).

Repetition – An incident that develops over a period of time due to the repetitive nature of the task being carried out (e.g., pipetting, keyboarding).

Fire/Explosion – An incident in which the employee is subjected to a fire or explosion in the workplace.

Motor Vehicle Accidents – An incident in which the employee is involved in a motor vehicle accident during the course of his/her work activities.

Contributing Factors

People – The actions of people – the things they do and don't do.

Equipment – Includes all the tools and machines that people work with and near. These include: fixed machines, vehicles, material handling devices, hand tools, protective equipment and personal gear. Some equipment has the potential to release harmful chemicals (such as carbon monoxide) or produce physical agents such as heat, noise, vibration or radiation during operation.

Materials – Handling of materials including raw materials, products, hazardous chemicals, and other substances workers use, work with, process, and handle. It is important to also look for property damage caused by materials that have spilled, corroded, burned or exploded.

Environment – Refers to *every part* of your workplace, which includes: the condition of all surfaces on which people walk or where things are placed; unsafe or sub-standard conditions such as over-crowding or poor ventilation; hazards caused by physical agents such as light, temperature, and noise; product storage areas; housekeeping; and maintenance hazards such as debris left on stairs or floors, as well as blocked exits.

Process – Combines the other four contributing factors in the production of goods and services, and includes *everything* in your workplace from its design and organization to the type of work being done.