

# Staff Report



Infrastructure Services Department

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**REPORT TO:** Community and Infrastructure Services Committee

**DATE OF MEETING:** December 4, 2023

**SUBMITTED BY:** Jeffery Silcox-Childs, Director of Parks & Cemeteries, 519-741-2200 ext. 4518

**PREPARED BY:** Amy Salmon, Project Manager Infrastructure Services, 226-748-8514

**WARD(S) INVOLVED:** All

**DATE OF REPORT:** November 13, 2021

**REPORT NO.:** INS-2023-521

**SUBJECT:** Assisted Services Program - Grant

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## RECOMMENDATION:

*That subject to annual budget approval, Council provide a grant of up to \$96k per year to The Working Centre to support the assisted services program (winter sidewalk clearing); and*

*That such a grant be adjusted based on the number of residential properties serviced year over year and be reflective of the operational costs incurred by The Working Centre to deliver services; and further,*

*That the grant is not eligible to be used for sub-contracting third party commercial contractors to perform the services outlined in this report, and further,*

*That General Manager of Infrastructure Services be authorized to renew the grant agreement to provide the services outlined in this report and also in INS-20-010, subject to the satisfaction of the City Solicitor;*

## REPORT HIGHLIGHTS:

- The purpose of this report is to approve the grant amount of \$96,000 per year in support of the Assisted Services Program implementation
- The financial implications are \$96,000 per year
- This report has been posted to the City's website with the agenda in advance of the council / committee meeting
- This report supports the delivery of core services.

## BACKGROUND:

In September, 2020, Council provided direction to staff to implement an Assisted Services program on an ongoing basis to support residents who may be unable to clear residential sidewalks in front of their properties due to age or disability (INS-20-010).

\*\*\* This information is available in accessible formats upon request. \*\*\*  
Please call 519-741-2345 or TTY 1-866-969-9994 for assistance.

## **REPORT:**

As per the approved Assisted Services Program, 171 residents participated in 2021, 247 in 2022, and 277 in 2023.

The Working Center (TWC) has been the successful recipient of this grant opportunity since the program's start in 2020 and is prepared to partner with the City for the 2023/2024 winter season. The partnership between City and TWC provides multiple benefits to the community; it provides an effective way of clearing snow from properties in the assisted services program as demonstrated in previous years' programs, and also delivers significant social value. Through this program, TWC is able to provide meaningful employment to low-income and street-involved individuals.

Sustained growth of the program will be pending annual budgetary approvals by Council and community demand. At this time, the program provides service to 325 participants with no wait list; indicating community demand is currently being met.

## **STRATEGIC PLAN ALIGNMENT:**

The recommendation of this report supports the achievement of the city's strategic vision through the delivery of core services and the support of Equity, Diversity and Inclusion goals.

## **FINANCIAL IMPLICATIONS:**

Funding to support the grant is referred to annual budgetary processes but is estimated at \$96,000/year.

The remaining services are provided via a tendered contractor. Funding is budgeted to support the program through contract services, Q23-118, but is estimated at \$135,377/year.

The recommendation has no impact on the Capital or Operating Budget as the funding is currently budgeted.

## **COMMUNITY ENGAGEMENT:**

INFORM – This report has been posted to the City's website with the agenda in advance of the council / committee meeting.

## **PREVIOUS REPORTS/AUTHORITIES:**

- INS-20-013
- INS-20-010, supported by INS-20-09
- This matter has also been raised in INS-18-023, and INS-19-009 in which Council directed staff to work on an Assisted Services pilot program working with the Working Center.

**APPROVED BY:** Denise McGoldrick, General Manager, Infrastructure Services