

MEMBER'S RESOLUTION

Council Report

DATE: Tuesday, June 28, 2022

TITLE: SNOW CLEARING FOR QUALIFYING LOW-INCOME SENIORS PROJECT

FROM: Deputy Mayor, Local and Regional Councillor Mario Ferri

Whereas, older adults in the City of Vaughan require snow clearing support to continue to live safely in their homes; and

Whereas, the project will provide and support referrals for snow clearing service arrangement/coordination for older adults in the City of Vaughan; and

Whereas, CHATS being a not-for-profit charitable organization that provides programs and services to enhance the health, wellness, and independence of more than 8,300 older adults and caregivers each year; and

Whereas, CHATS will complete an intake assessment and arrange for snow clearing services working through CHATS contracted Service Providers; and

Whereas, this project will provide referral and intake support, on-going client support, monitoring/check-ins with Service Providers and post evaluation report to track pilot project success; and

Whereas, in the 2021-2022 fiscal year, CHATS provided snow clearing services to 77 clients, in Vaughan:

- 36 in Maple
- 29 Woodbridge
- 3 in Concord
- 2 in Kleinburg
- 7 in Thornhill

Whereas, the goal for November 2022, to April 2023, is that 120 residents/clients will receive service arrangement/coordination support for snow clearing, and

Whereas, after numerous meetings with CHATS team and City staff a process was created to outline the Role of CHATS and the role of the City of Vaughan:

1. Resident referred by the City of Vaughan providing CHATS telephone number;
2. Potential clients from the City of Vaughan would call directly into CHATS dedicated SNOW extension;
3. CHATS would conduct mini intake to obtain internal database information;
4. CHATS will contact appropriate Service Provider to provide quote to resident;
5. Both CHATS and resident would receive quote information;
6. Resident billed directly through Service Provider not CHATS or City of Vaughan;
7. CHATS provide monthly services check-in with Resident;
8. CHATS provide feedback to Service Provider and tracks in database;
9. CHATS codes City of Vaughan Resident under project in database to pull feedback outcomes; and
10. Post resident evaluation survey; and

Whereas, the criteria for resident to qualify for referral is:

1. Age: 65 & up or with age-related conditions; and
2. Location: Within Vaughan city limits; and

Whereas, Project will cost \$50,000 in 2022/23, for 120 clients/residents.

It is therefore recommended:

1. That the Snow Clearing for Low-Income Seniors Project be supported in principle, and referred to staff for consideration in the for the 2022– 2023 budget; and
2. CHATS, in co-operation with staff, review the project and provide an annual report to Council Committee with consideration to the viability and sustainability of this project years to come.

Attachments

1. Presentation material, re: City of Vaughan and CHATS Snow Clearing Project November 15, 2021 – April 15th, 2022
2. Letter from Mark Lubberts, Home Adaptation and Maintenance Coordinator – CHATS, dated June 22, 2022