



MEMBER'S RESOLUTION

Date:	Tuesday September 24, 2019
Title:	Snow Removal for Qualifying Low-Income Seniors Pilot Project
Submitted by:	Deputy Mayor, Local and Regional Councillor Mario Ferri

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

Whereas, the proposed pilot project will provide and support referrals for snow removal 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 removal services working through CHATS contracted Service Providers; and

Whereas, this pilot 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 2018-2019 fiscal year, CHATS provided 635 snow removal services to 133 clients in 22 areas in York Region and South Simcoe (135 clients in Bradford West Gwillimbury, 88 clients in Eat Gwillimbury, 255 clients in Georgina, 10 clients in Innisfil, 115 clients in Newmarket, 26 clients in New Tecumseth, and 6 clients in Stouffville); and

Whereas, the goal for November 15, 2019, to April 15, 2020, is that 50+ residents/clients will receive service arrangement/coordination support for snow removal, 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 Pilot 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, Pilot project will cost \$5000.00 for 50+ clients/residence, maximum 100 clients/residence.

It is therefore recommended:

1. that the Snow Removal for Low-Income Seniors Pilot Project be approved and tested for the 2019 – 2020 season; and
2. that Regional Councillor Ferri work with CHATS to raise the required funds to successfully execute this pilot project; and
3. that upon completion of the pilot, CHATS in co-operation with staff review the project and provide a report to Council Committee with consideration to the viability and sustainability of this project years to come.

Respectfully submitted,

Mario F. Ferri
Deputy Mayor, Local and Regional Councillor