

## CITY OF VAUGHAN

### EXTRACT FROM COUNCIL MEETING MINUTES OCTOBER 2, 2019

Item 15, Report No. 27, of the Committee of the Whole, which was adopted without amendment by the Council of the City of Vaughan on October 2, 2019.

#### 15. SNOW REMOVAL FOR QUALIFYING LOW-INCOME SENIORS PILOT PROJECT

The Committee of the Whole recommends:

- 1) That the recommendation contained in the following resolution from Deputy Mayor, Local and Regional Councillor Ferri, dated September 24, 2019, be approved, subject to the following amendments:
  1. That the resolution title be changed to “Snow Removal for Older Adults Project”
  2. That the word “approved” in Recommendation 1., be replaced with the word “endorsed”; and
- 2) That the deputations of Mr. Mark Lubberts and Ms. Gaynor McCredie, CHATS (Community and Home Assistance to Seniors), be received.

#### Member's Resolution

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

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#### Item 15, CW Report 27 – Page 2

**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:

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

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

- Age: 65 & up or with age-related conditions; and
- 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:***

- that the Snow Removal for Low-Income Seniors Pilot Project be approved and tested for the 2019 – 2020 season; and
- that Regional Councillor Ferri work with CHATS to raise the required funds to successfully execute this pilot project; and

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.



## MEMBER'S RESOLUTION

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

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**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

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- 9) CHATS codes City of Vaughan Resident under Pilot project in database to pull feedback outcomes; and
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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