



**Community and Protective Services Committee**

**Minutes 10**

**Thursday, 25 February 2016**

**9:30 am**

**Champlain Room, 110 Laurier Ave W**

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- Notes:*
- 1. Please note that these Minutes are to be considered DRAFT until confirmed by the Committee.*
  - 2. Underlining indicates a new or amended recommendation approved by Committee.*
  - 3. Except where otherwise indicated, reports requiring Council consideration will be presented to Council on 23 March 2016 in Community and Protective Services Committee Report 10.*

**Present:** Chair D. Deans  
Vice-Chair R. Brockington, R. Chiarelli, G. Darouze, K. Egli,  
M. Fleury, J. Mitic, T. Nussbaum, S. Qadri, M. Qaqish

**DECLARATIONS OF INTEREST**

No declarations of interest were filed.

**CONFIRMATION OF MINUTES**

Minutes 9 - November 30, 2015

**CONFIRMED**

**COMMUNICATIONS**

## Response to Inquiries

- CPS 07 - 15 Halting of Opera Lyra Operations

**CITY OPERATIONS****PARKS, RECREATION AND CULTURAL SERVICES DEPARTMENT**

1. PARKS, RECREATION AND CULTURAL SERVICES ALLOCATION POLICY REFRESH: ARENAS, SPORTS FIELDS AND BALL DIAMONDS

ACS2016-COS-PRC-0002

CITY WIDE

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**REPORT RECOMMENDATIONS**

**That the Community and Protective Services Committee recommend Council approve:**

1. **The guiding principles outlined in this report for the allocation of all City recreation and culture facilities; and**
2. **The Arena Allocation Policy outlined in Document 1; and**
3. **The Sports Field and Ball Diamond Allocation Policy outlined in Document 2.**

Dan Chenier, General Manager of Parks, Recreation and Cultural Services provided a PowerPoint presentation and overview of the report and recommendations. He was accompanied by Linda Tremblay, Manager of Strategic Initiatives, Partnerships and Allocations. A copy of the presentation is held on file with the City Clerk's office.

Following the presentation the Committee heard from the following delegations:

1. \* Marcia Morris, Executive Director of the Ottawa Sport Council spoke to the importance of sport in Ottawa, the role of the Ottawa Sport Council, and the work they have been doing with staff on the Municipal Sport Strategy and the Allocations Policy. She was in support of the report recommendations. She spoke to a PowerPoint presentation, a copy of which is held on file with the City Clerk.
2. \* Denis Dumais, President of Hockey Eastern Ontario Minor, noted that his organization was the largest stakeholder and user of arenas in the City with approximately 25,000 young people. He believed the total number of hours allocated to minor hockey not expected to change as a result of the proposed allocation policy; however, he expressed a number of concerns such as financial impact on the ice return policy and late cancellation fees. He would like that to be reconsidered.

There were a number of questions to the delegation regarding his presentation especially on the amount of time needed to cancel ice rentals and the financial impact on either the association and/or the City. It was suggested that they start registration earlier in order to know the number of participants sooner and the judge amount of ice time needed.

Dan Chenier responded to questions arising from the delegation, and indicated a willingness to work with this organization and others to address concerns within the policy after it is approved. He commented that there was an extensive consultation process as well as proposed workshop sessions to take place once the policy is approved that will review the policy and assist in implementation of the associated procedures.

3. Bryan Gormley, Ottawa Centre Minor Hockey Association which he indicated was a house league hockey association representing 600 children within the centre of the City. He noted they play all their games on City Ice, have been around for 40 years and have had very longstanding contracts with the City. He too noted concerns with the cancellation policy and the costs that could be incurred by associations. He said that the association hands back ice as soon as they know they don't need it, that a 25% immediate penalty is too large and the cancellation fees would impact his organization's ability to subsidize lower income kids to play.

[ \* All individuals marked with an asterisk either provided their comments in writing or by email; all such comments are held on file with the City Clerk. ]

*Written correspondence was received from the Arts, Culture, Heritage and Recreation Advisory Committee in support of staff recommendations.*

Following the delegations Committee members posed a variety of questions to staff.

- This is not just a hockey issue but athletics in general and any national programs that are in place and that may require ice time.
- How does the City and sport association validate participation numbers?
- Can the bureaucracy and paperwork demands be minimized on volunteers working for sport groups that are booking ice, as well as the impact of the policy on the ability to get ice for one-off special events?
- Are there chronic cancellers and can we penalize that?
- Many groups use ice time such as figure skating, public skating, broomball and learn to skate programs.

On the matter of validation participation numbers, Cathy Crosby, City Legal Counsel stated that requesting personal information (i.e. Player's lists) could be challenged under the legislation. The option of requesting a letter or similar validating the numbers from a governing body would be the preferred option from a legislative and corporate perspective.

Chair Deans thanked the delegations and staff for their hard work and that this policy would be a step forward for girl's hockey as well.

The recommendations were then put before the Committee and CARRIED as presented with a number of directions to staff.

**DIRECTION TO STAFF:**

1. That staff be directed in discussions with stakeholder to put forward the concept of fixed place playoffs going forward for the purpose of renting/booking Facility time.
2. That staff provide information prior to the Mar 23, 2016 Council meeting

on the amount of money that the City / Taxpayers spent on “burnt” ice.

3. That staff develop and implement a robust participant validation process to ensure accurate reporting of numbers.
4. That staff be directed to report back with details one year after implementation on the use of delegated authority.

#### **CITY MANAGER’S OFFICE**

#### **CITY CLERK AND SOLICITOR DEPARTMENT**

2. **COMMEMORATIVE NAMING – PAT CLARK COMMUNITY CENTRE**  
ACS2016-CMR-CCB-0014 BEACON HILL-CYRVILLE (11)
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#### **REPORT RECOMMENDATION**

**That the Community and Protective Services Committee recommend Council approve the proposal to rename the Cyrville Community Centre, located at 4355 Halmont Drive, to the “Pat Clark Community Centre”.**

CARRIED

3. **STATUS UPDATE – COMMUNITY AND PROTECTIVE SERVICES COMMITTEE INQUIRIES AND MOTIONS - FOR THE PERIOD ENDING 18 FEBRUARY 2016**

ACS2016-CMR-CCB-0015

CITY WIDE

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**REPORT RECOMMENDATION**

**That the Community and Protective Services Committee receive this report for information.**

RECEIVED

**CORPORATE PROGRAMS AND BUSINESS SERVICES DEPARTMENT**

4. SEMI-ANNUAL PERFORMANCE REPORT TO COUNCIL Q2 2015 AND Q3 2015

ACS2016-CMR-OCM-0003

CITY WIDE

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**REPORT RECOMMENDATION**

**That the Community and Protective Services Committee receive this report for further review and discussion of the service areas' performance results, as outlined in the attached report.**

The report was held for discussion and centered mainly on the need for the information provided in these reports as well as the decrease in response times by the Paramedic Service.

Anthony DiMonte, Acting General Manager of Emergency and Protective Services responded to the questions with additional clarification.

Chair Deans commented on the increase in call volumes and the fact that the CTAS 1 (Canadian Triage and Acuity Scale) response time has dipped beyond the City's standard. She spoke to a Notice of Motion that may be put forward for the March 23rd Council meeting to add additional paramedics, and whether that would address the issue.

Mr. DiMonte provided additional clarification with respect to the dynamic

response model and that once the numbers are finalized at end of February, the report will state that in 2015 the City won't have met the CTAS 1 standard. He commented that the 12 extra paramedics mentioned in the motion would address the problems of 2015 but would not address increasing growth in the City. He could not confirm a number of additional resources that would guarantee achieving the standard until the data is confirmed and brought forward to Committee and Council as part of the annual report.

The Committee also raised questions under By-Law Services with respect to the Ottawa Police Service reducing services in regards to noise complaints at night, the increase of complaint volumes for By-law Services staff and concerns for the downtown area in the summer months.

Chair Deans requested that legal staff obtain a legal opinion regarding the potential legal liability associated with the City not meeting its stated paramedic response time standards prior to the March 23rd Council Meeting. Legal staff indicated that they would do so.

**Motion No. 10 \01**

Moved by Councillor R. Brockington

**WHEREAS the provision of information related to the ongoing operations of Fire, Police, By-law and Paramedic services is of value to members of the Community and Protective Services Committee, Council and the public; and**

**WHEREAS the information contained in the Semi-Annual Performance report supplements the annual reports through the provision of more timely information to the Community and Protective Services Committee;**

**THEREFORE BE IT RESOLVED that, staff be directed to continue to report on the performance measures for Fire, By-Law and Paramedic Services to Community and Protective Services and Council on a semi-annual basis.**

CARRIED

After discussion, the Committee RECEIVED this item with directions as presented.

**DIRECTION TO STAFF:**

1. That staff provide as much information as possible with respect to the correct number of additional paramedics that would be required to meet 2015 growth and 2016 growth to date, and that this be provided to Council prior to Council consideration of motion(s) to set any new staff level.
2. That staff bring an information report back to Committee on the impact of Ottawa Police Service's change in service delivery with respect to investigating noise complaints on By-law services and what it will take to ensure noise complaints are dealt with expeditiously.
3. That the Committee Chair write a letter to the Chair of the Ottawa Police Services board and the Police Chief requesting a meeting to discuss Ottawa Police Service's change in service delivery with respect to investigating noise complaints and how that is impacting By-law services.

**CITY OPERATIONS****COMMUNITY AND SOCIAL SERVICES DEPARTMENT**

5. SOCIAL ASSISTANCE MANAGEMENT SYSTEM (SAMS) UPDATE

ACS2015-COS-CSS-0013

CITY WIDE

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**REPORT RECOMMENDATIONS****That the Community and Protective Services Committee:**

1. **Direct staff to report to the Committee annually, or as information becomes available on the status of the Ministry of Community and Social upload of Ontario Works to the Province, as detailed in this report.**
2. **Request that the Chair of the Community and Protective Services**



**Committee submit a letter to the Province advocating for the development of a regional training centre for staff, as described in this report.**

Dr. Aaron Burry, General Manager of Community and Social Services gave a brief verbal summary on the status of SAMS at the City of Ottawa. He spoke of a Regional Training Centre for training staff on the new software.

After discussion, the Committee CARRIED this item as presented.

6. ACCOUNTABILITY AGREEMENTS WITH THE CHAMPLAIN LOCAL HEALTH INTEGRATION NETWORK (LHIN)

ACS2016-COS-CSS-0001

CITY WIDE

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### REPORT RECOMMENDATIONS

**That the Community and Protective Services Committee recommend Council approve:**

- 1. The completed 2015 Declaration of Compliance that is required under each of the 2013-2016 Long-Term Care Home Service Accountability agreements and the 2014-2017 Multi-Sector Service Accountability Agreement, as detailed in this report.**
- 2. The completed Long-Term Care Home Accountability Planning Submission that is required to enter into the 2016-2019 Long-Term Care Home Service Accountability Agreement and the completed update to the Community Accountability Planning Submission that is required under the 2014-2017 Multi-Sector Service Accountability Agreement, as detailed in this report.**
- 3. The completed 2014 and 2015 Certificates of Compliance that are required for the Personnel Support Worker Wage Enhancement**

**addendum to the 2014-2017 Multi-Sector Service Accountability Agreement, as detailed in this report.**

CARRIED

## **PARKS, RECREATION AND CULTURAL SERVICES DEPARTMENT**

### **7. EXTENDED SUPERVISED BEACH SEASON**

ACS2016-COS-PRC-0001

CITY WIDE

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### **REPORT RECOMMENDATION**

**That the Community and Protective Services Committee recommend Council approve the implementation of an extended supervised beach season in accordance with the Recommended Option outlined in this report.**

Dan Chenier, General Manager of Parks, Recreation and Cultural Services provided an overview of the report and staff recommendations.

Councillor Egli stated that the recommendation made was not what he was expecting. He inquired as to the cost to keep the four beaches open August 18-25 and one extra weekend in June. Mr. Chenier indicated approximately \$30,000.

Discussion took place on the 2016 budget and if a motion adding money for the openings would be out of order. Deputy City Clerk Leslie Donnelly suggested that the Committee may want to receive the report with no recommendations and have Council debate and recommend the next steps.

After discussion, the Committee RECEIVED the report and referred the matter to Council on 23 March 2016.

**Motion No. 10 \02**

Moved by Councillor R. Brockington

**That the Community and Protective Services Committee received the report and refer it to City Council without recommendation.**

CARRIED

**DIRECTION TO STAFF:**

That Staff work with Councillor Egli and other members of Committee to provide a Motion before Council to extend the beach season with no additional budget impact prior to Council consideration of this item.

**INFORMATION PREVIOUSLY DISTRIBUTED**

A PAINT IT UP! 2015 PROGRAM RESULTS

ACS2016-COS-PWS-0002

CITY WIDE

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B ACCESSIBILITY ADVISORY COMMITTEE – RESERVE APPOINTMENT

ACS2016-CMR-CCB-0003

CITY WIDE

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**ADJOURNMENT**

The meeting adjourned at 1:30 p.m.

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**Committee Coordinator**

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**Chair**