

# **PRIORITIES COMMITTEE AGENDA**

to be held on  
**Wednesday, May 26, 2004**  
at  
**7:00 p.m.**

**Councillor  
Terry Kett  
Chair**



**Councillor  
Frances Caldarelli  
Vice-Chair**



 **Greater | Grand  
Sudbury**  
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**NINTH MEETING OF THE PRIORITIES COMMITTEE  
TO BE HELD ON WEDNESDAY, MAY 26, 2004 AT 7:00 P.M.  
IN THE COUNCIL CHAMBER, TOM DAVIES SQUARE**

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**(PLEASE ENSURE CELL PHONES AND PAGERS ARE TURNED OFF)**

The Council Chamber of Tom Davies Square is wheelchair accessible. Please speak to the City Clerk prior to the meeting if you require a hearing amplification device. Persons requiring assistance are requested to contact the City Clerk's Office at least 24 hours in advance of the meeting if special arrangements are required. Please call (705) 671-2489, extension 2475. Telecommunications Device for the Deaf (TTY) (705) 688-3919. Copies of Agendas can be viewed on the City's web site at [www.greatersudbury.ca](http://www.greatersudbury.ca).

**COUNCILLOR CALDARELLI, IN THE CHAIR**

1. Declarations of Pecuniary Interest

**ANY ITEMS NOT DEALT WITH BY THE ADJOURNMENT HOUR OF  
10:00 P.M. WILL BE CARRIED OVER TO THE JUNE 9, 2004 MEETING  
OF THE PRIORITIES COMMITTEE.**

**PRESENTATIONS/DELEGATIONS**

**PAGE NO.**

2. Report dated 2004-04-18, with attachments, from the General Manager of Economic Development & Planning Services regarding Sudbury Northeast Ratepayers Association. 1 - 10  
**(FOR DIRECTION ONLY) (ELECTRONIC PRESENTATION)**

- ▶ Paul Baskcomb, Manager of Community & Strategic Planning
- ▶ Alfred Nicholls, President, Sudbury Northeast Ratepayers Association

(Mr. Baskcomb will give an introduction to the issue and Mr. Nicholls will give a PowerPoint presentation. The Association would like to have the Townships of Scadding, Rathburn, MacKelcan, Aylmer, Parkin and Fraleck (in the Lake Wanapitei area) removed from the City. This area was unorganized prior to the creation of the City of Greater Sudbury.)

3. Report dated 2004-05-19 from the General Manager of Health & Social Services and General Manager of Economic Development & Planning Services regarding SmartSudbury Seniors Web Portal. 11 - 15  
**(ELECTRONIC PRESENTATION)**

- ▶ J. Cameron, Economic Development Officer - Technology

(As per resolution #2003-497, Council approved the financing partnership between the Ministry of Economic Development and Trade, FedNor, the City of Greater Sudbury and the Greater Sudbury Development Corporation for the development of the community portal of which the seniors' portal is a component.)

**RECOMMENDATION:** THAT Council endorse and support the development of the SmartSudbury Seniors' Web Portal for the City of Greater Sudbury;

AND FURTHER THAT the City's Health and Social Services and Economic Development and Planning Departments provide the human resources and technical support required to ensure implementation and communication of the SmartSudbury Seniors' Web Portal project;

AND FURTHER THAT the City of Greater Sudbury work collaboratively with the Federal and Provincial levels of government, outside seniors' groups and agencies to ensure that Website content is appropriate for the use of local seniors, their caregivers and others interested in seniors' issues. This collaborative approach will provide unique leadership opportunities for the City of Greater Sudbury with a variety of stakeholders including senior levels of government.

4. Report dated 2004-05-19 from the General Manager of Health & Social Services regarding Northeastern Ontario Comprehensive Seniors' Strategies. **16 - 17**  
**(ELECTRONIC PRESENTATION)**

- ▶ Councillor Ted Callaghan, Co-Chair, Mayor and Council's Roundtable on Seniors' Issues
- ▶ Catherine Matheson, General Manager of Health and Social Services
- ▶ Mark Simeoni, Senior Planner

**RECOMMENDATION:** WHEREAS the Mayor and Council's Roundtable on Seniors' Issues and the Seniors Campus Steering Committee has amalgamated into the Mayor and Council's Roundtable on Seniors' Issues;

AND WHEREAS a seniors-based economic development strategic plan titled *Action Planning for Sudbury's Golden Opportunity* has been developed;

AND WHEREAS the goal of the Community Action Plan is to advance the economic interests of the City of Greater Sudbury as they relate to the retention and attraction of senior citizens and their requisite infrastructure and services.

THEREFORE BE IT RESOLVED THAT the Council of the City of Greater Sudbury support the findings and recommendations listed within *Action Planning for Sudbury's Golden Opportunity*;

AND FURTHER THAT the newly formed Mayor and Council's Roundtable on Sudbury's Seniors' Issues submit an annual report of their progress in achieving the recommendations of the Community Action Plan.

5. Report dated 2004-05-19 from the General Manager of Health & Social Services regarding Health and Social Services Department Accreditation. **18 - 19**  
**(ELECTRONIC PRESENTATION)**

- ▶ Diane Lavallee, Canadian Council on Health Services Accreditation

(Process for the accreditation of the Health and Social Services Department.)

**RECOMMENDATION:** WHEREAS the Health and Social Services Department is pursuing accreditation under the guidance of the Canadian Council on Health Services Accreditation (CCHSA);

AND WHEREAS members of Council will provide a valuable contribution to the process;

THEREFORE BE IT RESOLVED THAT Councillors \_\_\_\_\_, \_\_\_\_\_ and \_\_\_\_\_ be appointed as representatives to the Leadership and Partnerships Team.

**PRESENTATIONS/DELEGATIONS (continued)**

**PAGE NO.**

6. Presentation from Councillor Lynne Reynolds regarding Senior Friendly Sudbury.  
**(ELECTRONIC PRESENTATION)**

- Councillor Lynne Reynolds, Ward 6

**MANAGERS' REPORTS**

{NONE}

**CORRESPONDENCE - INFORMATION ONLY**

{NONE}

**ADJOURNMENT (10:00 P.M.) (RESOLUTION PREPARED)**

***{MAJORITY REQUIRED TO PROCEED PAST 10:00 P.M.}***

2004-05-21

COUNCILLOR CALDARELLI  
VICE-CHAIR

CORRIE-JO CAPORALE  
COUNCIL SECRETARY

# **Presentations and Delegations**

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# Request for Recommendation Priorities Committee

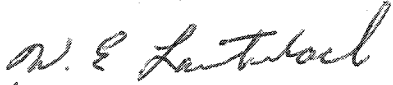


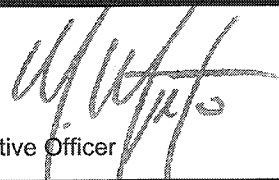
Type of Decision									
Meeting Date	May 26, 2004				Report Date	May 18, 2004			
Recommendation		Yes		No	Priority		High		Low
	Direction Only			X	Type of Meeting	X	Open		Closed

Report Title
Northeast Ratepayers

Policy Implications + Budget Impact	
X	This report and recommendation(s) have been reviewed by the Finance Division and the funding source has been identified
<p>Pursuing the dissolution of the subject area proposed by the NE Ratepayers Association would involve costs in undertaking a public consultation program and of preparing and presenting a case before the OMB. This would likely include costs to obtain independent evidence/reports and legal expertise. Also, significant staff time would be required to direct this initiative.</p> <p>Also, the City was provided with approximately \$22 million from the Province in partial compensation for transition costs. Based on the provincial funding formula, it is estimated that \$5.5 million of that contribution was related to the annexed unorganized area. If the City should pursue the dissolution proposed by the NE Ratepayers, assurances should be sought from the Province that these contributions, or a portion thereof, would not be "clawed back" if the northeast area was dissolved.</p>	
	Background attached

Recommendation
<p><b><u>FOR DIRECTION ONLY</u></b></p>
Recommendation attached

Recommended by the General Manager
 Doug Nadorozny General Manager, Economic Development and Planning

Recommended by the C.A.O.
 Mark Mieta Chief Administrative Officer

Date: May 18, 2004

Report Authored By

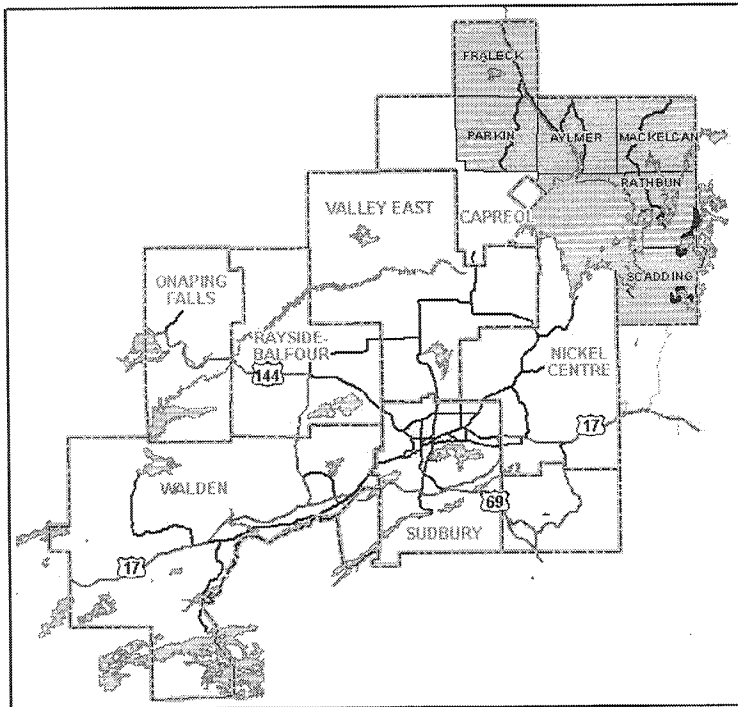
Division Review

Paul Baskcomb, RPP, MCIP  
Manager of Community and Strategic Planning

Bill Lautenbach, RPP, MCIP  
Director of Planning Services

Issue

The Sudbury Northeast Ratepayers Association (SNRA) is advocating the removal of Scadding, Rathbun, Mackelcan, Aylmer, Parkin and Fraleck Townships from the City of Greater Sudbury. These six townships were formerly unorganized townships before the Province of Ontario initiated the local government reforms which resulted in the creation of the City of Greater Sudbury. The subject townships are shaded on the map below.



The Subject Area

Scadding, Rathbun, Mackelcan, Aylmer, Parkin and Fraleck Townships represent a geographic area of 559 km<sup>2</sup>. There are 168 dwellings (seasonal and permanent) and 402 parcels of land in the townships according to 2003 assessment data. The majority of dwellings in the area are located in Scadding and Rathbun Township (see areas denoted in black on above map).

There are approximately 43 permanent residents and 273 seasonal residents in the area. According to assessment records approximately 208 of the seasonal residents live elsewhere in the city while the other 66 live outside the city.

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Road access to the area is provided by Kukagami Lake Road which runs north from Highway 17E at a point 3.6 km east of the CGS city boundary. Kukagami Lake Road runs 13 km north of Hwy. 17E through the Municipality of Markstay-Warren and an unorganized area at which point it crosses into Scadding Twp. and enters the City.

There are approximately 33 km of roads maintained by the City in the subject area. The City also operates a waste drop-off depot on the site of a former MNR dump. Police Services have a radio tower located in the Kukagami area.

### *The Sudbury Northeast Ratepayers Association*

The SNRA was formed in July, 2002 and reports a membership of 174 permanent and seasonal property-owners in the formerly unorganized townships listed above.

### *The SNRA's Concerns*

The SNRA asserts that the inclusion of the formerly unorganized townships in the City represents a financial burden to the City and to the residents of the townships. It is their view that the City now faces the expense of providing certain services to a sparsely populated area which is quite removed from other parts of the City, while the landowners in the area have faced a significant tax increase without a corresponding improvement in services. They also note that a large proportion of the area's landowners have seasonal dwellings and maintain permanent dwellings in Greater Sudbury.

Another observation of the SNRA is that they really are not connected to the City in any physical way. As noted above, their road access originates 3.6 km beyond the City boundary and they have to drive an additional 13 km along Kukagami Lake Road before they re-enter the City. Many areas of the northeast do not have hydro service and phone service.

They dispute the need to include Lake Wanapitei within the boundaries of the City as a way of protecting the lake, stating that the Ontario Ministry of the Environment has responsibility for this matter.\*

\*Note: The MOE's legislative authority to manage water comes primarily from the Ontario Water Resources Act (OWRA) and the Environmental Protection Act (EPA). The OWRA gives the MOE powers to regulate water supply, sewage disposal and to control sources of water pollution and states that the Minister has supervision of all surface and ground waters in Ontario. The EPA prohibits the discharge of contaminants into the natural environment, including water, except where specifically permitted by Certificate of Approval.

### *The Mechanism for Dissolution*

While Sections 171 - 179 of the Municipal Act provide a process for most municipalities to propose municipal restructuring schemes, the Act excludes the City of Greater Sudbury and the other municipalities created through the Province's last round of municipal restructurings from utilizing this process.

However, Section 182 of The Municipal Act states that the Minister, with the approval of the Lieutenant Governor in Council, or a single-tier municipality may apply to the Ontario Municipal Board (OMB) to dissolve all or part of the single-tier municipality in a territorial district. The OMB may dissolve or annex a

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geographic area that is larger or smaller or different than the geographic area for which the application is made. The OMB is required to hold a public hearing before making an order.

It also should be noted that the Municipal Act states that the Minister may notify the Board in writing that in his or her opinion such an application should be deferred. Upon doing so, all proceedings in the application are stayed until the Minister notifies the Board in writing that they may be continued.

### *Other Background Information*

**Report to the Minister of Municipal Affairs and Housing on Local Government Reform for Sudbury (Hugh J. Thomas, Special Advisor, November 26, 1999)** - The Thomas report contained the recommendations upon which the new City of Greater Sudbury was based. There is limited background information to the recommendation that the unorganized northeast townships be included in the boundaries of the new city. However, the report does acknowledge that "concern was expressed about development around the Wanapitei Lake and the potential effect on water quality. Fraleck Township contains a significant hill that may have potential for development for recreational skiing."

**Costs** - The SNRA has annually requested data from the City with respect to the tax revenue and operating and capital costs associated with the northeast townships.

In September of 2002 our finance division reported 2002 tax revenues of approximately \$170,000. A survey of the various departments of the City suggested 2002 operating expenses of approximately \$232,750. Capital costs for 2001-2002 were estimated at \$927,600. However, the capital costs included \$832,000 for communication equipment for fire and police services which serves other areas of the City as well.

For 2003 the finance division reported tax revenues of \$188,400. Operating and Capital expenditures for the same year totalled \$169,560.

In responding to the NERA, the finance division noted that taxes do not necessarily equate dollar for dollar to services provided in a particular area. There are a variety of services such as Ontario Works, child care, hospital funding, policing, library, recreation and general roads which are also supported by tax revenues.

Copies of the correspondence are attached to this report.

**Services** - With respect to services delivered within the geographic area of the northeast townships:

- Initial response to police calls for service is provided by the Ontario Provincial Police with support from the **Greater Sudbury Police Service** if needed.
- **Public Works** has done some limited road work in the area and operates a waste drop-off depot (formerly an MNR dumpsite).
- **Fire service** for the area involves a dual response agreement with Markstay.

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- **Emergency Medical Services** has designated a night landing site in the area. Ambulance service is provided.
- Residents in the area do not receive **Transit** service and therefore do not pay for it.

### *Possible Responses*

Two possible responses to the request of the SNRA are outlined below. It is acknowledged that other options (or variations to those listed) are also possible.

1. **Support Request** - The first option is to support the request of the SNRA. As they have noted, accessibility to the area is an important issue and there are few people affected. Residents of the area have formed a group (the SNRA) and are actively promoting dissolution.

Under this option, the City would apply to the Ontario Municipal Board to remove the subject townships from the municipality. Prior to committing to this course of action, the City would:

- a) write to the Minister of Municipal Affairs and Housing to establish whether or not the Minister would exercise his authority to defer the application or would permit the application to proceed through the Ontario Municipal Board and to determine any other concerns of the Province.
- b) subject to a positive response from the Minister, provide an opportunity for broader public and stakeholder (e.g. Wahnapiatae First Nation, Municipality of Markstay-Warren) consultation to ensure that all perspectives are taken into account.

It should be noted at the outset that, if this option were adopted, the City would incur the costs of undertaking the public consultation program and of preparing and presenting its case before the OMB. This would likely involve costs to obtain independent evidence/reports and legal expertise. Also, significant staff time would be required to direct this initiative.

Finally, the City was provided with approximately \$22 million from the Province in partial compensation for transition costs. Based on the provincial funding formula, it is estimated that \$5.5 million of that contribution was related to the annexed unorganized area. The City should seek assurances from the Province that these contributions, or a portion thereof, would not be "clawed back" if the northeast area was dissolved.

2. **Maintain Status Quo** - A second option is to maintain the status quo. Local governance in this community underwent a major shift with the formation of the City of Greater Sudbury in January 2001. It could be argued that, although three years have passed, it is still too early to jump to conclusions about the appropriateness of the City boundaries. While it is somewhat challenging to deliver certain services in the northeast, the range of services to be delivered to this area is somewhat limited and is not a significant hardship to the City at this time.

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It is also unknown what the response of the Province would be should the City initiate an application to the Ontario Municipal Board. The Province recently refused to consider a proposed de-amalgamation in the Kawartha Lakes area but it is acknowledged that the scale and circumstances in that situation are different.

Another consideration is the potential for future economic activity in portions of the northeast. There is a significant amount of mineral exploration occurring in this area which could result in mining activity in the future. While it is difficult to quantify the probability of this occurring or the economic benefit to the City, this potential would be lost if the northeast area of the City was dissolved.

This option would not alleviate the concerns raised by the SNRA and the financial responsibilities of providing services in this area would remain.

File No. 710 - Tax

September 16, 2002

Mr. Hank Richer

Dear Mr. Richer:

**Re: Your e-mail of July 26, 2002 re capital and operating costs for the former Unorganized Townships in the Northeast Area**

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Thank you for your e-mail to me in which you requested information on operating and capital costs, and tax revenue, for the former Northeast Unorganized Townships of Scadding, Rathbun, Mackelcan, Aylmer, Parkin and Fraleck. I must apologize for the delay in responding. It has taken some time for me to collect the information from the various operating departments as costs relating to this area are not tracked separately and many of the individuals were on vacation.

My response will be based on the information that I received from each of the departments and is for the 2002 operating budget only, along with any identified capital projects in either 2001 or 2002.

2002 Tax revenue		\$170,000
<b>2002 Operating expenditures</b>		
Public Works	roads maintenance - winter and summer	\$122,000
	solid waste - garbage collection, site maintenance and operation, recycling	\$65,000
Emergency Services	ambulance service estimate based on a per call net cost	\$25,000
	fire station - share of operating costs	\$20,750
Police Services	shared service agreement with OPP	not available

In addition to these specifically identified operating costs, there are a number of capital costs relating to this area as follows (\* note that transition expenditures have been subsidized by the Province and the costs reflected below are the 32 per cent municipal share):

Fire equipment	25 per cent share of net cost of new fire equipment (truck and pumper) at Wanapitae Station*	\$34,000
Communication equipment for fire and police services	net costs associated with two towers and associate equipment, design, etc*	\$832,000
Aerial photography and mapping	net cost*	\$5,600
Kukagami Campers Association	one-time grant	\$6,000
Improvements to Matagamasi Road		\$50,000

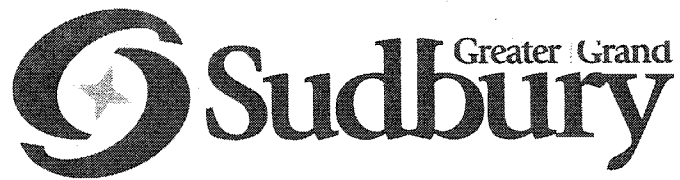
I want to point out, as I did in our telephone conversation, that taxes do not necessarily equate dollar for dollar to services provided in a particular area. As you know, as a taxpayer, you are paying for Ontario Works, child care, hospital funding, policing, library, recreation, and general roads, to name a few, whether you utilize these services or not.

I hope that this information has helped you. If you want to discuss this further, please call me.

Yours truly,

Sandra Jonasson  
Director of Finance City Treasurer

cc: Dave Kilgour  
Ted Callaghan



File No. 381

May 19, 2004

PO BOX 5000 SIN A  
200 BRADY STREET  
SUDBURY ON P3A 5P3

CP 5000 SUCCA  
200 RUE BRADY  
SUDBURY ON P3A 5P3

Mr. Alfred Nicholls President  
Sudbury Northeast Ratepayers Association  
1132 Roland  
Sudbury ON P3A 2C3

Dear Mr. Nicholls:

**Re: 2003 Capital and Operating Costs for the previously Unorganized Townships  
of Scadding, Rathbun, Mackelcan, Aylmer, Parkin and Fraleck**

705.671.2489

www.  
city.greatersudbury  
.on.ca

Thank you for your request for information with respect to operating and capital costs for the previously unorganized townships as noted above and for your patience in waiting for my response.

I have gathered information from each of the departments as follows with respect to direct operating costs:

2003 Tax Revenue		\$188,400
2003 Operating and Capital Expenditures		
Public Works	roads maintenance - winter and summer	\$85,500
	solid waste collection and recycling	\$45,600
Emergency Services	ambulance service estimate based on a per call net cost	\$0
	cost of maintaining helicopter night landing site	\$13,660
	fire station - share of operating costs	\$18,800
	equipment (pumps, hose, trailer) and training of residents	\$6,000
Police Services	shared service agreement with OPP	n/a

Mr. Alfred Nicholls

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May 19, 2004

As I indicated in my letter of September 16, 2002 to Hank Richer on the same issue, taxes do not necessarily equate dollar for dollar to services provided in a particular area. As you know, as a taxpayer, you are paying for Ontario Works, child care, hospital funding, general policing, library services, recreation, and general roads, to name a few, whether you utilize these services or not.

I hope that this information is what you were looking for. If you would like to discuss this further please call me.

Yours truly,



Sandra Jonasson  
Director of Finance/City Treasurer

SJ\*fd

cc: Paul Baskcomb

# Request for Recommendation Priorities Committee



Type of Decision									
Meeting Date	May 26, 2004				Report Date	May 19, 2004			
Recommendation	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No	Priority	<input checked="" type="checkbox"/>	High	<input type="checkbox"/>	Low
	Direction Only				Type of Meeting	<input checked="" type="checkbox"/>	Open	<input type="checkbox"/>	Closed

Report Title
SmartSudbury Seniors Web Portal

Policy Implications + Budget Impact	
<input checked="" type="checkbox"/>	This report and recommendation(s) have been reviewed by the Finance Division and the funding source has been identified
<p>As per resolution #2003-497, Council approved the financing partnership between the Ministry of Economic Development and Trade, FedNor, the City of Greater Sudbury and the Greater Sudbury Development Corporation for the development of the community portal of which the seniors portal is a component.</p>	
<input checked="" type="checkbox"/>	Background attached

Recommendation
<p><b>THAT</b> Council endorse and support the development of the SmartSudbury Senior's Web Portal for the City of Greater Sudbury; and further,</p> <p><b>THAT</b> the City's Health and Social Services and Economic Development and Planning Departments provide the human resources and technical support required to ensure implementation and communication of the SmartSudbury Seniors Web Portal project; and further</p>
<input checked="" type="checkbox"/> Recommendation attached

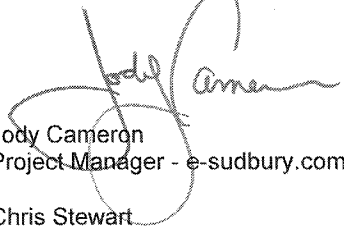
Recommended by the General Manager
 Doug Nadorozny General Manager, Economic Development and Planning
 Catherine Matheson General Manager, Health and Social Services

Recommended by the C.A.O.
 Mark Mieto Chief Administrative Officer

Date: May 26, 2004

**Report Authored By**

**Division Review**



Jody Cameron  
Project Manager - e-sudbury.com

Chris Stewart  
Consultant - Mayor and Council's Roundtable on Seniors' Issues

**THAT** the City of Greater Sudbury work collaboratively with the Federal and Provincial levels of government, outside seniors' groups and agencies to ensure that Website content is appropriate for the use of local seniors, their caregivers and others interested in seniors' issues. This collaborative approach will provide unique leadership opportunities for the City of Greater Sudbury with a variety of stakeholders including senior levels of government.

**BACKGROUND**

The Ontario Ministry of Citizenship and Immigration and the Seniors' Secretariat have met with seniors, service providers and City representatives and have expressed an interest to work with the City of Greater Sudbury to showcase and test the second Canadian pilot site in relation to the introduction of a Collaborative Seniors' Portal. The City of Brockville is the first pilot site, established in October, 2003 (<http://www.seniorsinfo.ca> ).

The City of Greater Sudbury was chosen because of its reputation for building collaborative province-wide models for seniors' networking (eg. developing and leading the Councils on Aging Network of Ontario, with twenty other similar organizations from across Ontario from 1995 to 2000; organizing, Chairing and staffing the Ontario Provincial Non-Governmental Organizations' International Year of Older Persons Enabling Committee with eighteen other seniors' organizations with a variety of mandates from across Ontario, from 1998 to 2000); as well as for having advanced telecommunications capabilities and a variety of agencies that are actively pursuing advanced Internet-based communications strategies (ie. Social Planning Council of Sudbury).

Further, in 2002, the Mayor and Council's Committee on Seniors' Issues, Huntington University and OraclePoll Research conducted a survey of seniors fifty-five years of age and over. It was determined at that time that there was overwhelming support for a seniors "toll-free, 24 hour telephone hotline" – 84.5 percent of males and 90.2 percent of females 55 to 64 years of age support the development of such a service in Sudbury. This support only diminished slightly for the 75 years and older age category (78.4 percent and 78.7 percent support from males and females respectively) (Profile of Seniors in the City of Greater Sudbury, 2002).

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Finally, a meeting was held with Geoff Quirt, Assistant Deputy Minister, Ontario Seniors' Secretariat, Joanne Harrington, Veterans' Affairs Canada, as well as other staff and stakeholders in February, 2004, to discuss the exciting possibilities and opportunities related to the development of a collaborative seniors' portal and related information and referral services in the City of Greater Sudbury.

Subsequent to the meeting in February it was determined that the City's contributions could include involvement from the GSDC's SmartSudbury project (to leverage the existing community portal investments) for technical planning, integration and support, Libraries for user support and Web access, Communications and Translation to help market the project, the Social Planning Council of Sudbury to develop and maintain a reference database through CRNET, and the Older Adult Centre to coordinate information sharing between seniors' groups and to assist in the development of a seniors' Information and Referral telephone support line, utilizing the SmartSudbury Seniors' Web Portal, in consultation with the community. It is expected that all partners will need to keep listed information(content)current.

The SmartSudbury Seniors Web Portal would be a fully developed and maintained "sub-portal", fully integrated into the SmartSudbury (mysudbury.ca) community portal providing seniors with approved access to information and services from all three levels of government and their service providers, in a simple, easy to understand format, as well as all the advanced functionality that the SmartSudbury community portal will offer residents (i.e. Personalization, email).

The aim of the portal design will be to feature meaningful content using plain language service descriptions that are integrated to provide a seamless "no wrong door" approach for seniors, senior providers, family members, MP/MPP/ Municipal Councillors' offices, care givers, and others, to information, services and transactions that may be provided by governments and their agents, at all levels and improve all service channels - online, telephone, or face-to-face and provides a foundation for the future integration of service delivery for seniors within and across governments.

The federal government is represented by Veteran Affairs, Human Resource Development Canada, Health Canada, Canada Customs and Revenue Agency, Communications Canada and the Treasury Board. The Ontario government is represented by the Ministries of Citizenship, Consumer and Business Services, Management Board and others (ie. Health and Long Term Care). Other jurisdictions and organizations that will provide input include senior's organizations such as the Older Adult Centre Sudbury, the Social Planning Council of Sudbury and others as appropriate.

## **STRATEGIC OBJECTIVES**

The strategic objectives for the SmartSudbury Seniors' Portal Pilot Project are:

- To simplify and improve access to government information, transactions and services for seniors, their families and those providing services on behalf of seniors

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- To provide a fast, seamless, "no wrong door" access to complete and consistent information and services that seniors may require from any level of government and the broader public sector.
- To leverage the SmartSudbury Senior's Web Portal environment to also deliver services through multiple channels, including the Internet, telephone, kiosks, and over-the-counter.
- To utilize and leverage the SmartSudbury project team and resources to provide advanced portal functionality to seniors in Greater Sudbury as well as marketing and communications realizing economies of scale.

## **ANALYSIS**

Seniors are one of the fastest growing segments utilizing the internet for information/business purposes (AARP, 1999). The SmartSudbury Seniors Web Portal will be useful for seniors to secure information, benefits and related transactions associated with health care, financial information, security safety and housing, special interest activities and veteran services.

Some additional research and coordination will be required. The City of Greater Sudbury will appoint staff and community representatives, including seniors to join the local project team and working groups with representatives from the Ontario Government and the Federal Government, to be led by the Health and Social Services Department, with the technology requirements, implementation plan and methodologies being led by the SmartSudbury project. In addition, community content development will require access to existing community resources, such as CRNET, developed by the Social Planning Council of Sudbury, directory information as developed by the Older Adult Centre Sudbury and other information from various senior, ethnic and cultural groups.

The municipal endorsement of this initiative will provide a supportive statement to the City of Greater Sudbury's senior residents on this City Council's commitment to continue to develop avenues of access to important municipal programs as well as to programs and services of a broad array of federal, provincial, for-profit and non-profit organizations in this community. The project will engage various seniors organizations and related personnel in Greater Sudbury to assist in ensuring a customized approach on the portal development.

## **FINANCIAL CONSIDERATIONS AND SUSTAINABILITY**

The hardware/software and main development of the SmartSudbury Senior's Web Portal will be developed in collaboration with the main community portal by the existing SmartSudbury team. No additional financial obligation of the municipality has been requested by the federal/provincial governments at this time.

Space for the Information and Referral component of the Greater Sudbury Senior's Web Portal will be sought at the Pioneer Manor's Seniors' Campus. This is a strategic "fit" with Pioneer Manor's Seniors Campus Strategic Plan. Existing budgets and human resource commitments will represent Greater Sudbury's contribution to the project.

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A long-term sustainability plan will also be developed, in consultation with senior levels of government. In addition, a Job Creation Partnership proposal has been developed and will be going forward from the Older Adult Centre Sudbury, to support this initiative in relation to the Information and Referral Component, to be operated by the OACS, in collaboration with a Implementation Steering Committee to be formed.

## **STRUCTURE**

The SmartSudbury Senior's Portal Implementation Committee should have a Governance component, and three Working Groups:

- Marketing and Communications (including content development and layout)
- Technical (computer/user interface; systems integration; web portal design and construction)
- Seniors' User Acceptance (is this meeting the needs of the user group(s))

## **MEMBERSHIP**

The membership "pool" will consist of, but not be limited to:

- City of Greater Sudbury - Councillor Callaghan, Health and Social Services, Economic Development and Planning, and Citizens and Leisure Services
- Mayor and Council's Roundtable on Sudbury's Golden Opportunity
- Older Adult Centre Sudbury
- College Boreal
- Huntington University
- Cambrian College
- Ministry of Citizenship and Immigration
- Social Planning Council of Sudbury
- Manitoulin-Sudbury Community Care Access Centre
- others as appropriate
- Provincial and Federal representatives will also be part of the community team(s).

# Request for Recommendation Priorities Committee



## Type of Decision

Meeting Date	May 26, 2004				Report Date	May 19, 2004			
Recommendation	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No	Priority	<input checked="" type="checkbox"/>	High	<input type="checkbox"/>	Low
	Direction Only				Type of Meeting	<input checked="" type="checkbox"/>	Open	<input type="checkbox"/>	Closed

## Report Title

Northeastern Ontario Comprehensive Seniors' Strategy

### Policy Implications + Budget Impact

<input checked="" type="checkbox"/>	This report and recommendation(s) have been reviewed by the Finance Division and the funding source has been identified
None.	
<input checked="" type="checkbox"/>	Background attached


### Recommendation

Whereas the Mayor and Council's Roundtable on Seniors' Issues and the Seniors Campus Steering Committee has amalgamated into the Mayor and Council's Roundtable on Seniors' Issues; and

Whereas a seniors-based economic development strategic plan titled *Action Planning for Sudbury's Golden Opportunity* has been developed; and

<input checked="" type="checkbox"/>	Recommendation attached
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### Recommended by the General Manager



Catherine Matheson  
General Manager  
Health and Social Services

### Recommended by the C.A.O.



Mark Mieto  
Chief Administrative Officer

Date: May 26, 2004

**Report Authored By**

Chris Stewart  
Seniors Consultant

Bernadette Walicki  
Program Coordinator of Community Initiatives



**Division Review**

Whereas the goal of the Community Action Plan is to advance the economic interests of the City of Greater Sudbury as they relate to the retention and attraction of senior citizens and their requisite infrastructure and services.

Therefore, be it resolved that the Council of the City of Greater Sudbury support the findings and recommendations listed within *Action Planning for Sudbury's Golden Opportunity*; and further

That the newly formed Mayor and Council's Roundtable on Sudbury's Seniors' Issues submit an annual report of their progress in achieving the recommendations of the Community Action Plan.

**Background**

The Mayor and Council's Committee on Seniors' Issues will endeavour to implement the recommendations listed within *Action Planning for Sudbury's Golden Opportunity*. Their direction will include:

- expanding public, non-profit and for-profit enterprises in seniors related industries;
- build on existing strengths and opportunities;
- involve community stakeholders through the Mayor and Council's Roundtable on Seniors' Issues

To simplify the development of Sudbury's Senior's Sector, four key elements have been highlighted for the Roundtable, including:

- Health Care Services and Infrastructure;
- Housing Needs;
- Seniors' Destination; and
- Quality of Life.

Since the City of Greater Sudbury is positioned to become a quality seniors' destination based on location, housing, entertainment, culture, tourism, shopping and a demonstrated quality of life, the Community Action Plan will serve as a guide to ensure our community's economic interests for seniors are being addressed. The passion, experience and expertise of Roundtable members will contribute to the successful implementation of recommendations that will see the retention and attraction of senior citizens to the City of Greater Sudbury.

The Community Action Plan including details regarding each component will report back to Priorities Committee for their information over the next several months.

# Request for Recommendation Priorities Committee




Type of Decision									
Meeting Date	May 26, 2004				Report Date	May 19, 2004			
Recommendation	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No	Priority	<input checked="" type="checkbox"/>	High	<input type="checkbox"/>	Low
	Direction Only				Type of Meeting	<input checked="" type="checkbox"/>	Open	<input type="checkbox"/>	Closed

Report Title
Health and Social Services Department Accreditation

Policy Implications + Budget Impact	
<input checked="" type="checkbox"/>	This report and recommendation(s) have been reviewed by the Finance Division and the funding source has been identified
<p><b>Policy Implications:</b> Accreditation is consistent with the City's Mission and Values.</p> <p><b>Budget Impact:</b> The costs associated with accreditation will be managed within the Health and Social Services Department's 2004 operating budget.</p>	
Background attached	

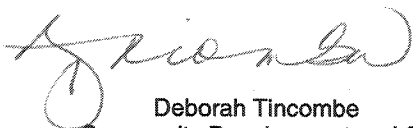
Recommendation
<p>Whereas the Health and Social Services Department is pursuing accreditation under the guidance of the Canadian Council on Health Services Accreditation (CCHSA), and,</p> <p>Whereas members of Council will provide a valuable contribution to the process,</p> <p>Therefore be it resolved that Councillors _____, _____ and _____ be appointed as representatives to the Leadership and Partnerships Team.</p>
Recommendation attached

Recommended by the General Manager
 Catherine Matheson General Manager, Health & Social Services

Recommended by the C.A.O.
 Mark Mieto Chief Administrative Officer

Date: May 19, 2004

Report Authored By



Deborah Tincombe  
Manager, Community Development and Social Policy

Division Review

## Background

Over the next year, the Health and Social Services Department will be participating in an accreditation process under the guidance of the Canadian Council on Health Services Accreditation (CCHSA). This is the first time that a municipal Department, whose mandate includes services outside of health care, will undertake accreditation with the Council.

CCHSA is an internationally recognized accreditation association with broad recognition for evaluating quality in health care services and guided Pioneer Manor through its first successful accreditation in 2002. Pioneer Manor will be undergoing re-accreditation in April 2005 while the Department's Social Services, Children Services, Housing Services and Community Development and Social Policy Divisions will undergo their initial accreditation. Organizations normally undergo re-accreditation every three years.

Accreditation provides the Department with the opportunity to compare its services against a set of national standards. During the self-assessment phase, teams which include management, union representatives, front-line employees, clients / residents, community partners and contractors evaluate the Department's services. The second part of the process involves a peer review by qualified professionals in the field of health and social services who will be selected by the CCHSA. In April, 2005, the CCHSA surveyors will perform on-site interviews with the accreditation teams, focus groups, and individual clients for the purpose of determining whether the Health and Social Services Department meets standards associated with international accreditation. The surveyors' findings will be summarized in a written report that will focus on the Department's strengths and areas for improvement. The surveyors will make recommendations that will assist the Department in developing plans to improve areas which are weak and maintain areas which are strong.

Members of Council have been requested to participate on the Leadership and Partnerships Team. This team will focus on areas such as partnerships, community development, organizational governance, values and ethics, strategic planning, resource allocation, accountability, managing risks, budgets, and meeting the organization's mandate. The contribution of members of Council to the Leadership and Partnerships team will enhance the richness of the process and demonstrate the City's commitment towards providing quality health and social services.