

MINUTES

COMMUNITY SERVICES COMMITTEE

REGIONAL MUNICIPALITY OF OTTAWA-CARLETON

THURSDAY 20 APRIL 2000

CHAMPLAIN ROOM

1:30 P.M.

PRESENT

Chair: A. Munter

Members: B. Chiarelli, D. Beamish, W. Byrne, L. Davis, C. Doucet, D. Holmes, H. Kreling, A. Loney, M. McGoldrick-Larsen

CONFIRMATION OF MINUTES

That the Community Services Committee confirm the Minutes of the regular meeting of 6 April 2000.

CARRIED

INQUIRIES

1. OTTAWA-CARLETON TRAINING BOARD

Councillor W. Byrne advised that she has been contacted by the Ottawa-Carleton Training Board (OCTB), in partnership with the Ottawa-Carleton District School Advisory Committee and other stakeholders who are about to undertake a comprehensive study that will give direction on how best to meet the education training, and adjustment needs of those with learning and/or physical disabilities and literacy problems in Ottawa-Carleton.

Notes: 1. Underlining indicates new or amended recommendations approved by Committee.

2. Items requiring Council approval will be presented on 10 May 2000 in Community Services Report No. 45.

Councillor Byrne posed 2 inquiries for response by the Social Services Department:

1. How will impending cuts to Special Needs Programs and ESL/FSL Programs affect clients, both short and long term?
2. What is the long-term financial cost (5 years) to the Social Service Department with regard to these same cuts?

2. CHILD CARE SUBSIDIES AND RRSPS

Councillor W. Byrne requested clarification on a report submitted to Community Services Committee on 15 January 2000 regarding Child Care Subsidies: Policy Changes Introduced by the Ministry of Community and Social Services. She referenced the report and requested the Department to provide clarification on when these changes will become effective, as the report indicates 2 possible dates: September 2000, or February 2000 following review of criteria. She added that she has a constituent who will be negatively affected by these changes.

PRESENTATIONS

1. QUIT 2000

- Co-ordinator, Community Services Committee report dated 10 Apr 00

Regional Chair Chiarelli remarked on the success of the Quit 2000 program, noting how important it is to honour people who have successfully battled their smoking addiction. He acknowledged the strong commitment and responsible action of the Health Department in encouraging a smoke free community. Regional Chair Chiarelli made the analogy of comparing starting smoking to stepping into quicksand, where it is very hard to escape.

Dr. R. Cushman, Medical Officer of Health, stated that Committee Chair Munter and Regional Chair Chiarelli have demonstrated understanding and support on this issue. Dr. Cushman noted the contribution of staff have worked hard on this project over a number of years to make it a success, and encouraged smokers to continue their battle to beat this difficult addiction.

Committee Chair Munter and Regional Chair Chiarelli presented Ms. Bev Entwistle of Nepean and Ms. Keri Robertson of Ottawa with cheques of \$2,000 each, as winners of the Quit 2000 Contest.

That the Community Services Committee receive this presentation for information.

RECEIVED

4. 2000 PROJECT GRANTS FOR HEALTH AND SOCIAL SERVICES
- Co-ordinator, Community Services Committee report dated 10 Apr 00

Committee Chair A. Munter welcomed the many partner agencies of the Region who perform important work in the community. He added that the new millennium is a time of tremendous economic growth and opportunity, where we can afford to make a difference, and work with our community partners to ensure success shared across Ottawa-Carleton. Chair Munter noted that Regional Council worked hard this year to make a re-investment in health and social services, and to repair the social services safety net. He noted that this would not have been possible without the commitment and support of Regional Chair Chiarelli.

Regional Chair Chiarelli stated that true leadership of social services issues in the community is demonstrated by the commitment and leadership shown by Dr. R. Cushman, Medical Officer of Health, and Councillor A. Munter. He acknowledged the tremendous hard work and commitment shown by volunteers, and employees of not-for profit organizations who care about their community. On behalf of all residents of Ottawa-Carleton, he thanked these dedicated individuals for making the community a better place.

Regional Chair Chiarelli noted that Regional Council has tried to act as a partner in providing human services to the community, but it is the groups represented today that make the real difference, in helping people up when they stumble, and supporting them when they fall. He noted that in a small way the grants the Region provides support the hard work of these dedicated groups and agencies. He encouraged all agencies to write the Transition Board to encourage them to recognize the importance of these services in enhancing and maintaining the quality of life in this community.

The following presentations were made:

Regional Chair Chiarelli, Committee Chair Munter and Councillor H. Kreling presented a health grant of \$4,900 to the Instructors of Eastern Ontario - Regional Branch of the International Association of Infant Massage.

Councillor H. Kreling accepted a health grant of \$10,000 on behalf of the Special Needs Equipment Exchange Services (Children) Inc.

Regional Chair Chiarelli, Committee Chair Munter and Councillor W. Byrne presented a health grant of \$12,000 for Pinecrest-Queensway Health and Community Services - West Side Youth Against Crime, and a social services grant of \$20,000 to Pinecrest-Queensway Health and Community Services - Joining Hands to Build a Community.

Regional Chair Chiarelli, Committee Chair Munter and Councillor J. Legendre presented a social services grant of \$15,000 to Housing Help, as well as two grants to the Centre de ressources communautaires Overbrook-Forbes: a \$20,000 social services grant for the Community Liaison with Ethnocultural residents program, and a \$3,000 social services grant for the Homework Club program.

Regional Chair Chiarelli, Committee Chair Munter and Councillor D. Holmes presented a grant to the Social Planning Council, a \$20,000 social services grant to the Centretown Community Health Centre, and a \$10,110 social services grant to Centre 507 Association of Ottawa.

Regional Chair Chiarelli, Committee Chair Munter and Councillor L. Davis presented a social services grant of \$25,000 to Bruce House, a \$4,300 grant to the Schizophrenia Society, Ottawa-Carleton Chapter, and a health grant of \$12,800 to the Marjorie Lord Foundation.

Regional Chair Chiarelli, and Committee Chair Munter presented a health grant of \$6,500 and a social services grant of \$20,000 to the Community Resource Centre of Goulbourn, Kanata & West Carleton.

Committee Chair Munter and Regional Chair Chiarelli presented the following grants on behalf of Councillors who could not be at the meeting: \$16,000 health grant to the Alta Vista Youth Net; a social services grant of \$1,771 to Action-logement/Action Housing; \$20,000 social services grant for the Lifeline Centre for Addicted Survivors of Trauma; \$5,000 health grant to Les Ateliers de l'Elan, Maison; \$15,000 health grant to Maison fraternité pour Action antidrogue de Vanier; \$8,000 health grant to Service d'entraide communautaire; \$28,000 health grant to the Wabano Centre for Aboriginal Health; and a \$7,500 health grant to the Congress of Black Women, Ottawa Chapter.

That the Community Services Committee receive this presentation for information.

RECEIVED

5. YOUTH ADVISORY ACTION MANUAL

- Co-ordinator, Community Services Committee report dated 10 Apr 00

Ms. Susan Kennedy, Ms. Kelly Tonner and Mr. Ali Mohamed, representing the Youth Advisory Committee of the Youth Services Bureau, presented the Youth Action Manual to Committee.

Ms. Kennedy noted that the Youth Services Bureau's Central Youth Advisory is a network made up of 25 agencies to provide a forum for young people and service providers to work together. The objective is to network, share ideas and work together to identify youth issues.

Ms. Tonner informed Committee that the Young People's Perspective is a youth forum of young people from all segments of society from across region who attend a full day event of fun and information, with numerous workshops, music, seminars on employment and skits.

Mr. Mohamed noted that the forum is youth-driven and youth-led, and provides an opportunity for youth to express their opinions, and concerns. Mr. Mohamed noted that this program gives youth the opportunity to be heard.

Ms. Kennedy stated that Mr. Mohamed was an integral part of workshops on theatre and music at this year's forum. One of the goals of the forum is to develop skills for coping with stress, and that the theme this coming year is how people define themselves. Action Manual III highlights a young peoples bill of rights, which breaks down legal rights and convention rights and steps youth can take if they feel their rights have been violated. She expressed appreciation for the financial support provided by the Region.

Councillor M. McGoldrick-Larsen congratulated the presenters on the success of the program. She noted that the previous action manuals have contained recommendations to various levels of government on youth related issues and concerns. In response to a question from Councillor M. McGoldrick-Larsen, Ms. Kennedy noted that the network has not followed up to date on the effect of these recommendations, and whether or not were implemented. She agreed that this would be valuable information to have, and should be part of the planning process for the next forum to be held on November 18, 2000.

Councillor W. Byrne stated that it is a good idea to follow up and go back to agencies and organizations about the implementation of recommendations, as well as requests for resources. She added that the bill of rights is well presented, and a very informative document.

Committee Chair A. Munter noticed that a number of the recommendations in the report could be targeted at local government and improve how programs are delivered, adding that next year

it will be easier to direct these recommendations to one level of administration in the new City of Ottawa.

That the Community Services Committee receive this presentation for information.

RECEIVED

COUNCILLOR'S ITEM

4. SOUTH NEPEAN HUMAN SERVICES NEEDS ASSESSMENT
- Councillor M. McGoldrick-Larsen's report dated 12 April 00

Councillor M. McGoldrick-Larsen welcomed Ms. Susan Trott, Nepean resident, Ms. Diane O'Neill, Executive Director of Aladdin Child Care Centre and Ms. Pauline van Lammers of the Nepean Community Resource Centre, noting that these representatives of South Nepean have worked to secure services for the burgeoning southern community.

Ms. Trott presented Committee with a proposal for Family Resource Centre in South Nepean, to meet the present and growing needs of the community. She noted that the lack of childcare in South Nepean is not isolated to her family situation, but affects many families in the community. She noted that there are no public places to meet, no playgroups or toy libraries, no resource centre, no group child care facilities and no human services such as a wellness centre or maternity clinic.

Ms. Trott informed Committee that between 1991 and 1999 population in the area grew by 60.8%, with at least 69.3% of households having at least 3 persons, as compared to 2.61 in Ottawa and 2.88 in the rest of Nepean. The expected total population will be 100,000 in 2021 in South Nepean.

Ms. Trott informed Committee that the Southpointe Community Association formed a Focus Group with the purpose of determining the needs of the community. Members include the community association, parents, home care providers, religious groups, sports and social groups and social services.

Ms. Trott presented a proposal to build a Family Resource Centre that begins with a 3,000 square foot building, that would be built in stages, and include plans for a child care centre, office and program space for the Nepean Community Resource Centre, and meeting space for groups, clubs and activities. She suggested that Stonecrest Park is the best location for this project, and is it also has a proposed school site adjacent to the park.

Ms. Trott noted that Cityview has a mandate to build a childcare centre in South Nepean that includes 87 group care spots, 45 of them subsidized, 300 home care spots, 90% of them subsidized, and a summer camp for 60 children, with 50 subsidized spots. She stated that the Region has allocated funds for a Needs Assessment for South Nepean, and the Community Association would like to see the Nepean Community Resource Centre expanded to Longfields/Davidson Heights. Ms. Trott noted that the Family Resource Centre will benefit all segments of the community, including teenagers, users of the Resource Centre, the Community Association, Scouts, Girl Guides, social clubs, senior groups, congregations, preschool programs and playgroups.

Ms. Trott stated that Cityview Child Care has been allocated \$1.2 million from the Region to relocate to South Nepean, and the community hopes that the Nepean Community Resource Centre will get money to expand into South Nepean. Funding will also be sought from corporate sponsors.

In response to a question from Councillor M. McGoldrick-Larsen, Dr. R. Cushman, Medical Officer of Health, noted that the Health Department has been struggling to develop a base in South Nepean, and there is a definite need for human services such as breastfeeding and well baby clinics. He noted that the demand is clear in this burgeoning community, and although the process has been slowed by the Transition Board, the community should not give up as they pay taxes and have a pitiful level of service as a result. Dr. Cushman referred to a tour Councillor McGoldrick-Larsen recently took him on of South Nepean, and noted that she has an excellent eye for locations that will best serve the needs of residents.

Chair Munter suggested that resources should be set aside for new communities as expanding and increasing human services structures are required to meet needs, as well as maintaining a commitment to serve existing communities.

Councillor McGoldrick-Larsen congratulated all the participants of the project, recognizing their time commitment and hard work. She commented that she is looking forward to finalization of the needs assessment report which will provide Committee and staff with the opportunity to develop an action plan.

Councillor McGoldrick-Larsen stated that it is incumbent on local government to identify lands in new suburban areas for community facilities, and this should be done early in the subdivision agreement process so that neighborhoods develop around community facilities that grow to serve their needs. She added that although development charges are being collected for a library and community facilities in South Nepean, land has not yet been designated for these purposes.

In response to an inquiry from Councillor A. Loney, Ms. P. van Lammers clarified that the Nepean Community Resource Centre wants to maintain an office in Bells Corners as well as identify a location in South Nepean.

Councillor Loney suggested that there may be an opportunity to seize this situation to develop a pilot to provide multiple services to the community from one location. He added that boundaries will be broken down in the new city, and issues may be more easily addressed.

Councillor C. Doucet commended the presenters on their proposal. He noted that a very important issue to be recognized in the new city is development of a policy on delivering community services. This policy should be community driven and reflect the needs of neighborhoods. He suggested that this policy should be in place when the new City begins.

Ms. Trott noted that her group is working with the School Boards towards a goal of integrating all services in one place.

Ms. Van Lamers commented that the Youth Services Bureau is also a partner in this endeavor.

That the Community Services Committee receive this presentation for information.

RECEIVED

Councillor Doucet commented that he would like his comments recognized as the impetus for development of an action plan. Councillors Doucet and McGoldrick-Larsen prepared a motion which Chair Munter read into the record for discussion.

Councillor D. Beamish commented that the motion sounds similar to a Master Plan strategy, and may be a larger project than anticipated. He suggested that it may require some groundwork and information from staff prior to proceeding. Councillor McGoldrick-Larsen suggested that the motion be approved in principle and a workplan be developed for approval by Committee. She acknowledged that the issue involves the lower tier municipalities from land use planning and recreation perspectives, and terms of the issue will have to be identified.

Moved by C. Doucet

That the Community Services Committee approve in principle, subject to a workplan submitted for Committee approval in 30 days:

That a Community Services sub-committee composed of members of the Committee and staff, be struck and charged with delivering a vision, principles and guidelines regarding the community and neighborhood facilities necessary to provide family and community services, for the health and vitality of residents in the new City's various neighborhoods, being understood that any policy developed must include both capital and operational costs for these facilities.

CARRIED, as amended

HEALTH

5. FOOD SAFETY IN OTTAWA-CARLETON

- Associate Medical Officer of Health Report dated 14 April 00

Constable Andy Roach informed Committee that the report deals with current and proposed activities of the Environmental Health Branch in the control of food safety, and the prevention of enteric food borne illnesses. The full implementation of the actions outlined in the report is contingent on the provision of 2.2 FTE food safety positions, as noted in the recent Deloitte & Touche report.

Dr. Ed Ellis, Associate Medical Officer of Health, provided information on the number of cases of Campylobacter, Salmonella, Verotoxin-Producing E. Coli and Shigella, by year, for the region of Ottawa-Carleton, and as compared to other municipalities. Dr. Ellis noted that these bacteria are primarily spread through the fecal-oral route, and is commonly transmitted via unpasturized milk, poultry, dirty water, and fruits and vegetables originating from unsafe agriculture practices. Dr. Ellis made reference to a salmonella and shigella outbreak as a result of a lunchables product and contaminated parsley. He added that the statistics do not always reflect the complete picture, giving the example of the Middlesex London figures which were reported prior to an extensive outbreak related to petting zoos. Suspected cases of food borne illness are also not reflected in the numbers.

Committee Chair A. Munter inquired whether food poisoning is incorrectly diagnosed or unreported, and whether there are any statistics that reflect how closely reporting matches the number of actual cases that occur. Dr. Ellis replied that it would depend on which bacteria was

involved, adding that an individual has to be ill enough to visit a doctor, and a doctor has to be impressed enough to order a stool sample, in order to confirm the presence of bacteria. He indicated that many cases of salmonella are probably not being recognized, however when symptoms are severe, verotoxin producing e. coli is often detected. Dr. Ellis indicated that literature will be sent to doctors in the near future advising what signs to look for, when to order stool cultures and when to report symptoms.

In response to a question from Councillor D. Holmes, Constable Roach indicated that there were approximately 400 complaints last year to the food health line, ranging from problems dealing with cleanliness to reports of illness.

In reply to an inquiry from Chair Munter, Constable Roach indicated that most restaurants post a plaque which lists the Health Department number. Dr. R. Cushman, Medical Officer of Health, added that the public perception of one of things the health department does is restaurant inspection, so they know who to call. He advised that the Department also gets calls from physicians reporting suspected cases.

Chair Munter referenced the action plan outlined in the report, and questioned whether these items are dependent on the 2.2 FTE being added, or are there available resources in this years budget to proceed immediately on some of the recommendations. Constable Roach responded that the Health Department has begun to work on some of the initiatives outlined in the report, and are moving forward on the health education issue, designed to raise awareness in restaurants, homes and in the grocery stores.

In reply to a query from Chair Munter concerning the proposal to require safety training as a condition of licensing in the new city, Constable Roach indicated that the Department offers a food handlers program in house on a monthly basis as well as on site where numbers warrant.

In response to an inquiry from Chair Munter, Constable Roach noted that although not required by law, the Department works on the assumption that training is necessary, and requirements are such that food premises with more than three food handlers must have one that is certified, although if there are less than three it is not required.

Chair Munter asked what proportion of food premises meet this food safety protocol. Constable Roach advised that it is difficult to determine exact numbers as employees in the food industry are often transient, although estimated that not more than half of the food handlers in restaurants are trained.

Councillor A. Loney queried whether the Region presently has the authority to enforce posting of the plaque. Constable Roach noted that he is uncertain whether there is the authority to require it be posted, but does not know of any establishment refusing to do so.

Dr. Ellis commented that the majority of reported cases of food poisoning are not related to restaurants, but result from contact with the bacteria in home use.

Councillor D. Holmes questioned how the Department intends to impose mandatory food handling training as a condition of licensing. Constable Roach noted that the Health Department currently has an arrangement with some municipalities for signing authority on food premises licenses, which provides some leverage to ensure that when food premises begin operations they are in compliance with the training requirements.

Constable Roach clarified that presently that there is no follow-up with licensing if an establishment is charged.

Ms. Eileen and Mr. Jim Mattson made reference to her presentation to Committee in January where she made several recommendations on food safety. She noted that she has read the report, and would like to commend Committee and the Health Department for the positive action that is outlined. She noted that with a combined total of over 400 cases of food borne illness last year in Ottawa-Carleton, it is clear that action is necessary. She noted that licensing food workers will benefit both the public and the restaurant industry. She suggested that food safety and food handling information be distributed to all households, schools and businesses as well as the restaurant industry.

Ms. Mattson stated that the public has a right to know about safety infractions by food establishments, including grocery stores, and suggested that reports be placed on-line for access by the public. She suggested that colour coding could be used to rate restaurants as a result of food inspections, providing the example of green for A, yellow for B and red for a failed inspection. She noted that this would help the food industry maintain minimum standards and inspire restaurants to achieve these grades. Ms. Mattson suggested that grocery stores be required to implement safety measures for cross-contamination such as meat shields, provide anti bacterial wipes at meat displays, and wipe down conveyer belts at cash registers.

In reply to an inquiry from Ms. Mattson, Constable Roach noted that it is a challenge to address the issue of unpasteurized apple cider, as it is legal, although the Department will focus on informing the public of the risks. Dr. Cushman advised that there is only one producer of apple cider locally, although there are a number in Eastern Ontario.

Chair Munter commended Mr. and Mrs. Mattson for their leadership on this issue. He suggested that there should be a review of the proposed recommendations in order to determine the status in 12 months. Dr. Cushman commented that the Mattson's work has benefited the community, and they have provided valuable information and suggestions to staff. Staff will investigate the issue of authority under by-law to require food handling training as a condition of licensing.

Ms. Mira Shane, resident of Metcalfe Street, informed Committee that she was a victim of salmonella poisoning in 1991, which left her sick at home for 10 days before she was hospitalized for 10 days. Ms. Shane suggested that the Health Department has an opportunity to provide the public with information that when they enter a restaurant it has been recently inspected, and what grade was received. She noted that there should be additional publicity on what number to call with a complaint or concern.

Chair Munter suggested that there should be a highly visible posting in a restaurant with a number to call, similar to the sticker in the back seat of taxi cabs noting a number to call with complaints. Ms. Shane concurred.

Mr. Tom Kroeger, President of the Ottawa-Carleton Restaurant, Hotel and Motel Association, informed Committee that the Association members have a good relationship with the Health Department, and commended the Department for their regular inspections of food establishments. He noted that the Association encourages all members to post the plaque in a visible place. He commented that the proposal for a grading system has caused some concern, as the fact that restaurant doors are open means that establishments have complied with the requirements. He explained that although there could be more education and training for food handlers, the implementation of a food grading system in other areas, such as California, has caused serious problems.

Mr. Kroeger advocated increasing fines, and shutting down establishments when they do not comply. He noted that most instances of food borne illness occurs in the home, and noted that it is impractical to implement requirements in grocery stores, street vendors or cafeterias. Mr. Kroeger noted that the Association will assist in any way possible.

In response to a question from Chair Munter, Mr. Kroeger noted that it is difficult to determine the number of trained workers in the restaurant industry, as there are many seasonal workers, as well as highly skilled professionals who don't have the food handling course but are knowledgeable in food handling requirements.

Councillor W. Byrne commented that restaurants may embrace the rating system and aspire to achieve an "A" rating, in order to attract more clientele, similar to the Canadian Automobile Association (CAA) rating system. Mr. Kroeger replied that the industry has some concerns about the possible subjectiveness of a rating system. He noted that the Association would have to review a detailed proposal, including measures that could be taken to correct ratings. In response to a question from Councillor Byrne, Mr. Kroeger clarified that the Association has not discussed and does not have a position on the CAA rating system.

In reply to a query from Councillor D. Holmes concerning the subjectiveness of the rating system, Mr. Kroeger commented that as a result of human nature, inspectors could provide different ratings that may cause financial difficulties for some establishments. He noted that a rating system should be weighed against whether it will actually result in cleaner restaurants or fewer food poisonings.

In response to a question from Councillor A. Loney, Mr. Kroeger noted that there are approximately 1700 food services establishments in Ottawa-Carleton, with the Association representing 400-500 restaurants. Councillor Loney inquired why more restaurants are not members. Mr. Kroeger noted that simple apathy is the reason, as all establishments benefit from the lobbying of the Association. Councillor Loney suggested that restaurants that have worked at hard at maintaining standards may embrace the rating system as it would benefit them versus those restaurants that have done the minimum required to avoid being charged.

Chair Munter stated that he understands the reservations about the California system, however is hopeful that the Association will be involve itself in the discussion of developing the rating system. He added that based on present standards, approximately 95% of existing restaurants would get an "A" rating. Mr. Kroeger questioned whether groups such as caterers, butcher shops, grocery stores and food vendors would be included in the rating system. Chair Munter commented that inspection forms were changed in recent years to a check list type of document, to encourage a more uniform report.

Ms. Arlene Moke, resident of Cooper Street, informed Committee that there is a restaurant that backs on to her property which has been inspected a number of times, although problems with grease, garbage and cleanliness continue to be a problem. She noted that she has the names of a number of restaurants that have definite food and health violations. She has a bill to present to the Health Department for reimbursement of cleaning costs for her vehicles from grease sprayed from a nearby restaurant, after the food inspector approved the establishment. Ms. Moke stated that she has also had to deal with Property Standards Officers, who do not liaise with the Health Department on this issue. She suggested that there should be consistent and mandatory guidelines that must be met. Ms. Moke also expressed concern about street vendors who handle money and serve food without wearing rubber gloves.

Chair Munter assured Ms. Moke that one of recommendations in the report is that in order to get a business license, employees of food service industry must have mandatory food handling training course.

Chair Munter read a number of amending motions into the record for discussion by Committee.

Councillor Holmes noted that she is aware of a number of ongoing and serious health issues at local restaurants that are not presently being addressed by existing regulations. Although the

majority of restaurants are doing an excellent job, she made reference to specific restaurants where several dead bodies of rats were found behind the stove or where a whole kitchen had to be replaced. Apparently the food inspector was questioned as to how such an extreme condition developed, and the answer was that the situation only occurred recently. Councillor Holmes noted that she recently received a call from Somerset Heights BIA because a restaurant is spewing grease out of a vent over 30 feet onto cars, and she has been reporting this particular problem to the Health Department since May 1995.

Councillor Holmes expressed concern about garbage behind restaurants. She noted that this is having a serious affect on the quality of life for nearby residents and businesses. She indicated that municipal property standards staff and regional waste disposal employees do not liaise on these issues.

Councillor Holmes noted that if the public perception is one of lack of cleanliness at restaurants, it will affect business. She noted that Saskatchewan, Alberta and Nova Scotia have mandatory food handling programs, and urged Committee to petition Ontario to implement the same. She noted that it is incumbent on Council to provide the public with an assurance of safety and cleanliness when they eat at a restaurant.

Councillor Loney stated that the imposition of fines should be acted upon immediately. He noted that this will cover more of the costs of inspection services, and a low fine sends a message that there are no consequences for not meeting regulations. He indicated that he believes people should be rewarded for doing a good job. He suggested that inspections be conducted on a regular basis, with the date posted and an annual requirement for renewal. There has to be randomness to the inspections as well, and all types of food premises should be included.

Councillor Byrne commented that it would be preferable to implement something prior to the summer season, when outdoor service tends to increase cases of food poisoning. She noted that the rating system could be beneficial to the restaurant industry. Councillor Byrne referred to an article on the impact of the rating, and how restaurateurs were in favor of the system once established. She added that input of all the stakeholders will be valuable.

Councillor M. McGoldrick-Larsen inquired what the cost to the Health Department is to lay a charge of \$55. Constable Roach replied that this would depend on whether court costs are involved, as well as the number of visits required prior to issuing the ticket. He added that these visits are often valuable in providing information. Councillor McGoldrick-Larsen noted that this fine is lower than a parking ticket, although it involves the health of members of the community. She noted that protection of the public health is paramount and working with stakeholders and increasing education are important parts of developing an effective strategy. She suggested that

stickers could be placed in bathrooms in restaurants to encourage handwashing, adding that follow-up is crucial.

Moved by D. Holmes

That Community Services Committee and Council endorse the principle of a grading system for food premises based on food safety; and

That the Health Department consult with interested residents, stakeholders (including the Ottawa Restaurant, Hotel and Motel Association) and health authorities elsewhere and return a report to Committee by September 2000 indicating how such a system would work, how much it would cost and what criteria to use in setting grades; and

That information be provided on the Region's page in the newspapers to let the public know that they may call 560-1335 with concerns regarding food safety at retail food or restaurant premises; and

That Regional Council contact the Minister of Health to request mandatory food handler training in Ontario and a province-wide food premises rating system.

CARRIED

Moved by A. Munter

That the Health Department and Legal Services staff report back to Community Services Committee as soon as possible with the feasibility of increasing fines for food safety violations so they act as a greater deterrent and more closely recover the costs involved in prosecuting infractions.

CARRIED

Moved by A. Munter

That Health Department and Legal Services staff prepare the required policies and procedures to allow the new City of Ottawa to ensure food premises comply with the Ontario government's food safety training protocol, as part of the business licensing process; and

That this work be completed by December 31, 2000 in order that the new City can move expeditiously to implement this licensing condition.

CARRIED

Moved by A. Munter

That the Health Department report back in 12 months on its progress in implementing the food safety action plan.

CARRIED

That the Community Services Committee approve the actions outlined in this report and submit to the Transition Board a request for priority approval of the 2.2 FTE funding for Public Health Inspector positions as supported by Deloitte & Touche in their recent Human Services Review.

CARRIED

SOCIAL SERVICES

5. **SOCIAL ASSISTANCE INTAKE SCREENING UNIT (ISU) FOR EASTERN ONTARIO**

- Social Services Commissioner report dated 20 March 00

Mr. Luc Legault, Director, Area Operations, and Mr. John Murray, Assistant Director for the implementation of the Business Transformation Project, made a presentation to Committee on the Social Assistance Intake Screening Unit.

Mr. Murray noted that the province is implementing this program which involves new technology and standardized processes. He informed Committee that the initial design began in January and concluded in November 1998. The implementation stage is beginning now, and both the Ontario Works and Disability Support Programs are included in the program. Seven centres in Ontario will handle calls on behalf of 47 municipal areas, and Interactive voice response will be implemented although alternative methods for reporting income will exist. This system will standardize financial eligibility.

Mr. Murray noted that Ottawa-Carleton has submitted an indication of interest to be one of the ISU's. The Implementation launch happened two months ago, and the Toronto pilot call centre will start in June, and the other six sites will be selected soon, with the first roll out in September or October 2000.

Mr. Murray indicated that there is some concern that verification will be required 3-4 times per year in order to ensure that income reporting is accurate.

That the Community Services Committee receive this presentation for information.

RECEIVED

INFORMATION PREVIOUSLY DISTRIBUTED

1. 2000 BEACH RECOMMENDATIONS
- Associate Medical Officer of Health report dated 29 March 00

2. UPDATE ON THE SITE HIV PREVENTION PROGRAM
Medical Officer of Health Report Dated 29 March 00

ADJOURNMENT

The meeting adjourned at 4:40 p.m.

CHAIR

CO-ORDINATOR