

Community Health & Social Support

Includes:

- *Community Health Inspections*
- *Designated Trades Licensing*
- *Social Support*

Service Overview

DESCRIPTION

To provide promotion, prevention, protection and regulatory services to support a healthy community including:

- Environmental health services with a focus on housing and property standards, food handling establishment standards, institutional standards and recreational water facilities standards in the inner Winnipeg area.
- Licensing/permitting of Businesses, Civic Charities, Raffles and Taxicabs.
- Crisis response coordination - connecting citizens to available services- as required in relation to mandated city services (i.e. building closures, pending tax foreclosures, water disconnections, inappropriate repeat calls to 911, homeless individuals requiring frequent emergency response)
- Emergency health and social services response to citizens during local emergencies and disasters.
- Rehabilitative work experience for employment disadvantaged citizens (with a focus on Aboriginal youth and new immigrants) to assist them in obtaining alternate employment or training opportunities, aimed at reducing poverty.

KEY GOALS

1. Reduce intergovernmental jurisdictional overlap with respect to environmental health, enforcement of property standards by-laws and the regulation of civic charities and raffle lotteries.
2. Support healthy communities through the administration and enforcement of health and safety legislation.
3. Consolidate the recovery of parking revenue related to the use of city streets by Taxicabs.
4. Provide effective community crisis response services to ensure safety and minimize disruption for City residents.
5. As a component of the Aboriginal Youth Strategy, increase the participation of Aboriginal youth in the Community Service Worker project and identify employment and training opportunities for all participants.
6. Repeal the License By-law and prepare and implement a new Doing Business in Winnipeg By-law.

SERVICE LEVEL STATISTICS

Description	2003	2004	2005	2006	4 Year Average
No. of Food Service Establishments*	2100	2228	2,125	2,171	2156
No. of Food Service Establishment Inspections *				7,283	
No. of Food Service Establishment Closures*	10	12	10	13	11
No. of Food Handlers Certified*	2,100	2,180	2,692	2,433	2,352
No. of Housing/Property and Food Establishment Complaint Responses	3,700	3,696	3,896	3,893	3,796
No. of Property Standards Inspections*				10,972	

Description	2003	2004	2005	2006	4 Year Average
No. of Public and Semi Private Pools inspected	139	144	145	142	143
No. of Daycare and Residential Care Facilities inspected *	213	213	243	243	228
No. of Business Types Regulated			80	80	80
No. Business Licenses Issued	19,148	19,244	18,200	20,841	19,358
No. of Civic Charity Permits Issued	330	343	358	544	394
No. of Raffle Lottery Licenses Issued	464	482	403	372	430
No. of Taxi Cab Licenses Issued	538	547	561	576	556
No. of Crisis Response/Resource Connection/ Information Referrals Responded To	388	387	389	392	389
No. of Focus Groups/Surveys Conducted and Reported On	4	0	5	5	4
No. of Citizens Participating in Focus Groups and Surveys	38	0	650	690	345
No. of Multi-Tenant Housing Closures Coordinated (Re-Location Assistance for Tenants)	18	23	16	16	18
No. of Emergencies responded to	6	9	18	10	11
No. of individuals impacted by emergencies	985	5,125+	3,624+	550	+2,571
No. of Participants Recruited for Work Experience Project (CSWP)	107	79	81	61	82
% of Participants Placed in Alternate Employment/Training Upon Project Completion	49%	41%	44%	46%	45%
No. of Community Centres Provided With Project Participants	39	28	31	28	32

*Note: Environmental Health Services area of responsibility is limited to inner Winnipeg

Strategic Direction

LINK TO PLAN WINNIPEG

- 1C-01 Facilitate Provision of Safe and Affordable Housing
- 1C-02 Support Integration of Special Needs Housing
- 4B-02 Promote Safety in Buildings
- 2A-02 Promote Equitable Access to Facilities and Services
- 2A-04 Address the Needs of New Winnipeggers.
- 2A-05 Provide Leadership in Addressing Social Concerns
- 4A-05 Provide Support for People at Risk
- 4A-07 Prepare for Disasters and Emergencies
- 4C-01 Support Effective Public Health Services
- 4C-02 Provide Preventive Health Care Support

SYNOPSIS OF POLICY DIRECTION

Environmental Health Services

The Manitoba Public Health Act and the City of Winnipeg Charter, describe the authority of Environmental Health Services (EHS). EHS is responsible for the enforcement of health and safety legislation in the following general areas: unsanitary conditions, housing, food, recreational water facilities, day care & institutional standards, body modification practices, smoking in public places and indoor air quality. EHS enforces key elements of the **Manitoba Public Health Act** and the **Non-Smokers Health Protection Act** as well as the following City by-laws:

- **The Winnipeg Heating By-law No.19791/70** to regulate heating of commercial and residential buildings.
- **Food Services Establishment By-law 5160/89** to regulate Food Service Establishments.
- **Derelict Vehicle By-law 460/73** authorizes the removal of derelict vehicles from private property.
- **Anti-litter By-law 1075/75** to regulate the throwing or depositing of litter in the City of Winnipeg.
- **Unightly By-law 8151/2002** to regulate buildings and premises in the interests of developing safe, orderly, viable and sustainable communities.
- **Maintenance and Occupancy By-law 4903/88** establishes a minimum standard of maintenance and occupancy of residential property.
- **Minimum Standard of Housing By-law 19165** establishes minimum standards of repair for the exteriors of certain buildings.
- **Noise Control By-law 2480/79** to regulate unnecessary and harmful noises.
- **The Smoking Regulation By-law 88/2003** to ban smoking in public places.
- **Disposal of Refrigerators and Freezers By-law 17267** to regulate the keeping of refrigerators, iceboxes, and freezers and disposal of same.
- **Body Modification Bylaw 40/2005** to regulate body modification.
- **Pigeon Control By-law 978/75** to control pigeons.
- **Bio-Medical Sharps By-law 6001/92** to regulate the handling and disposal of bio-medical waste sharps.
- **Handbill and Poster By-Law 1076/75** to regulate the distribution and posting of handbills and posters.

License Services

Awareness of a broad range of federal and provincial legislation is required to provide and enforce License services as well a number of key civic policies:

- **The City of Winnipeg Charter**
Describes the authority under which the following licensing functions are carried out. The License Branch mandate includes the enforcement of the following by-laws:
- **License By-law 6551/95** to regulate, control and license the carrying on of certain businesses that have potential to pose a risk to the community.
- **The Civic Charities Applications and Permits By-law 6916/96** to authorize the designated employee to authorize by permit fundraising activities for charitable purposes as provided by The Charities Endorsement Act.

- **The Raffle Lottery By-Law 7470/99** to regulate the licensing of raffle lotteries.
- **Taxi Cab By-law 6123/93** to prescribe the fee payable to The City of Winnipeg by taxicab license applicants.

Crisis Support and Resource Connection

This service is guided by:

- **The Province of Manitoba Emergency Measures Act (Section 8.1 and 8.2) and the City of Winnipeg Charter (Sections 186 and 223)** - Requires the City of Winnipeg, as a municipality, to have an Emergency Health and Social Services Policy (Public Aid) component within its overall Emergency Response Plan. The City of Winnipeg Charter (Sections 186 and 223) provides the City with the authority to conduct Emergency Preparedness activities including an emergency response & recovery.
- **1999 Transfer of Social Services to the Province of Manitoba** - The transfer of social services to the Province of Manitoba in 1999 did not divest the City of Winnipeg of all responsibility in responding to the social needs of its citizens. Consequently, it was determined that a crisis support and response to community concerns, and emergency response components would be maintained within the Community Services Department.
- **Special Grants Policy** - Grant funding was delineated under the City's 1978 Grant Policy C301 (amended in 1981 and 1990) as Special Grants under the category "Education, Health, Welfare and Social Development Organizations". In 1994 Council further amended the policy and approved the discontinuation of the Special Grant Process and approved funding specific organizations by way of a line item in the budget.

KEY FACTORS INFLUENCING SERVICE DELIVERY

Service Consolidation

The City of Winnipeg is responsible for the delivery of public health inspection services within inner Winnipeg while the Province of Manitoba is responsible for Winnipeg's suburbs. Council directed the Public Service to begin negotiations with the Province to amalgamate this service within either the City or the province with the aim of eliminating overlap, conflicts and inconsistencies within Winnipeg.

Regulatory Environment

The number of responses to neighbourhood issues by Environmental Health Services (EHS) and Social Support staff has increased due to changes in legislation and policy such as the Safer Communities and Neighbourhoods Act (2001) and the City's Housing Policy (1999).

Council's commitment to de-regulation, consolidation and reduction of red tape, has resulted in the review of Business Licensing including consideration of:

- Elimination of business licenses;
- Merger of important public health and safety requirements now in the business license system into the Occupancy permits System; and
- consolidation of others within a simpler "Doing Business in Winnipeg" By-Law.

Integrated Planning

In 2002 Council adopted the report entitled "Towards an Integrated Planning Model", mandating a new integrated approach to the planning and delivering of neighbourhood services. With the formation of "Neighbourhood Integrated Service Teams" (NISTs), a coordination and integration of efforts of various service Departments within neighbourhoods is occurring. EHS and Social Support Unit staff play an integral role as members of these NISTs.

Community Issues

Increasing concerns regarding youth crime calls for integrated crime prevention strategies that include flexible, responsive municipal service delivery that contributes to local neighbourhood based solutions.

Winnipeg's rapidly growing Aboriginal population requires local Government to ensure that services are Aboriginal culture-based and responsive to the unique needs of our Aboriginal citizens.

An aging population and the trend of community living versus institutionalization continues to increase the number of individuals "at risk" living in the community and impacting city delivered services.

SUMMARY OF GOALS AND STRATEGIES

1. Reduce intergovernmental jurisdictional overlap with respect to environmental health, enforcement of property standards by-laws and the regulation of civic charities and raffle lotteries.

- Public Health: Initiate inter-governmental discussions, undertake data collection and analysis, and recommend potential service delivery models for Council.
- Property Standards: Support inter-departmental discussions and the development of potential by-law enforcement service delivery models.
- Business Licensing: Submit a report for Council consideration with respect to Recommendation 3 of the Red Tape Commission Report in December 2007.
- Civic Charities and Raffle Lotteries: Investigate the possibilities of consolidation of the regulation of civic charities with Manitoba's Consumer and Corporate Affairs and the regulation of Raffles with the Manitoba Gaming Control Commission.

2. Support healthy communities through the administration and enforcement of health and safety legislation.

- Further develop the automated data system that integrates with property –based IT systems (i.e. Amanda) facilitating information sharing and analysis citywide.
- Plan and offer joint educational and training sessions to facilitate a consistent service delivery approach across the split jurisdictions.

3. Consolidate the recovery of parking revenue related to the use of City Streets by Taxicabs.

- Investigate the of consolidation of Taxicab By-law with the Winnipeg Parking Authority.

4. Provide effective community crisis response services to ensure safety and minimize disruption for City residents.

- Increase awareness through brochures and presentations among civic departments of crisis response coordination services available to support citizens in relation to city mandated services.
- Work with both internal and external services to connect citizens to appropriate resources.
- Participate and/or initiate inter departmental working groups when extenuating circumstances impact multiple city service delivery mechanisms.

5. Increase the participation of Aboriginal youth in the Community Service Worker project and identify employment and training opportunities for all participants.

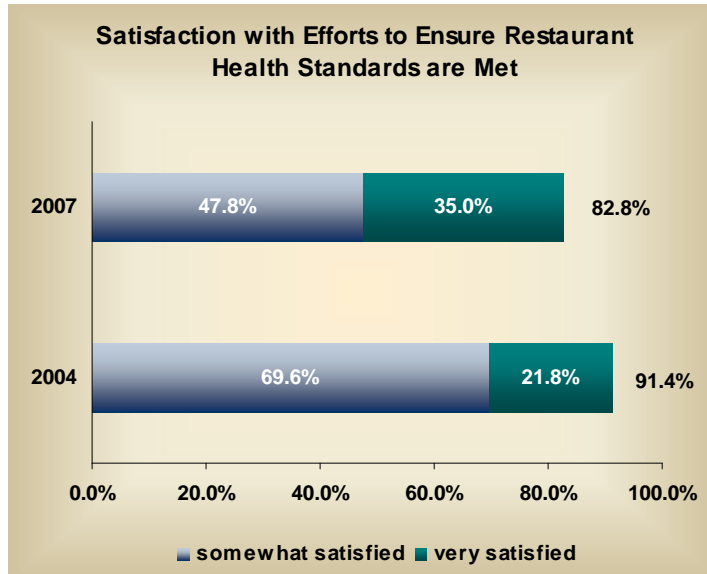
- Identify new recruitment sources /strategies for Aboriginal youth (providers of youth services, schools).
- Work closely with the Community Resource Coordinator for the Aboriginal Community.
- Initiate discussions with community businesses and civic departments to identify employment opportunities.
- Network with Aboriginal and immigrant organizations to keep apprised of training opportunities.

6. Repeal the License By-law and prepare and implement a new Doing Business in Winnipeg By-law.

- Submit a report for Council consideration with respect to Recommendation 3 of the Red Tape Commission Report in December 2007.
- Implement Council's direction utilizing a phased-in approach during 2008.

Performance Information

CITIZEN SATISFACTION

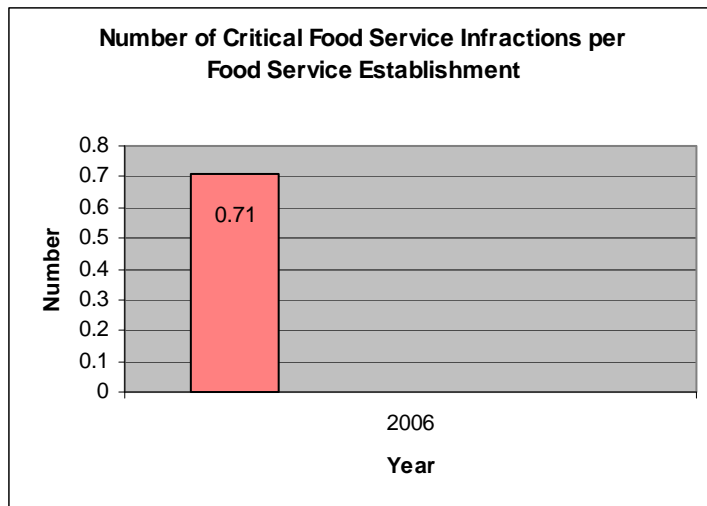


Approximately 82% of citizens surveyed were satisfied with the City's efforts in ensuring health standards are met through inspections.

EFFECTIVENESS MEASURES

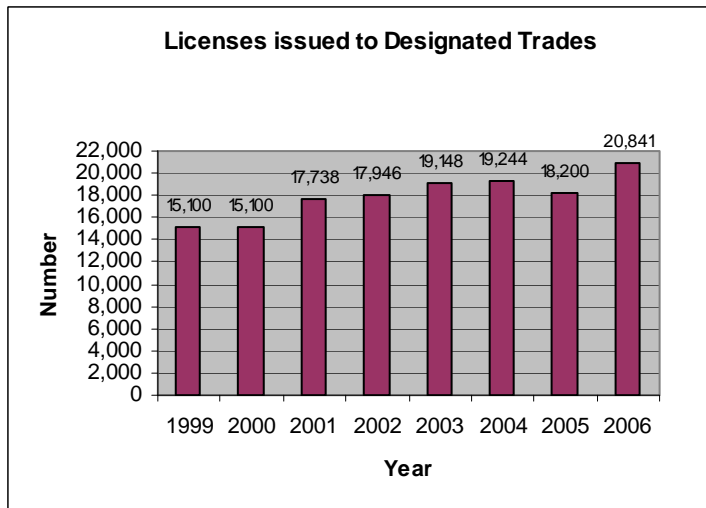
Environmental Health Services

- As directed by Council on July 11, 2007, inter-governmental discussions will be undertaken and a report describing alternate service delivery models for public health inspections and the enforcement of property standards by-laws which eliminate split-jurisdiction, will be provided for Council consideration.

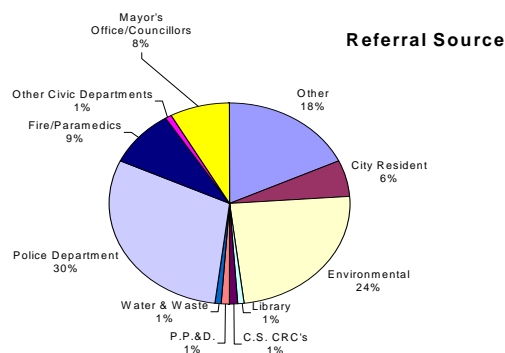
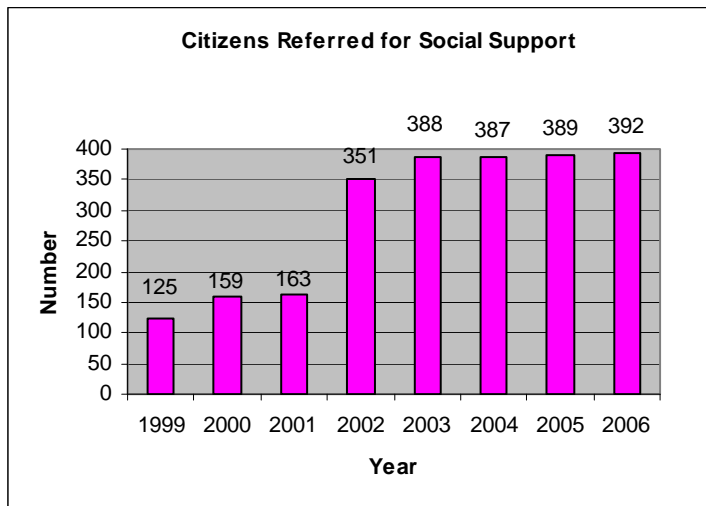


This is the first year of data collection. The goal is to reduce the number of critical food service infractions per food service establishment.

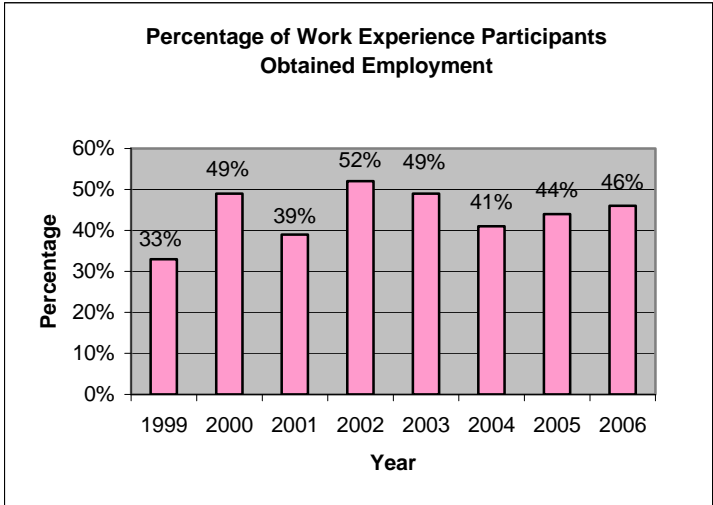
License Services



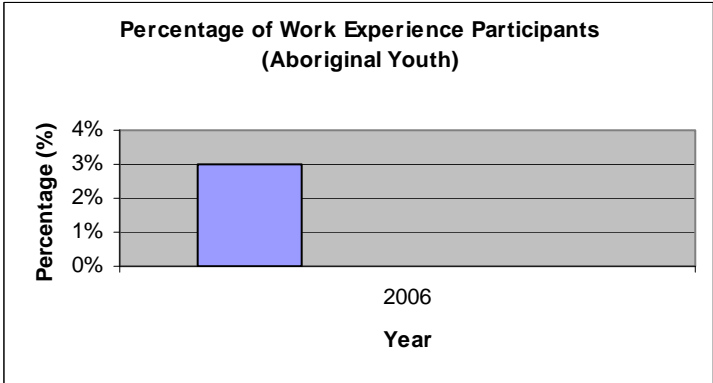
The goal is to decrease the number of types of businesses being regulated by using best practices from other Canadian jurisdictions and integrating the business licensing processes with other city regulations.



Police Services followed by Environmental Health Services make the most referrals, primarily to resolve high risk situations by assisting citizens with physical or mental health issues to access available services.

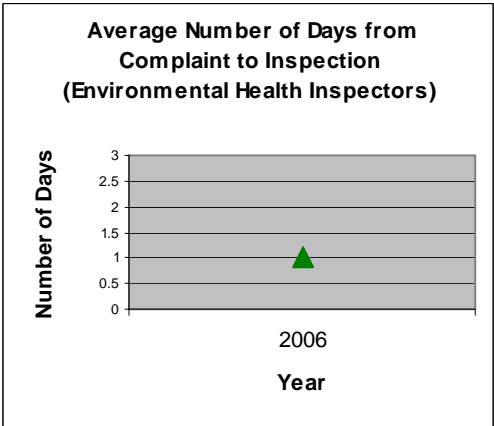
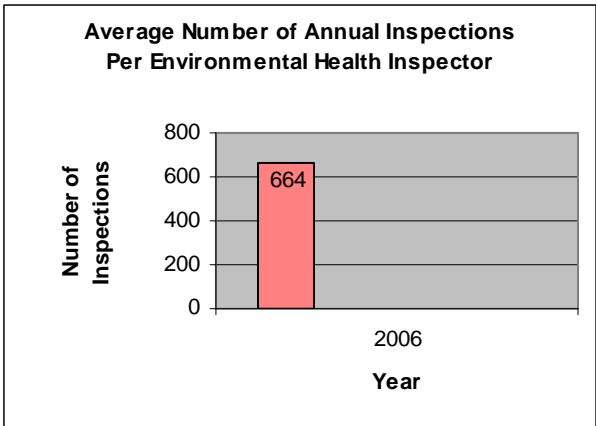


Approximately 50% of the participants in the Community Service Worker Project obtain alternate employment after completion of the project.



EFFICIENCY MEASURES:

Environmental Health Services

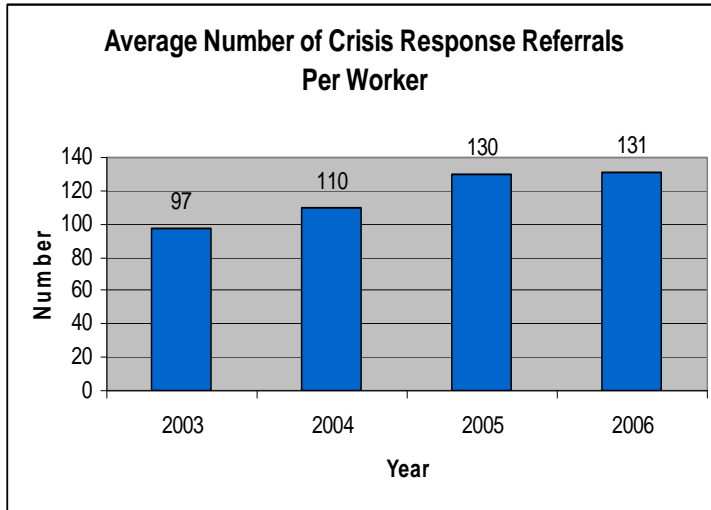


License Services

Year	License Revenue	License Expenditures	Mill Rate Contribution
2002	\$2,137,800	\$692,170	\$1,445,630
2003	\$2,139,600	\$713,212	\$1,426,388
2004	\$2,098,009	\$659,486	\$1,438,523
2005	\$2,091,195	\$608,455	\$1,482,740
2006	\$2,113,965	\$660,549	\$1,453,416

Introduction of a new business licensing model in 2008 is intended to be cost-neutral.

Social Support and Development Services



Since 2003, the average number of crisis response referrals per worker has increased by 35%.

Community Service Worker Project (CSWP)					
Project Costs		Project Benefits			
Year	Actual CSWP Expenditures	Total Participants	Total who completed Project during this calendar year*	Total of those who completed project that went on to other employment/training	#of FTEs**/ Hours for Community Centres
2002	\$440,184	118	88	46 (52%)	31FTE's /56,947 work hours
2003	\$411,591	107	85	42(49%)	27 FTE's/48,606 work hours
2004	\$321,424	79	51	21 (41%)	20 FTE's/36,795 work hours
2005	\$366,254	81	36	16 (44%)	22 FTE's/39,907 work hours
2006	\$380,510	61	41	19 (46%)	22 FTE's/40,179 work hours

* Hiring is ongoing for the project throughout the year; so only a portion of Total project participants actually leave/complete the project in the same calendar year.

** FTE = 1 Full Time Equivalent is 1820 hours/year based on a 35 hour work week.

The trend of reduced recruitment and longer retention of participants has been the result of several factors including:

- Increased costs (minimum wage, bus passes) and ongoing annual budget reductions.
- Lower unemployment rates that have impacted the availability of qualified participants. Recent participants have required longer involvement to assist in improving their employment marketability.
- Minimizing disruption to community centres and provide staff more time to work with participants toward alternate employment/training placements.