

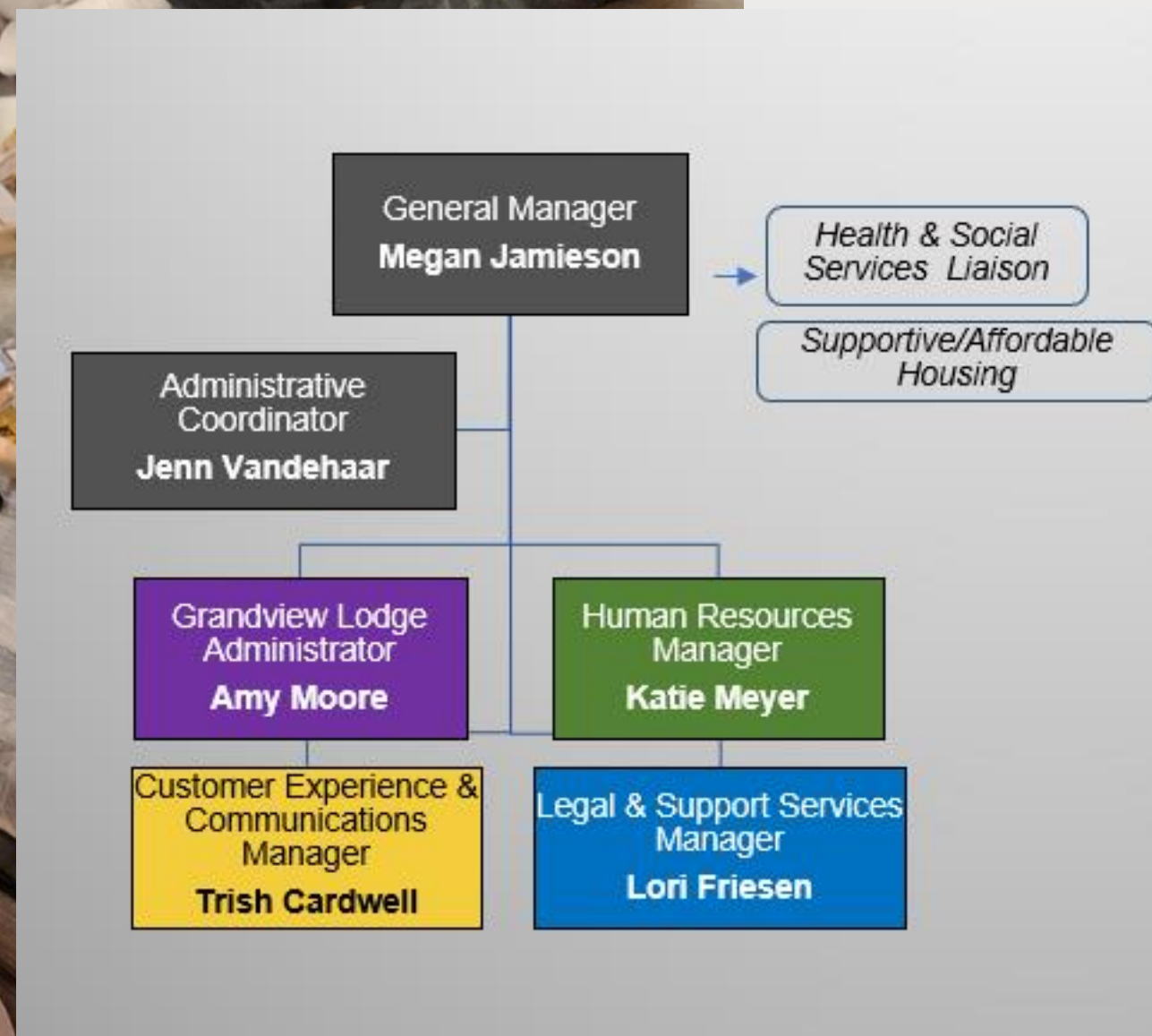
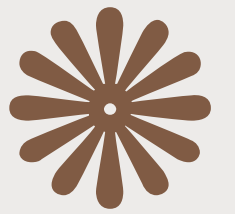
Corporate & Social Services



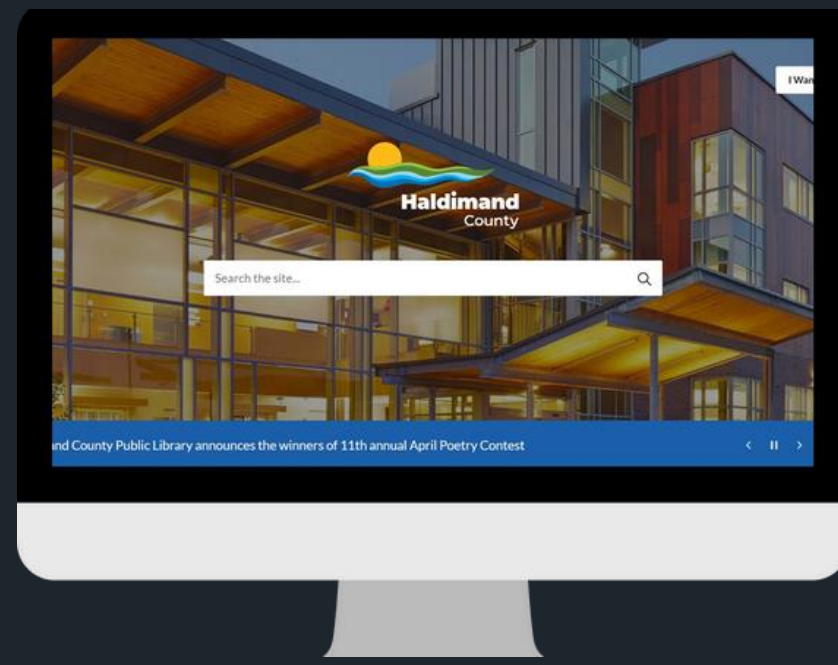
BIENNIAL DEPARTMENT PRESENTATION

APRIL 2025

About Us



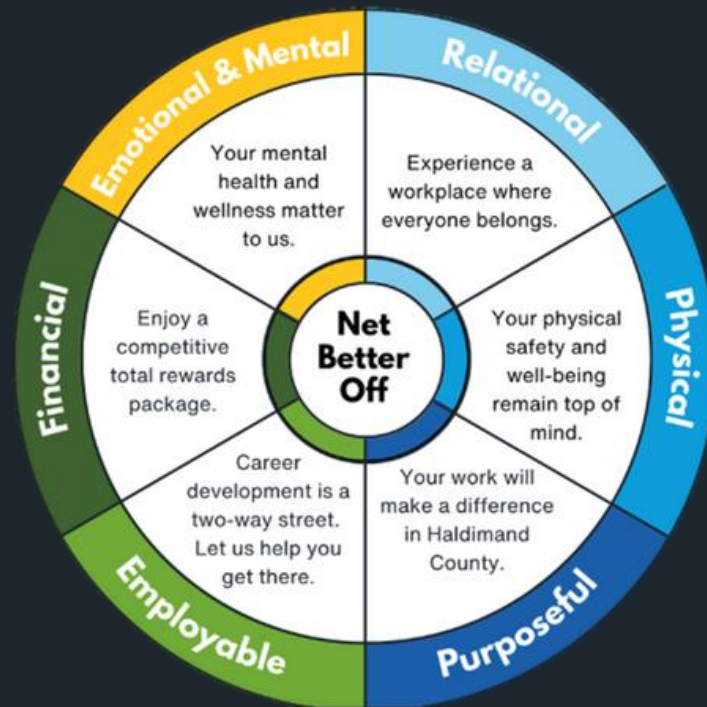
- 2024 **Net Operating Budget** of \$6,693,890
 - 7.7% of Total Operating Budget
- **Total of 182.5 FTE**
 - (35.4 HCAB; 147.1 GVL)
 - 32.3% of Total Staffing Complement



Corporate & Social Services

Function, Goals & Objectives

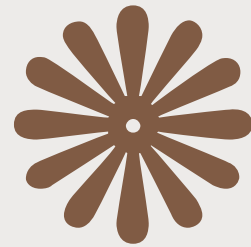
Corporate Matters | Administration | Long Term Care



Term of Council Priorities:

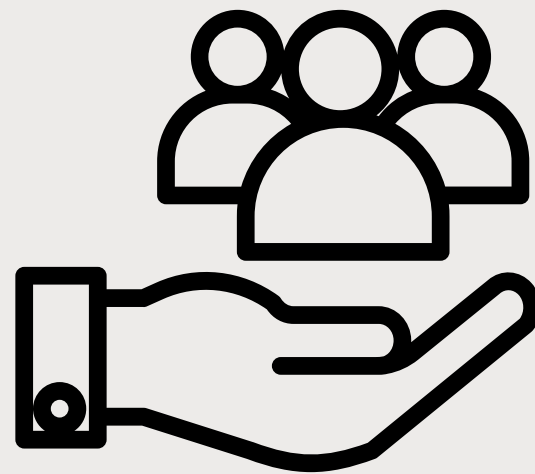
- Update to **Core Software** (People Project)
- The *new* Haldimand County **Website** (www.haldimandcounty.ca)
- **Net Better Off** Leadership - Recruitment & Retention Strategy
- Customer Service **Standards** & Strategy - including biennial survey
- **Grandview** Lodge Strategic Plan & Quarterly Management Reports
- Procurement Policy Update
- Collective **Agreement** Bargaining

Governing the CSS Department



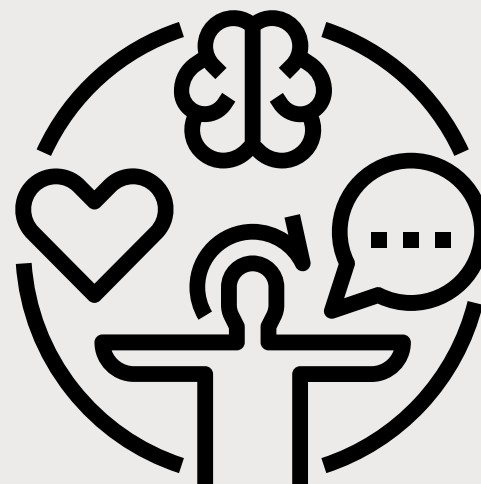
Compliance / Risk Management ★★★★★

Accountable to the Province and the Public, we act as an advisor to ensure we **meet legislation**, protect assets and avoid unnecessary risk. Create training, tools and references to **support divisions** in making good decisions.



Exceptional (Customer) Service ★★★★★

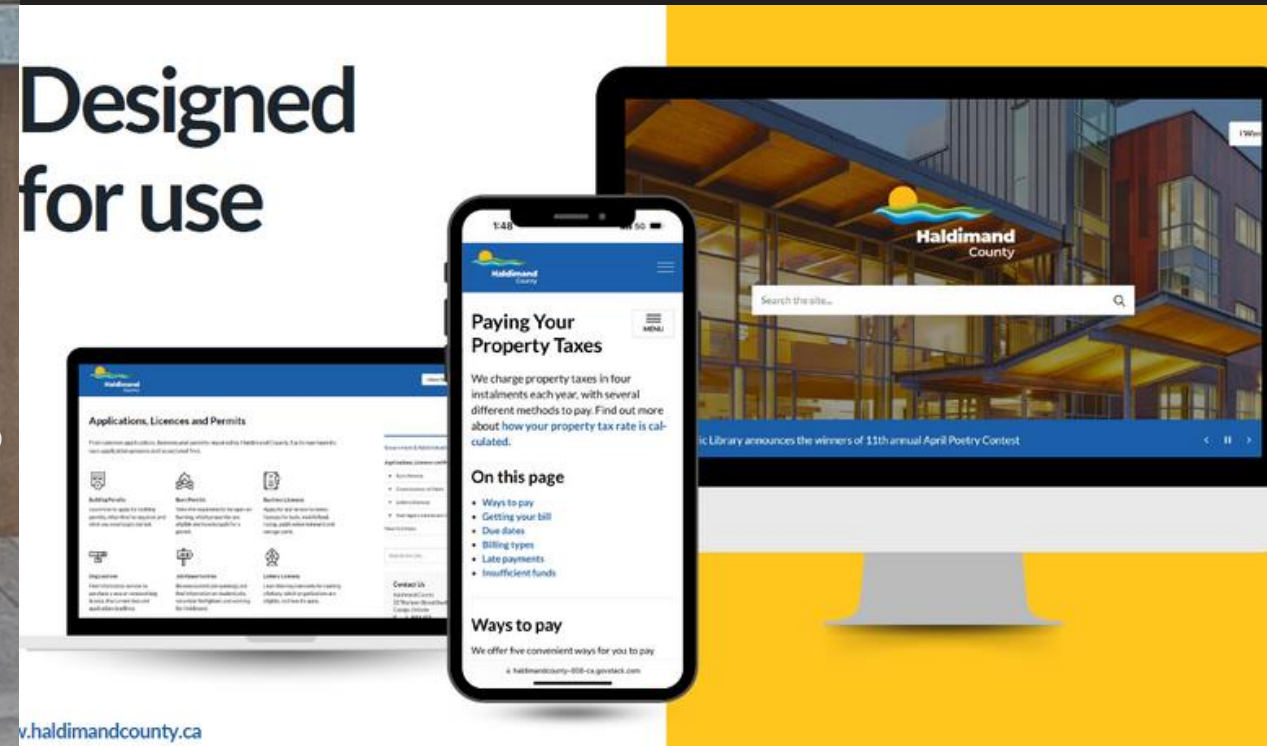
Connecting people with the **right services**, at the right time. In many cases, our customers are “internal, wherein we serve the business, so that they can **serve** the public.



Responsive to Changing Needs ★★★★★

As environment changes, services must **evolve**. We must continually develop processes, training, and support to address the **corporate need**. It's a balance of anticipating needs, with responding and adapting to the unique scenarios.

A group of eight healthcare professionals, seven women and one man, are posed for a group photo in front of a glass-walled office. Above the entrance, a sign reads "CUSTOMER SERVICE" in large, raised, orange letters. The office interior is visible through the glass, showing desks, computers, and other staff members. To the right, a mosaic wall features a logo with a sun and waves and the text "myHC". Overlaid on the image in large, white, serif font is the text "Customer Service & Communications". A white, stylized starburst or sunburst icon is located in the bottom right corner of the image.





Municipal Act | Accessibility for Ontarians | Alcohol & Gaming

Our Reach



1.234K

followers

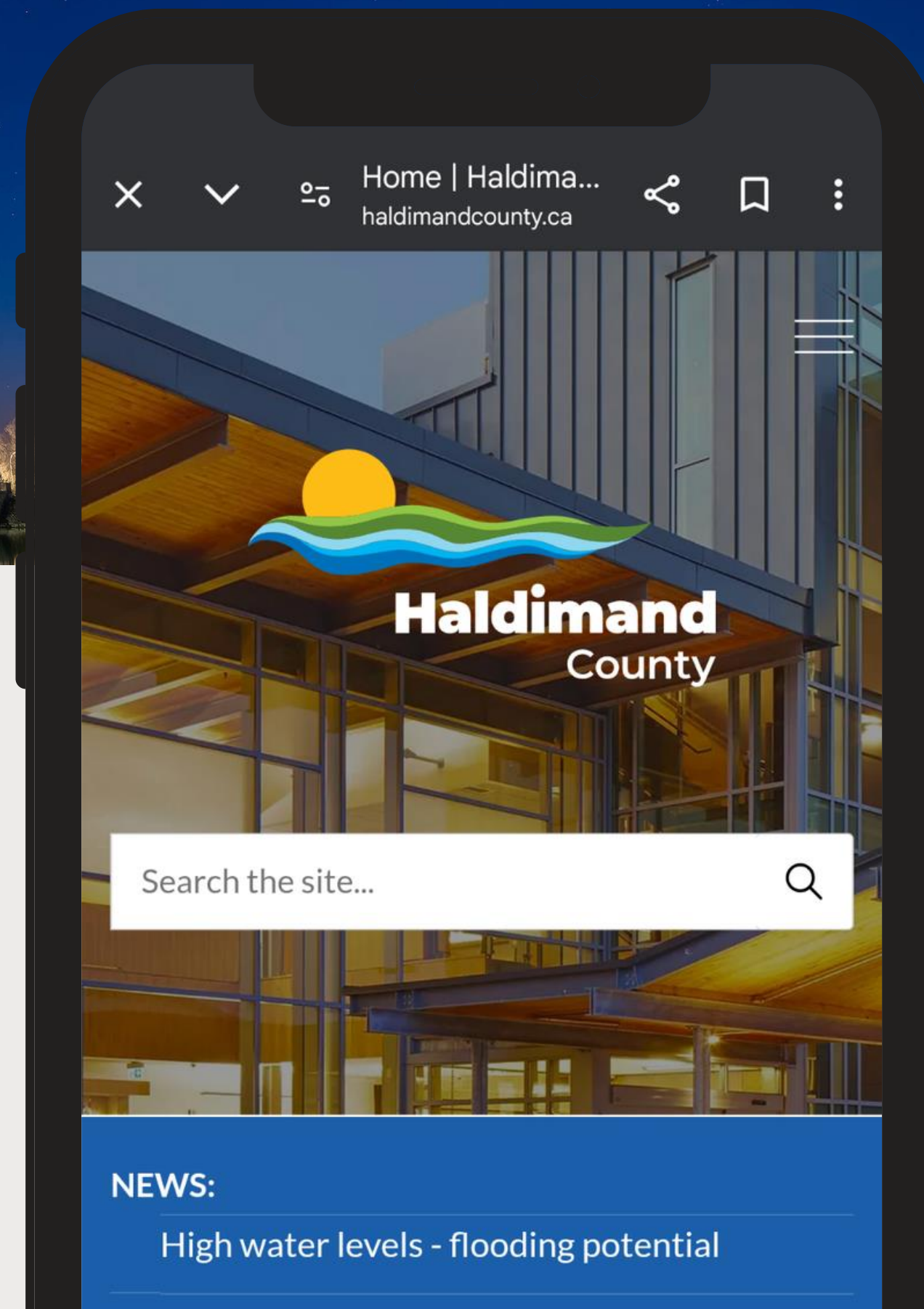
2,983

social media posts

130

media inquiries

3,306,289
impressions





8700

payments

3400

phone calls

145

licences

30

weddings

62

documents
remediated for
accessibility

Customer Experience & Communication



- Online marriage application and burn permits
- Web governance policy
- Corporate customer service standards
 - Customer service standard training videos
- Rebuilt corporate website & Tourism website
 - Designed new library website
- Conversion of PDF forms to webforms on website
- Respect in the workplace policy
- Resident Satisfaction Survey
- Inclusive spaces fund
- Accessibility ambassador program

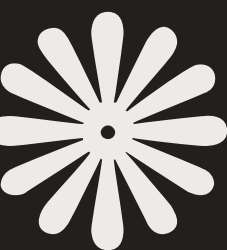
Recent Accomplishments

Current Priorities & Considerations

- Customer Relations Management Software – Phase 1 (Discovery)
 - Customer experience workshops
 - Service readiness assessment
- Business licence by-law consolidation
- Corporate Accessibility Policy / training
 - Accessible taxi services
 - Potential changes to AODA legislation
- Enable and expand webform payments
- Improve parking ticket administration process
- Communication trends including:
 - International platforms, such as X (formerly Twitter)
 - Tackling misinformation



Legal & Support Services





A word cloud of legal and procurement terms. The words are arranged in a roughly circular pattern, with some words being larger and more prominent than others. The colors of the words vary, including shades of blue, purple, orange, and yellow. The terms include:

- furniture
- legal_services
- leases
- p-cards
- hssac
- procurement
- claims_management
- legal
- poa
- encroachment
- property
- subrogation
- court
- prosecutor
- risk_management
- realestate
- insurance
- purchasing

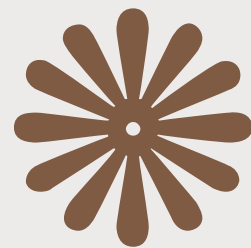
Municipal Act | Prov. Offences Act | Trade Agreements & Treaties |
Construction Act | Insurance Act | Joint & Several Liability

Provincial Offences

- Court Administration
- Court Support
- Motions and Appeals
- Interpreter Services & Scheduling
- Prosecution of Part I, II & III
- Early Resolution



LSS Activities



- 19 Insurance Policies, valued just under \$1M
- 75 bid documents reviewed in 2024
- 317 days average – first appearance to final court
- 21 claims against the County received in 2024
- 29 auction items sold, valued at \$66,200
- 98 property inquiries, 14 property applications
- \$4,312 rebate on p-cards for 12 cardholders (pilot project)



- Supplier Code of Conduct
- Health Unit Merger
- Ministry of Attorney General Operational Review
- Implementation of New Procurement and P-Card Policies
- Part III Prosecution

Recent Accomplishments

Current Priorities & Considerations

- Impact of tariffs
- ClearRisk Software
- Provincial Offences Write-Off Policy
- POA - 3rd Party Collection Agency Agreements / Alignment with CAMS
- BMO - Finalize Implementation
- Furniture - HCAB and Corporate
- Hagersville Satellite Office / Hagersville Library
- Training on Supreme Court Decision

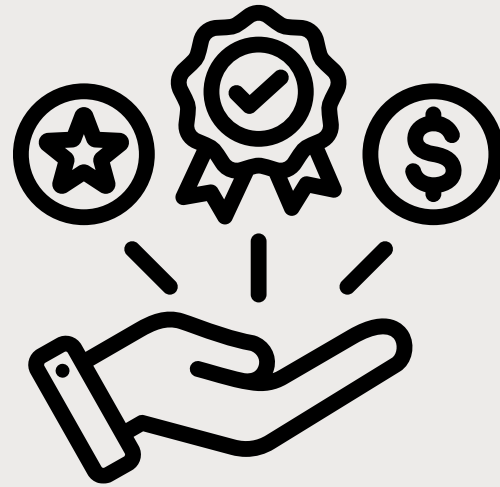
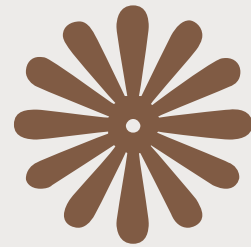


Human Resources

compensation safety onboarding
survey inclusion benefits job_evaluation
wellness health claims_management
pay_equity labour_relations
diversity payroll employment_law
equity recruitment
training

Ministry of Labour / ESA | Human Rights Code | Occ. Health & Safety
| Pay equity Act | Income Tax Act | WSIA | Working for Workers Act

A Year in the Life Human Resources



884 active employees on payroll

- 58 pay-runs (biweekly+, VFFs, COA)
- 691 OMERS reporting, 7 retirements
- 10.85 EFAP Usage
- 11 job evaluation reviews



4 unions / 3 distinct NU groups

- 295 job postings / recruitment efforts
- 47 formal grievances



Managed 199 claims

- 107 non-occ sick
- 41 WSIB
- 51 other leaves
- Plus: 33 accommodations

20 wellness events hosted

Human Resources



- Compensation Review (NU, CUPE)
- Grow Catalogue & Training
- Sunlife Benefit Videos
- Revamp Offer Letter / Orientation
- Modernized Policy & Procedures
- DEIAC Guiding Principles / Vision

Recent Accomplishments

Current Priorities & Considerations

- Recruiting & retaining top talent – succession planning
 - Employee orientation, engagement & growth
 - Performance Management Program
 - Disability Management Policy
- People Project
- Collective Bargaining
- Staff Engagement Survey
- Enhanced HR Support for partners

Grandview Lodge

With comfort, compassion and care, the Grandview Lodge Community supports
a meaningful life for residents





A word cloud of terms related to long-term care. The words are arranged in a roughly circular shape, with some words being larger and more prominent than others. The colors of the words vary, including shades of purple, blue, yellow, and orange. The words include: long_term_care, maintenance, nursing, volunteers, housekeeping, recreation, laundry, support, dietary, care, physiotherapy, dietitian, funding-envelopes, repairs, bill_of_rights, leadership, daily_living, hairdressing, ministry, footcare, social, cooks, accreditation, resident-care, families, assisted_living, inclusion, ipac, events, ghn, hearing, and engagement.

long_term_care
maintenance
nursing
volunteers
housekeeping
recreation
laundry
support
dietary
care
physiotherapy
dietitian
funding-envelopes
repairs
bill_of_rights
leadership
daily_living
hairdressing
ministry
footcare
social
cooks
accreditation
resident-care
families
assisted_living
inclusion
ipac
events
ghn
hearing
engagement

Ministry of Long-Term Care (FLTCA) | Ministry of Health | Fire Code |
Bill of Rights | Employment Law | Health & Safety



✿ Regulatory

- Ministry of Long-Term Care (MLTC)
 - Municipal requirement - one bed
 - Funding, based on Case Mix Indexing (CMI)
 - Resident Quality Inspection (RQI)
 - Critical Incidents (CI) reporting
 - Complaint Investigations
 - Ontario Health at Home
 - Service Accountability Agreement (LSAA)
 - Ministry of Labour / Health and Safety
 - Ontario Fire Code
 - Unions / Collective Agreements

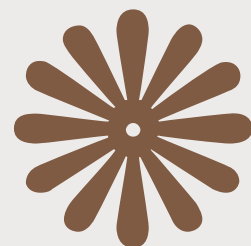
✿ Financial (2024)

- Gross Operating Expenditures \$11.8 Million
- Capital Expenditures \$540,720
- Tax Operating Levy for GVL \$2.6 Million
- Capital funded from reserve contributions and other sources
- Operating funded from:
 - Ministry Funding
 - Resident co-payments
 - Tax Levy
- Approximately \$125 per household

✿ People

- 128 bed home
- Resident Centred Care
 - DementiAbility, Gentle Persuasive Approach (GPA) & First Aid for Mental Health training/care, Teepa Snow
- Resident Services: dietary, housekeeping, laundry, maintenance, recreation, nursing, social services and personal care
- Contracted services: Dietician, Physiotherapist, Physicians, Pharmacist, Massage Therapist, Hairdresser, Foot Care Specialist, Dentist and Dental Hygienist
- Resident & Family Council
- Resident Food Committee
- Continuous Quality Improvement
- Admissions & Accommodations

Grandview Lodge Annual Report Highlights



Resident Facts

- Youngest resident – 22
- Oldest resident – 102
- Top diagnosis - Dementia
- Avg medications per resident 12-14 / day
- Avg length of stay – 4 years



Staff Focus

- Current Staffing – 171
- 2024 Job Postings – 143
- Proud, committed, passionate
- Community oriented
- Staff morale



Strategic Plan Accomplishments

- Online learning platform
- Direct care hours
- RNAO clinical pathways
- PoET and Community Paramedic
- DEI committee

Grandview Lodge



- Digitization of Dietary Services
- HVAC Completion
- Nurse Practitioner Recruitment
- InterRAI / Assessment tool
- Workplace Violence Program
- DEI Education
- Accreditation

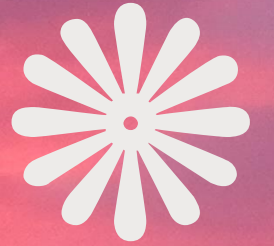
Current Priorities and Considerations

Resident Testimonials

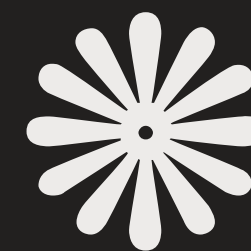




CSS Admin



Linking the Department to the
Community
Advisory / Shared Services
Continuous Improvement



Thank You

BIENNIAL DEPARTMENTAL PRESENTATION

2025