
District of Parry Sound



Social Services
Administration Board

Chief Administrative Officer's Report

April 2026

Mission Statement

To foster healthier communities by economically providing caring human services that empower and enable the people we serve to improve their quality of life.

'Everyday Impact'

Over the past two months, when the Highlands Early Learning & Child Care Centre in Emsdale faced a significant staffing challenge, we witnessed incredible teamwork across our organization. This month's Everyday Impact award recognizes the individuals who stepped in to support during this time. This included Amanda, Shilo, Julie, Carolann, Jenn G, Laura, Lesleigh, Mickayla, Kristin, Anita, Kristen, Kim and Emma. Their willingness to adjust their schedules, step away from their regular roles, and work directly on the floor made a tremendous difference. Because of their flexibility and commitment, Highlands was able to remain fully operational and avoid closing a classroom serving 15 children. Just as importantly, they helped maintain consistency for the children by building relationships and supporting smooth daily transitions.

We also want to acknowledge the Highlands team, made up of Tory, Jenna, Meagan, the three Highlands educators, and our Housekeeper Jamie, who remained steady and reliable throughout a very challenging and uncertain period. Their resilience, teamwork, and dedication ensured that the centre continued to provide a safe and supportive environment for the children and families we serve. Moments like this demonstrate the strength of our organization. When one team needs support, others step forward without hesitation. The collaboration shown across programs during this time is something the leadership team is incredibly proud of, and it reflects the strong culture of teamwork that exists across our DSSAB.



Human Resources - Quarterly update (1st quarter 2026)

We've had a very busy start to the new year in Human Resources. As you can see, this quarter's results demonstrate the Human Resources team's high standard of service and dedication. Their work remains central to maintaining a capable workforce, fostering a respectful and healthy workplace culture, and supporting employee well-being across the organization. In the next quarter, we will be advancing key improvements to the DSSAB's Health & Safety program.

Recruitment & Staffing

2026 Job Postings (Jan 1- Mar 31)

- non-union: 1 internal/external
- union: 17 internal; 12 of which had to be posted externally

Of note, for the same period in 2025, we had 7 postings.

Internal Hires (change of position): 9

External Hires: 9

94% Offer acceptance rate. 18 job offers were extended, 17 accepted, and 1 declined

Time to fill position: average of 25.81 days from job posting to offer

Time to hire: average of 22.25 days from the candidate's application to offer acceptance

Current staffing complement: 165 employees

Training and Development

Our commitment to supporting employee development is reflected in the strong uptake of learning opportunities in this first quarter. Training completed included Assertive Communication, Managing Conflict at Work, Beyond 101: A Real-Life Look at Sex Trafficking, Vicarious Trauma: Strategies for Resilience, Data Collection, and technology skills development, such as Office 365 Essentials and Excel.

Labour Relations

We continue to wait for OPSEU to move forward with Pay Equity.

Legislation Changes

The employment law landscape in Ontario saw several legislative changes in 2025. In this first quarter of 2026, the amendment to the ESA regarding job postings came into effect:

- Requirements for publicly advertised job postings: As of January 1, 2026, employers with 25 or more employees must include in public job postings: expected compensation or salary (limited to a \$50,000 range, and not applicable to roles with compensation over \$200,000); disclosure of artificial intelligence use in hiring; and an indication as to whether the posting relates to an existing vacancy.
- Employers are also prohibited from referencing Canadian experience as a requirement in job postings, and they must inform interviewed applicants within 45 days whether a hiring decision has been made. Contravention may result in fines of up to \$100,000 for individuals and \$500,000 for repeat offenders.

We remain diligent in monitoring changes in Ontario's employment laws and ensuring DSSAB compliance.

Employee Wellness

As of March 18, 2026, the average sick leave usage is 1.8 days per employee for 2026. Given typical cold and flu season patterns during this period, this level of utilization is within expected norms and does not indicate any emerging concern. It is also important to note that the DSSAB provides generous short-term sick leave provisions, which support employees in managing short-term illness appropriately while helping maintain workplace health and continuity of service. We are currently administering 18 leaves (medical, parental, etc.) and 11 active accommodations.

The DSSAB continues to invest in employee wellness to keep employees healthy and in the workplace. All employees have now completed Respectful Workplace Communication training as part of our ongoing commitment to a psychologically safe and respectful workplace.

The HR department has also been promoting initiatives such as proper ergonomics, the Calm App, our employee assistance program, and a new Manulife program called Maven, which expands support for women's and family health. Manulife has partnered with Maven, a global leader in digital health, to provide you with 24/7 access to specialists and personalized care plans designed to help address your unique health needs. Maven will provide support and guidance across a full spectrum of midlife health, including:

- Menopause
- Male midlife health
- Hormonal changes
- Mental and sexual health
- Overall wellbeing
- Weight management/nutrition
- Chronic disease/pain

Through this program, employees and eligible family members can connect with:

- Obstetrician-gynecologists
- Mental health practitioners
- Nutritionists
- Career coaches
- Naturopathic family physicians.

Licensed Child Care Programs

Total Children Utilizing Directly Operated Child Care in the District February 2026						
Age Group	Fairview ELCC	First Steps ELCC	Highlands ELCC	Waubeek ELCC	HCCP	Total
Infant (0-18m)	3	1	2	1	10	17
Toddler (18-30m)	8	7	11	17	27	70
Preschool (30M-4y)	16	15	17	35	51	134
# of Active Children	27	24	30	55	92	228

School Age Programs

School Age Programs February 2026	
Location	Enrollment
Mapleridge After School	25
Mapleridge Before School	11
Home Child Care	17
# of Active Children	53



Inclusion Support Services – February 2026

Age Group	Early ON	Licensed ELCC	Monthly Total	Discharges	Referrals	Waitlist
Infant (0-18m)						
Toddler (18-30m)	3	20	23		2(LLECC)	
Preschool (30-47m)	5	42	47		5(LLECC)	
JK/SK (48m-6yr)	2	3	5		1(LLECC)	
School age (6 yr+)		2	2	5		
Monthly Total	10	67	77	4	7	0
Year to Date	11	67	78	9	11	0

Comments: 77 Children on Caseload, 4 Discharged children and 9 New. There were 8 Referrals in February.

The Inclusion Support program has 5 Resource Consultants, who continue to provide opportunities for children’s inclusion: *“All children are able to actively and meaningfully participate in licensed child care and early years programs and are supported to form authentic, caring relationships with their peers and educators.”*

They continue to *build capacity* by supporting educators to increase their skills, knowledge and access to resources to help address the needs of all children in their programs and fosters effective inclusive practices. Children and families benefit from the intentional efforts of educators who collaborate and make relevant, timely referrals and connections to other programs and services to support their needs.

All Resource Consultant's attended a 14-hour ASQ 3 (**Ages & Stages Questionnaire**) and ASQ SE 2 (**Ages & Stages Questionnaires: Social-Emotional, Second Edition**) Training at the end of 2025 and have started working with parents and programs to use this tool more intentionally in Q1 as we continue to develop our tiered service model in 2026. This is a great tool to support parents and providers as they navigate growth and development with children that we service. This screening tool will be used more effectively and consistently with children that are being referred to Inclusion Support Services or when parents/guardians/visitors have concerns regarding child development.

The Ages & Stages Questionnaires®, Third Edition (ASQ®-3) is a developmental screening tool that pinpoints developmental progress in children between the ages of one month to 5 ½ years. Its success lies in its parent-centric approach and inherent ease-of-use—a combination that has made it the most widely used developmental screener across the globe.

Evidence shows that the earlier development is assessed—the greater the chance a child has to reach his or her potential (sampling below):

▼ **What is the age range covered?**

1-66 months

▶ **What are the intervals?**

▼ **What are the areas screened?**

Communication, gross motor, fine motor, problem solving, and personal-social

▼ **What is a sample item?**

Does your child stack a small block or toy on top of another one? (18 month questionnaire, Fine Motor area)

We have also launched our new ISS Data Portal with the support of our IT department to streamline and modernize our records management system. This is a centralized portal for the Resource Consultants to input their visits with children and programs on their caseloads. They can add visit notes and have more continuous and transparent documentation regarding their caseloads and children’s progress and support offered.

EarlyON Child and Family Programs - Feb 2026

EarlyON Child and Family Centre Reporting Month: February 2026		
Activity	Monthly Total	Year to Date
Number of Child Visits	799	1595
Number of Unique Children served this month	278	
Number of Adult Visits	601	1193
Number of Unique Adults served this month	95	
Number of Professionals (New stat of July 1, 2025)	31	48
Number of Virtual Programming Events	0	2
Number of engagements Through social media	185	676
Number of views Through social media	11,434	38,428

The EarlyON Child and Family Centres are high quality early learning family-centered drop-in programs offered through the Parry Sound District Social Services Administration Board. Program delivery has a deep foundation in the principals found in the Ministry of Education’s document *“How Does Learning Happen? Ontario’s Pedagogy for the Early Years”* and the *“Elect: Early Learning for Every Child Today, A framework for Ontario early childhood settings”*.



“Children are competent, capable of complex thinking, curious, and rich in potential. They grow up in families with diverse social, cultural, and linguistic perspectives. Every child should feel that he or she belongs, is a valuable contributor to his or her surroundings, and deserves the opportunity to succeed. When we recognize children as capable and curious, we are more likely to deliver programs and services that value and build on their strengths and abilities.” (HDLH, 2014)

Child Care Service Management, March 2026

Northern Ontario's CWELCC rollout is being constrained by a critical shortage of Registered Early Childhood Educators—driven by burnout, retirements, limited access to training, and reduced mentorship capacity. The article, written by Shannon Costello, The Director of Children's Services from the Cochrane District Services Board, highlights how these pressures contribute to long waitlists and deepen inequities in access for Indigenous, Francophone, and low-income families, with ripple effects on workforce participation and regional economic growth. It also underscores that creating more spaces alone won't solve the problem without targeted workforce and equity-focused strategies.

Full article link: <https://mailchi.mp/utoronto/addressing-workforce-shortages-and-equity-challenges-in-northern-ontarios-childcare-system-atkinson-centre-weekly-enewsletter-march-3-2026>

All licenced child care operators are now fully engaged with the "One Human Service – Service Manager Portal" that was introduced in 2025. This portal allows the operators a central database to input data that is required by the service manager to determine funding allocations and ministry reporting. Operators have seen a reduction in manual reporting templates. Information gathered in the portal is program enrolment, staffing – including number of Registered Early Childhood Educators, and non registered staff, operational expenses and budgets. The CCSM team will continue to provide support to operators and will host a training review mid-year.

Quality Assurance

In late 2025, the Parry Sound District Social Services Administration Board (PSDSSAB) submitted a proposal to the Innovation Fund offered by the Ontario Ministry of Education. The Innovation Fund was designed to support DSSABs in building partnerships and strengthening community capacity to address Registered Early Childhood Educator (RECE) workforce challenges. The PSDSSAB proposal focused on hiring a Pedagogical Lead to support the Early Years system across the district. We were pleased to receive confirmation that the proposal was approved, and a Program Lead was successfully hired in January 2026. The Pedagogical Lead is responsible for building and enhancing the capacity of the early learning sector and supporting educators in delivering high-quality programs throughout the district, including the Parry Sound area. To date, the Lead has visited 14 programs across the district, developing collaborative partnerships with educators working with children from birth to 12 years of age. Through observations and quality assurance assessments, programs are provided with individualized support and constructive feedback to strengthen practice, enhance learning environments, and ensure the delivery of high-quality early learning experiences for children and families.

In the coming months, early childhood educators across the district will have the opportunity to participate in one of two RIRO (Reaching In, Reaching Out) Resiliency Training sessions offered by Inclusion Support Services staff. Reaching In Reaching Out (RIRO) is an evidence-informed program designed to strengthen resilience and self-regulation skills in both adults and children. The training sessions will be coordinated by the Quality Assurance team and hosted at the Parry Sound District Social Services Administration Board administrative building. Each session will take place over two full days, providing participants with in-depth learning and practical strategies.

This professional learning opportunity will support both new and experienced educators in developing a deeper understanding of self-regulation and resiliency. Participants will gain tools and strategies to strengthen their own well-being while also enhancing their capacity to foster resilience and emotional regulation skills in children across early learning environments.

In recognition of the hard work and dedication that early childhood educators demonstrate each day in supporting children and families across the district, we are encouraging programs throughout Parry Sound to prioritize professional learning in 2026. Programs are encouraged to utilize four professional development (PD) days during the year to strengthen collaboration and pursue learning opportunities that best meet the unique needs of their individual teams. Each program will be provided funding to support three PD days, helping to offset associated costs and ensure equitable access to meaningful professional learning. The fourth PD Day will bring all educators together for a full-day learning event for both East and West Parry Sound. This joint professional development day will take place on October 23rd at the Bobby Orr Community Centre.

Planning is currently underway, and further details regarding the theme and focus of the day will be shared in the coming months. This collective learning opportunity will provide educators with time to connect, collaborate, and continue building capacity across the Early Years sector throughout the district.

Funding Sources for District Wide Childcare Spaces

Child Care Service Management

Total Children by Funding Source

February 2026

ACTIVE		
Funding Source	# of Children	# of Families
CWELCC	41	39
CWELCC Full Fee	223	220
Extended Day Fee Subsidy	2	2
Fee Subsidy	17	15
Full Fee	17	16
Ontario Works	4	4
Total Active:	304	296

NEW		
Funding Source	# of Children	# of Families
CWELCC	4	4
CWELCC Full Fee	2	2
Extended Day Fee Subsidy	0	0
Fee Subsidy	0	0
Full Fee	0	0
Ontario Works	1	1
Total New:	7	7

EXITS		
Funding Source	# of Children	# of Families
CWELCC	0	0
CWELCC Full Fee	0	0
Extended Day Fee Subsidy	1	1
Fee Subsidy	0	0
Full Fee	0	0
Ontario Works	2	2
Total Exits:	3	3

The District of Parry Sound Child Care Application Portal was launched on July 24, 2024. Since implementation, operators and child care service management staff have been working to "clean" the Application Portal by removing duplicates, training staff and assisting families with updating their profiles.

Data for February 2026

Number of Unique Children on the Application Portal

865

Children who Identify as Indigenous

97

Children Identifying Francophone Relatives

57

Prenatal Children

170

Unique Children - includes children waiting for care and those who are placed in care but have applied to other child care centres/programs. (ie: currently in an infant space and have also applied for JK/SK after school program) - Or - includes all children who have completed an application for child care

Unique Children Waiting for Care

450

Waiting for Care - This number represents the unique children who are currently applied for care. This includes children who may already be placed in a program and have applied to another. This also includes the number of children pre-registered for future care.

Year, Month

Multiple selections

Month

February

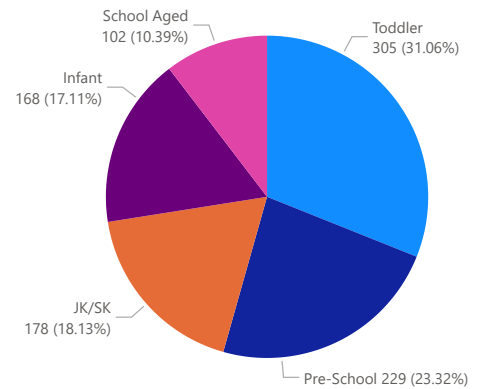
Additions to Application Portal

49

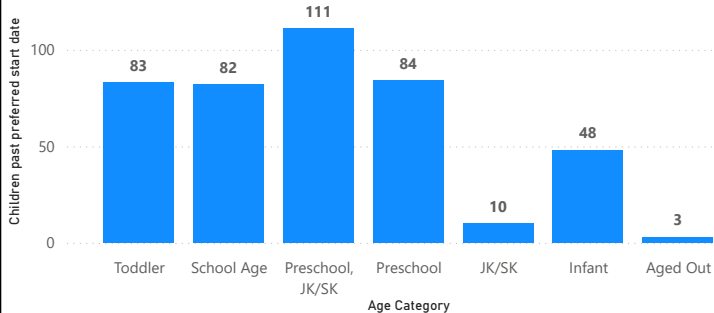
Total Number of Children past preferred start date (Unique)

427

Waitlist by Age Category

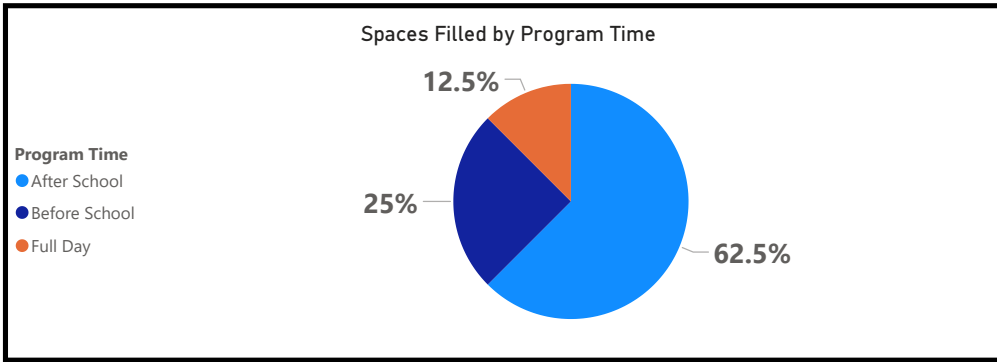
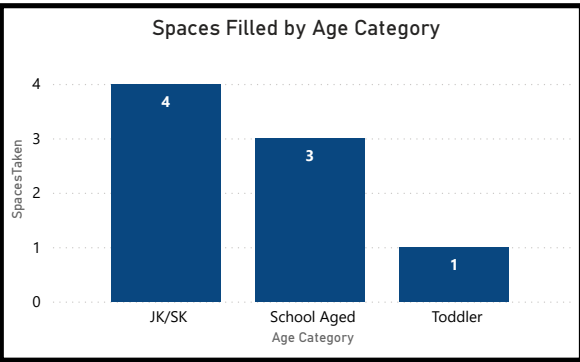


Number of Children past their preferred start date by age

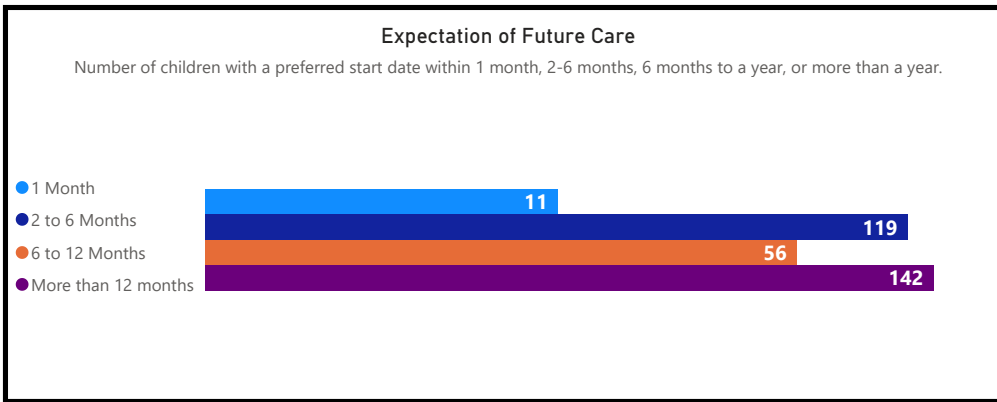


Year
2026

Month
February



Children Placed	Spaces Filled
6	8



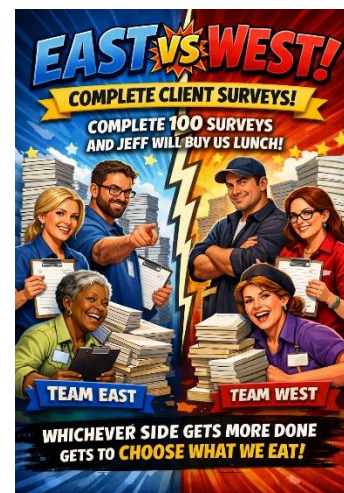
Children Placed - The number of unique children placed in a program.

Spaces Filled - The number of spaces filled by a child. A child may be placed in more than one space, ie: before school space and after school space.

Income Support & Stability Update

2026 so far has been a busy time for the Income Support and Stability Team.

As part of the consortium for Integrated Employment Services in the Northeast led by College Boreal, we are participating in the Pathways to Employment project, which is focused on identifying barriers to employment for Social Assistance clients and developing innovative approaches. Throughout January and February, the ISNs connected with their OW caseloads and supported clients in completing an online client survey to help collect data for the project. Through targeted strategies, the program was able to complete well over 200 surveys. Each client who participated received a \$10.00 gift card.



January’s weather did not cooperate as we had hoped for in-office appointments, but the team adapted by creating alternative opportunities for clients to participate and provide input for this initiative.

To keep things engaging, we ran a few contests along the way, including one we called “*Lunch on Jeff*.” The first team to complete 100 surveys would decide what we were having for lunch. The competition was strong, and we achieved impressive results. By the end of the survey period, it was decided that both the East and West teams earned the opportunity to choose their lunch.



On Friday, February 27, 2026, staff attended the Seniors Active Living event in Magnetawan. The event was open to seniors, caregivers, and residents of the Municipality of Magnetawan and surrounding communities. Staff had the opportunity to connect with new individuals and community partners who contribute to providing wraparound supports for people.

In 2026, we have continued to build momentum with our Community Clinics, which will soon be rebranded as *Community Connections*. These clinics have required time and determination to grow attendance; however, staff are now seeing increased participation and are truly enjoying the opportunity to connect with clients in the community.

We greatly appreciate the ongoing support from local municipalities for providing space and helping make these clinics possible. These interactions have allowed us to engage in meaningful conversations, better understand community needs, and identify additional supports required to help individuals achieve and maintain sustainable housing.

As we move into the spring months, you will see ISNs out in the community even more frequently.

In February, Supervisors and the Integrity Officer participated in a Community of Practice call for the Eligibility Verification Process (EVP). These Ministry-hosted sessions provide an opportunity to discuss complex cases, review emerging trends, and share guidance on managing Social Benefits Tribunal matters. These calls are highly valuable in strengthening our knowledge, aligning our processes with provincial recommendations, and enhancing case management practices for our clients.

We are pleased to report that EVP completion for our District continues to maintain a 100% success rate.

Training has also remained a key focus. Staff have participated in numerous in-person and virtual learning opportunities, including:

- *OMSSA Speaker Series: So, You've Been Breached — Now What?*
- *Ending Homelessness is Possible: Lessons in Emergency Shelter Transformation*
- *Municipalities Under Pressure – One Year Later: An Update on the Human and Financial Cost of Ontario's Homelessness Crisis*
- *Youth Homelessness Prevention*
- *Vicarious Trauma Training*
- *Creating Seamless Pathways from Street to Shelter Webinar*
- *Immigration Basics through OMSSA*

The Annual Tax Clinics, hosted in partnership with the Sudbury Community Service Center, were once again a tremendous success district-wide.



On March 10, 2026, the doors opened at DSSAB with five individuals already lined up to participate. As the day progressed, attendance grew to over 80 people. Upon arrival, participants were warmly welcomed by our Case Support Workers, who expertly managed the flow of the day and ensured everything ran smoothly.

This event was about more than just completing tax returns—it also served as a valuable social opportunity where people could connect, meet new individuals, and engage with their community. Representatives from the Biosphere and Service Canada were also present, providing attendees with access to additional supports and resources.

Participants had the opportunity to receive information and assistance related to energy-saving initiatives, passport applications, the Canada Pension Plan, Canadian Disability Benefit, Canada Dental Plan, and Old Age Security. Many individuals took full advantage of connecting with these services and supports.

Feedback from attendees was overwhelmingly positive, with one participant sharing:

“Hi, thanks for informing me of the tax workshop and your advice to show up early yesterday (March 10, 2026)—you were right, it was very popular. I cannot shower enough accolades on you and the whole staff, including the private professionals you brought in. Outstanding. Your entire staff was so organized and courteous, it made everything go smoothly and left everyone feeling appreciative. Then you all went over the top—pizza for all ordered for lunch...what! I’ve never had a better experience with government service. Thank you—from all is the consensus. Well done.”

The success of this event highlights the importance of collaboration and community partnerships in delivering accessible, supportive, and welcoming services to residents.

On the east side of the District, tax clinics were held at Employment North in South River and Angelic Employment Services in Burk’s Falls. ISNs were available to assist with transportation to and from the sites, as well as to coordinate and schedule appointments for clients.

The transitional unit projects continue to demonstrate strong success. Individuals are becoming connected to supports, developing resumes, and actively seeking employment. ISNs are assisting them along their journey toward life stabilization, while also helping them build their own sense of community.

In Parry Sound, we are pleased to share that the first individual has successfully transitioned from a transitional unit into a sustainable housing arrangement within the community.

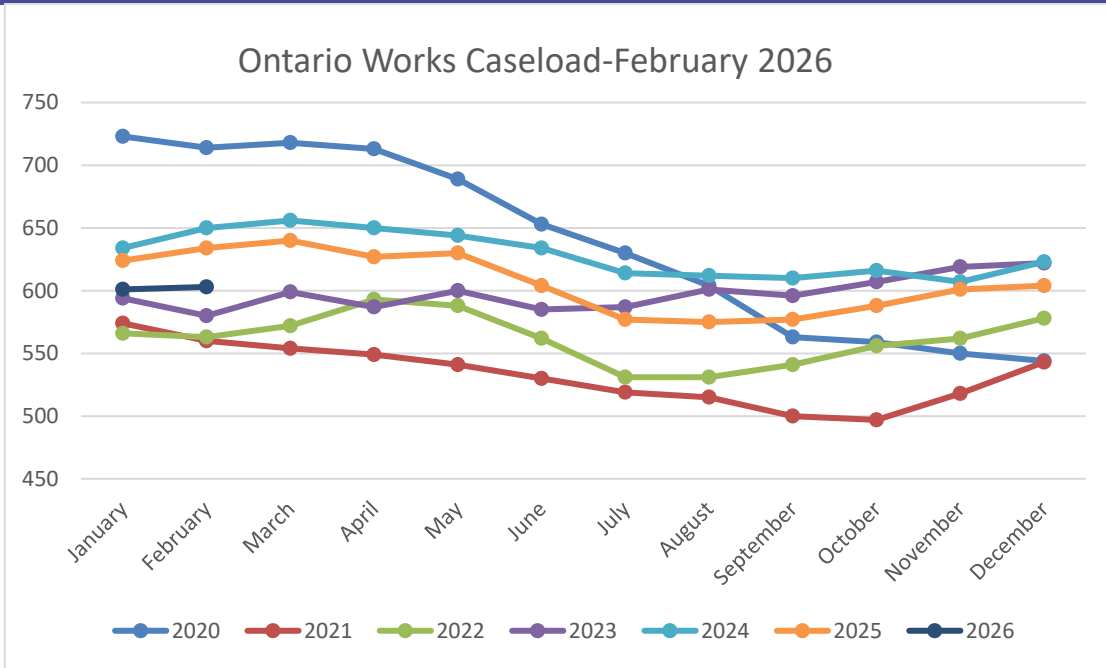
In March, Income Support and Stability partnered with Housing Programs to deliver a presentation at Parry Sound High School. The session was interactive, and students engaged thoughtfully, asking insightful questions and sharing their perspectives.

The presentation provided an overview of DSSAB, including the programs and services available and how to access them. We also discussed housing supports and offered guidance on how to respond when encountering someone experiencing homelessness.

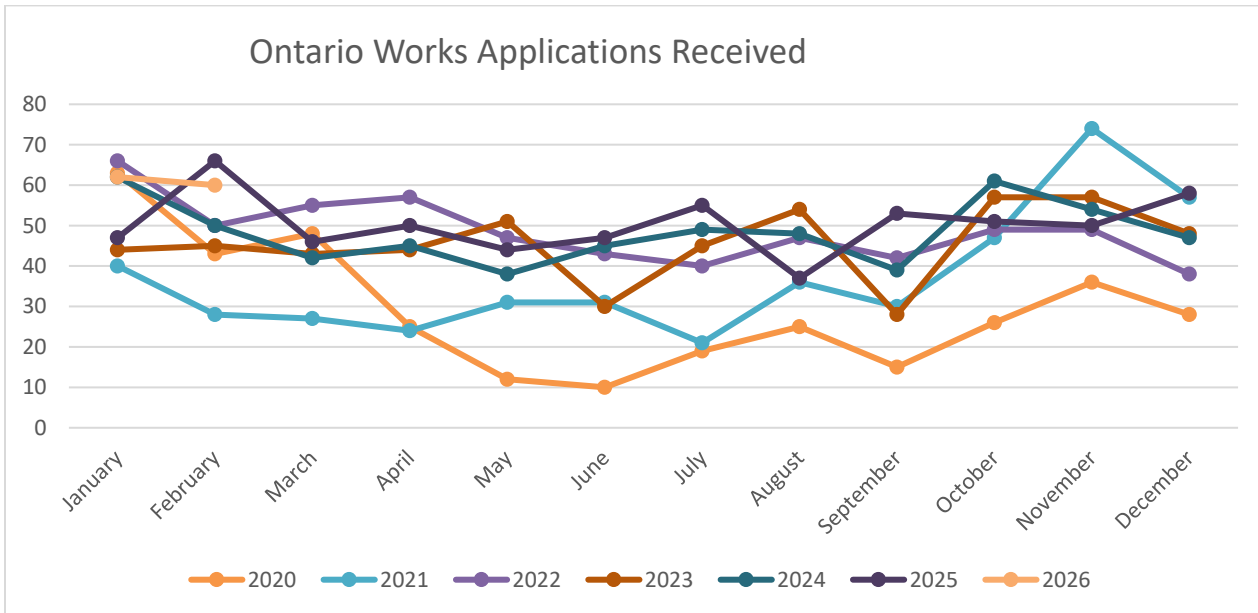
Overall, it was an enjoyable and meaningful experience for both staff and students.

On March 24 and 25, two ISNs attended a conference in Toronto hosted by the Ontario Association of Interval and Transition Houses (OAITH), titled Pathway to Possibilities: Fostering a Community of Knowledge and Hope. Staff participated in a meet-and-greet session where they networked, exchanged knowledge, and connected with other frontline workers, leaders, and organizations. The conference also highlighted OAITH's funding through the Ministry of Children, Community and Social Services (MCCSS) to support the development and implementation of a Community of Practice for the Transitional Housing Support Program.

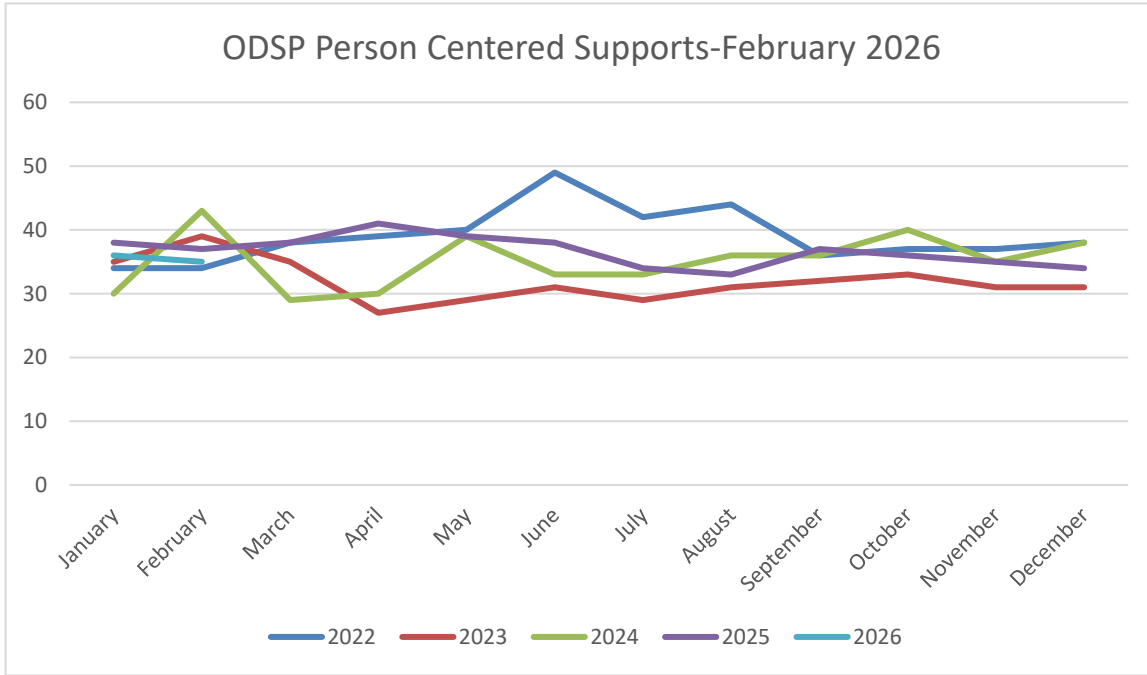
On March 26 and 27, the Supervisors of Income Support and Stability, along with three ISNs, attended the Muskoka DART (Domestic Abuse Response Team) Conference in Port Carling. Guest speakers delivered presentations on a wide range of topics, and staff gained valuable insights and practical strategies to better support women and children in our district who are fleeing domestic violence.



Ontario Works Intake - Social Assistance Digital Application (SADA) & Local Office Ontario Works Applications Received



ODSP Participants in Ontario Works Employment Assistance



The OW Caseload continue to hold steady at **603** cases. We are providing **35** ODSP participants Person-Centred Supports. We also have **56** Temporary Care Assistance cases. **60** applications were received through the province's Ontario Works Intake Unit (OWIU).

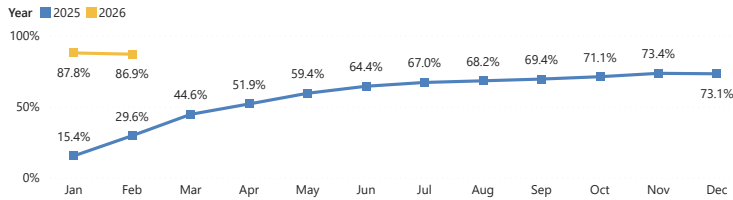
Ontario Works (OW) Performance Measures

On March 1st, 2025, as part of the province's Employment Services Transformation, we officially entered Integrated Employment Services model (IES) along with our Northeast DSSAB partners with our new Service System Manager College Boreal. This means that employment assistance for Social Assistance recipients now moves under the Employment Ontario umbrella. We are responsible for providing Person Centered Supports to SA Recipients in 4 Support Pillars.

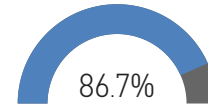
- Crisis & Safety-homelessness, personal safety
- Health-medical, mental health counselling, addiction treatment
- Life Skills-Literacy and Basic Skills such as budgeting, time management
- Community Supports-Housing, transportation and legal support

*NDA-Non-Disabled Adult

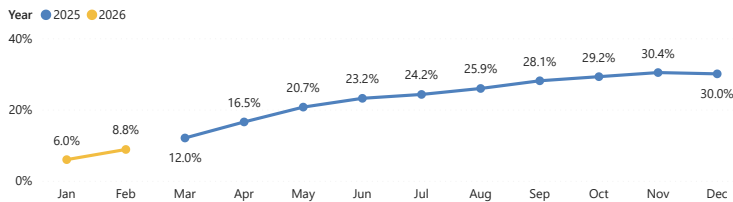
Percentage of OW + NDA Members with mandatory participation requirements that have created a Social Assistance Action Plan (Cumulative Year-to-Date)*



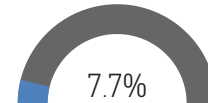
Provincial Value for Latest Month in Selected Range



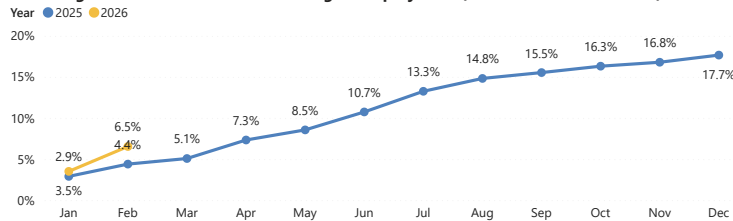
Percentage of OW + NDA Members with mandatory participation requirements that are referred to EO (Cumulative Year-to-Date)



Provincial Value for Latest Month in Selected Range



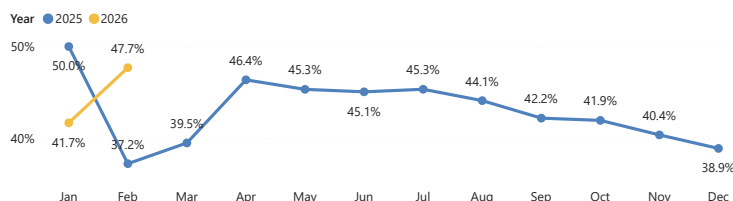
Percentage of Ontario Works cases exiting to employment (Cumulative Year-to-Date)



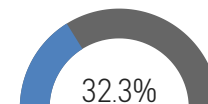
Provincial Value for Latest Month in Selected Range



Percentage of Ontario Works cases who exit the program and return within one year (Cumulative Year-to-Date)

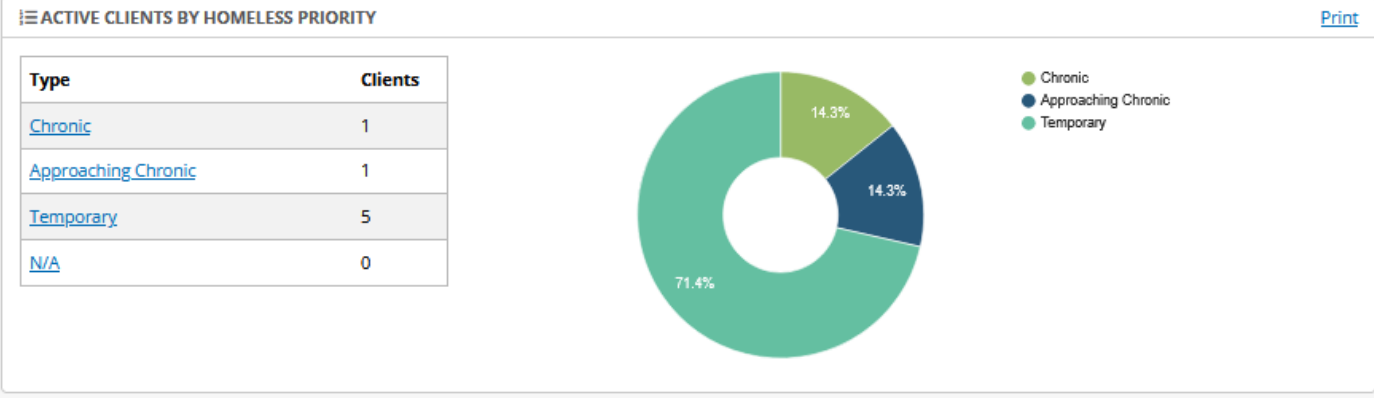
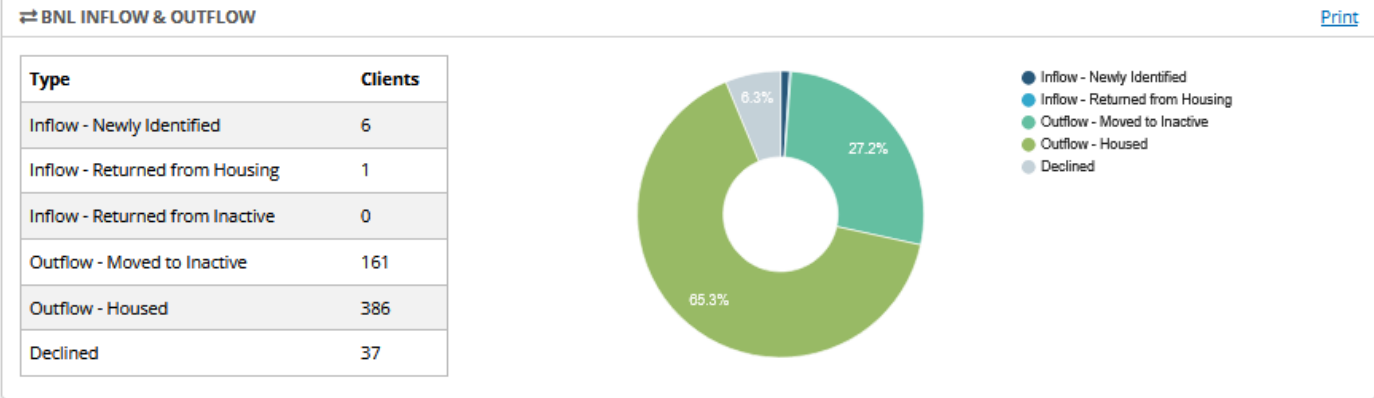
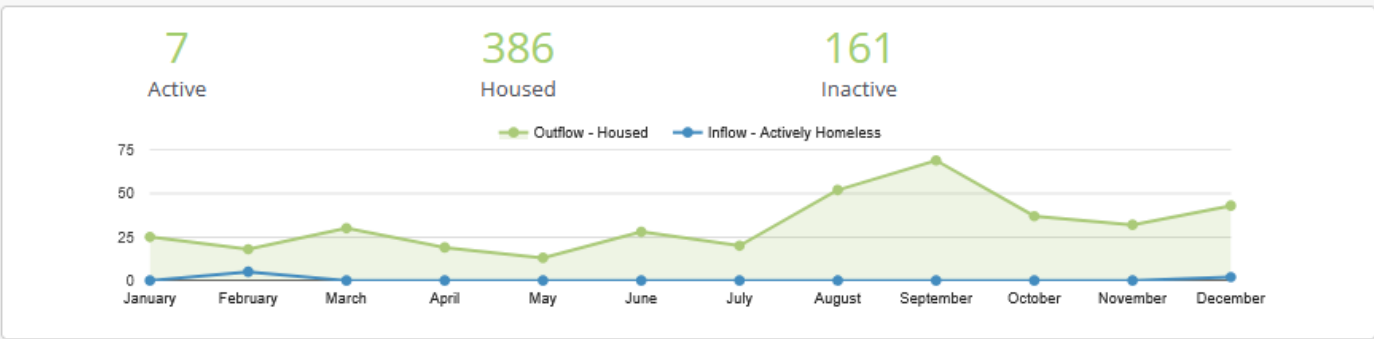


Provincial Value for Latest Month in Selected Range



By Name List

The By Name List is real-time list of all known people who are experiencing homelessness in our community that are willing to participate in being on the list and connecting with our agency for ongoing support to obtain affordable and sustainable housing. The individuals who are connected to this program are provided Intense Case Management supports with the foundations from Coordinated Access towards housing focused solutions.

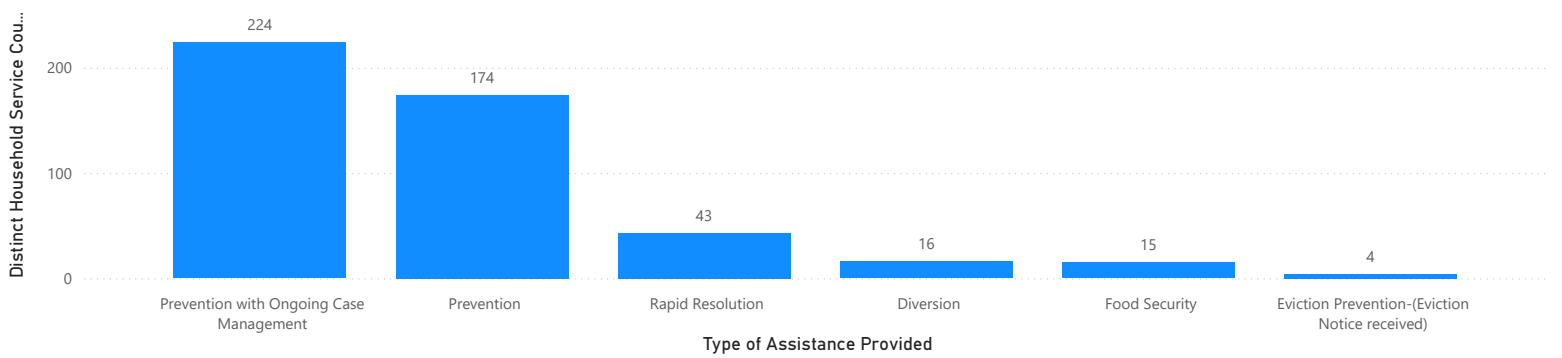


Month, Year

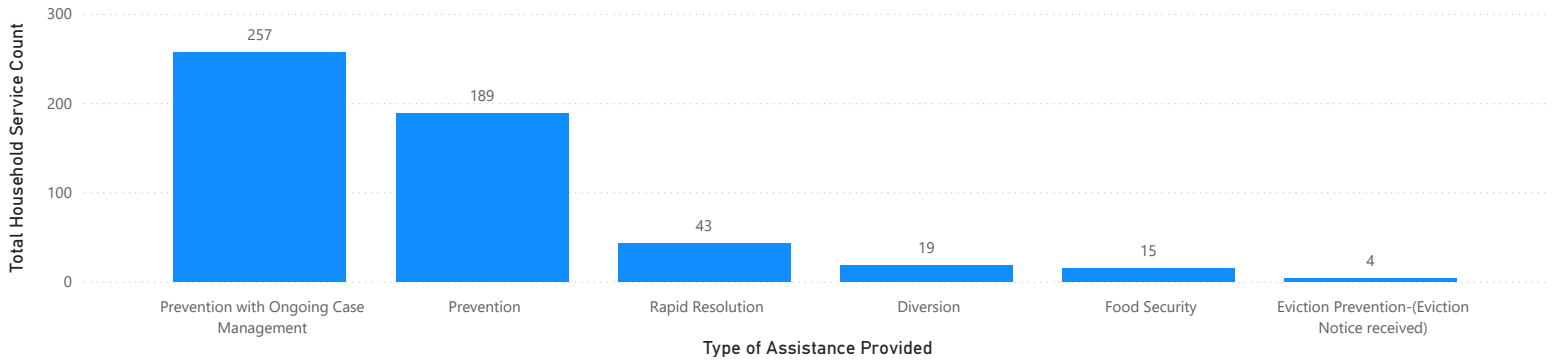
Multiple selections



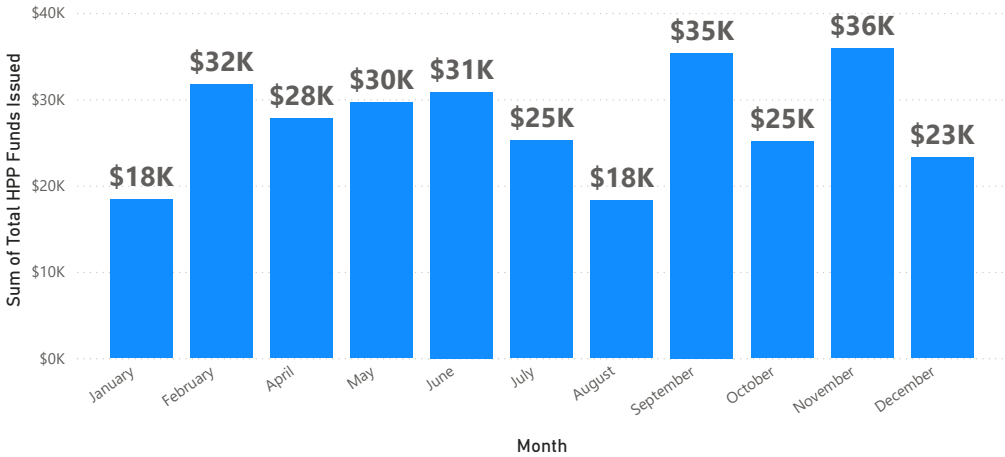
Distinct Household Service Count by Type of Assistance Provided



Total Household Service Count by Type of Assistance Provided



Total HPP Funds Issued by Month



Type of Assistance-HPP

All

Month, Year

Multiple selections

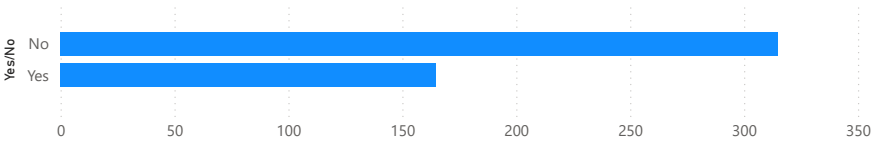
\$301,372.65
Sum of Total HPP Funds Issued

Provincial Priority Groups	Unique Households Served
Chronic Homelessness	20
Indigenous	11
Transitioning from Provincial Institution	3
Youth aged 16-25	23
Total	56

Income Source	Unique Households Served	Sum of Total HPP Funds Issued
OW	151	\$138,759.34
ODSP	116	\$104,215.01
Low Income Senior	58	\$36,652.04
Low Income	80	\$21,746.26
Total	388	\$301,372.65

Housing Status	Unique Households Served
At Risk of Homelessness	334
Experiencing Homelessness (and not currently on BNL)	46
On BNL	24
Total	388

Has the client been issued HPP in the past?



Type of Assistance Provided	Low Income	Low Income Senior	ODSP	OW	Total
Prevention with Ongoing Case Management	18	15	55	138	224
Prevention	52	44	65	17	174
Rapid Resolution	14	5	7	17	43
Diversion	5	2	4	5	16
Food Security	1		2	12	15
Eviction Prevention-(Eviction Notice received)	1	1	1	1	4
Total	91	67	134	188	474

Month, Year

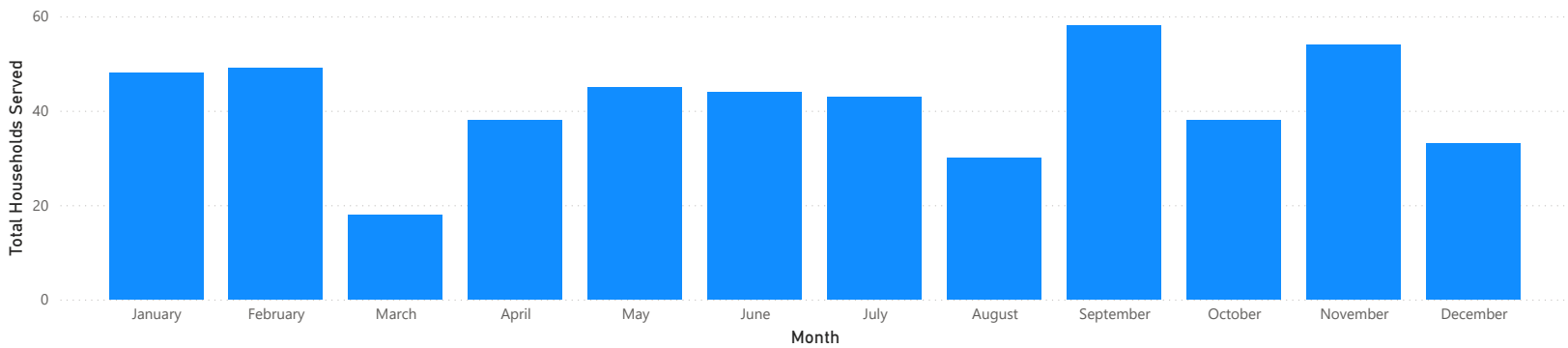
388

Unique Households Served

480

Total Households Served

Total Households Supported through HPP by Month-All



Housing Programs Update—February 2026

Social Housing Centralized Wait List Report			
	East	West	TOTAL
February 2026	Parry Sound	Parry Sound	
Seniors	52	140	192
Families	181	514	695
Individuals	577	177	754
TOTAL	810	831	1641
Total Wait List Unduplicated			450

Social Housing Centralized Wait List (CWL) 2025-2026 Comparison Applications and Households Housed from the CWL												
Month 2025	New APP	New SPP	Cancelled	Housed	SPP Housed	Month 2026	New App	New SPP	Cancelled	Housed	SPP Housed	
Jan	9			2		Jan	6	0	9			
Feb	8		2	3		Feb	11	2	5	1		
Mar	9	1	4	1		Mar						
Apr	6	1	10			Apr						
May	11		1	2		May						
June	12	2	1	2		June						
Jul	14			2	1	Jul						
Aug	9	1	1	2	1	Aug						
Sept	7	4	1	2	2	Sept						
Oct	8		1	1		Oct						
Nov	1	1	1			Nov						
Dec	7		5	2	1	Dec						
Total	101	10	27	19	5	Total	17	2	14	1	0	
						SPP = Special Priority Placement						

Housing Programs saw a very busy first quarter of 2026. We ‘soft’ launched our online applicant portal for Rent-Geared-to-Income through a mass mail out to all current waitlist applicants. This communication included instructions on how to log in to the portal to complete updates and changes to their own applications alongside a waitlist update form. To date, we have received 138 updates of almost 400 that went out, with several of those have been online. We will continue to work with applicants over the coming months to ensure their applications are up to date, and they have been able to log in to their online account, should they choose to. Once our waitlist update is complete, we will publicly launch the applicant portal, so those wanting to apply for Rent-Geared-to-income housing can apply and manage their applications online. This will provide another option for people to apply for housing in the District of Parry Sound.

Our team worked hard to allocate the remaining COHB (Canada Ontario Housing Benefit) funds to clients in our district. We received the allocation late in 2025 and had to have it spent by the end of January 2026. In total, we were able to assist twenty-one households with the 2025-2026 COHB allocation. We are still receiving phone calls and emails daily from residents in our district, as well as community partners, for this funding and hope to receive information soon regarding the 2026-2027 allocation.

We were able to assist five households in the first quarter with Ontario Renovates Home Repair funding through OPHI (Ontario Priorities Housing Initiative) funding. These applications were all received and approved very quickly due to the late allocation in 2025. The Ontario Renovates Home Repair program was last active over ten years ago under different allocations of funding and assisted many households over several years with various repairs to their homes, so it was great to see some of our OPHI allocations go toward this program again. The approved projects will start very soon and will be complete by the end of 2026. They include new roofs, windows, and furnaces, allowing clients to safely remain in their homes.

Another component of our COCHI (Canda Ontario Communities Housing Initiative) and OPHI allocation for 2025-2026 was to provide rent supplements in our district. A rent supplement is a subsidy provided directly to the landlord that bridges the gap between a tenant's calculated rent contribution and the market rent for the unit. Households receiving a rent supplement must be on the Rent-Geared-to-Income waitlist in our district and must accept any offer of housing. This approach supports movement along the local housing continuum.

Each area in Ontario is now mandated to meet rent supplement targets, and that number varies by service area. We were able to meet our target of six and make connections with new landlords, while continuing to support the other twelve existing rent supplement agreements.

The Housing Programs team provides ongoing, hands-on support to rent supplement tenants, landlords, and community partners throughout the life of each agreement. Significant time is spent meeting with tenants and landlords to ensure a clear understanding of program requirements, roles, and responsibilities. The team also connects tenants to appropriate supports, making referrals to community partners such as CMHA for support needs including mental health, hoarding, and counselling, and coordinating with internal departments for assistance with moving costs or medical-related coverage. In addition, staff work closely with landlords to facilitate access to services such as fire inspections and Landlord and Tenant Board resources, when needed. Through this collaborative approach, strong relationships have been established with community partners and private market landlords, strengthening our ability to support tenants and promote housing stability.

HOUSING OPERATIONS AND SERVICE MANAGEMENT

February 2026 Statistical Information

Activity for Tenant Services

	CURRENT MONTH	YEAR TO DATE
Move-Outs	4	5
Move In (Centralized Waitlist along with Internal transfers)	2	3
L1/L2 Hearings	0	3
N4 Delivered to tenant or filed with the LTB– Notice of eviction for non-payment of rent	1	1
N5 Filed with the LTB– notice of eviction disturbing the quiet enjoyment of the other occupants	0	2
N6 Filed with the LTB –notice of eviction for illegal acts or misrepresenting income for RGI housing	0	0
N7 Filed with the LTB – notice of eviction for willful damage to unit	0	0
Repayment Agreements (new) (Formal & informal)	0	0
No Trespass Order	0	0
Mediation/Negotiation/Referrals	44	78
Tenant Home Visits/Wellness checks	48	87
Tenant Engagements/Education	7	7

Tenant Services Q1 (January, February and March)

In the first quarter, Tenant Services handled three LTB hearings: one tenant compensation claim for bedbugs was dismissed, and two led to court-ordered agreements to vacate based on uncorrected disturbances. Additionally, eight N5 notices for behavior correction and six N4 notices for rent arrears were issued, successfully resolving some issues without further escalation to the Landlord Tenant Board.

Tenant Services continues to find ways to be more successful in collecting from past tenants' prior arrears. This quarter we began garnishing wages from one past tenant and have received payments collected by the Credit Bureau as well as from past tenants themselves as they wish to be eligible once again for the Centralized Wait List for Community Housing.

Tenant Services is diligently working on the Case Manager module within our housing software YARDI. Currently the team is creating the content for cases that will be helpful in tracking the progression of certain processes in Tenant Services, Maintenance, Capital, and Housing Programs. This will allow the Housing Operations and Service Management team to work together in a collaborative, organized and recorded fashion resulting in improved customer service to the people we serve.

Tenant Services has also been planning the spring educational events at the apartment buildings which will be coming up in the next quarter. It will be flower and vegetable seed planting as well as guidance on completing annual reviews (specifically the bank form portion of it) in collaboration with Housing Programs.

**CRAFT, LEARN
& Grow**

Join us for a fun and hands-on activity! Decorate your own small clay pot, plant some seeds to take home, and watch something beautiful grow. While we craft, Housing Program staff will walk through the Annual Review package; what they are, why they're needed, and how to complete them. Come grow your knowledge and your garden!

**173 MAIN ST.
COMMON ROOM**

Thursday | 1:30 PM to
April 9, 2026 | 3:00 PM

Hosted by :
Tenant Services &
Housing Programs

Activity for Property Maintenance

Pest Control		Monthly pest control inspections were completed at 8 buildings. 32 units were inspected. Of the 32 units, 2 units required treatment.
Vacant units	8	4 one-bedroom, 4- multiple bedrooms (asbestos abatement, and significant repair contributes to longer vacancy times)
Vacant units: TMV	1	1-Market unit
After Hours Calls	12	monitoring station offline, no heat, leaks, ice build up, kitchen sink drain blockage, kitchen faucet damage
Work Orders	178	Work orders are created for our staff to complete routine maintenance repairs for all DSSAB/LHC Buildings
Purchase Orders	215	Purchase Orders are for services, and materials required outside of the Housing Operations Department scope of work for the LHC/DSSAB properties
Fire Inspections	2	2 Fire inspections completed on properties in February with Huronia Alarms/FPO's. Monthly inspections continue at every building.
Annual Inspections	0	Annual inspections will be planned for early spring.
Inspections (Other)	35	Housing keeping, Fire Prevention Officer follow up, pests, and preconstruction/postconstruction
Incident Reports	1	Slip, with no injuries

Maintenance Q1 (January, February and March)

The Maintenance Department remained highly active throughout the past few months, responding to a particularly unpredictable winter season. Significant snowfall created ongoing challenges; however, the safety of our tenants and staff remained our top priority. The team responded promptly and diligently to all weather-related demands, ensuring that properties were maintained in a safe and accessible condition.

As the winter season begins to wind down, the Maintenance department is preparing to shift its focus toward upcoming summer maintenance activities and seasonal priorities.

In addition, fire safety inspections were a key focus as we concluded 2025. The Maintenance Department coordinated and scheduled numerous inspections with Fire Prevention Officers across all respective municipalities. We are pleased to report that all properties successfully met the required standards. Our tenants also played an important role, demonstrating cooperation and responsiveness in addressing any requests identified during inspections.

Looking ahead into 2026, the Maintenance Department is preparing to begin its annual inspection program and remains committed to maintaining high standards across all properties.

Capital Projects Monthly Report—January to March 2026

This quarterly report provides an overview of capital project activities undertaken between January and March 2026. The quarter marked the transition from budget approval into active implementation planning for the 2026 capital program. Work focused on organizing approved budgets into deliverable work plans, maintaining winter operations, advancing investigations and consultant procurement, moving priority projects through approvals, and positioning a number of spring and summer projects for execution.

Hazardous Material Remediation and Water Damage Repairs

Remediation activity continued through the quarter as required, with work progressing through clearance, reinstatement, and closeout sequencing in accordance with applicable inspection and environmental clearance protocols. Winter conditions also continued to cause localized interior damage associated with ice damming, necessitating response and repair activities. By quarter end, attic remediation has moved from investigation in February to ongoing planning following site inspections and March coordination, with various projects on hold due to budget constraints.

Plumbing, HVAC, and Duct Maintenance

Winter HVAC maintenance and inspections continued throughout the quarter to support reliable building operations. At an administrative building, duct insulation work progressed from active installation in January

to near completion in February and was completed in March. Follow-up leak detection is continuing, weather permitting, and interior repairs will proceed once the leak source has been confirmed resolved. Septic tank replacements also remained active through the quarter under consultant procurement, with work focused on securing the technical support required to advance the project.

Doors, Siding, Painting, and Cosmetic Upgrades

No significant new district-wide door, painting, or cosmetic upgrade projects were mobilized during the quarter, as these scopes remained subject to prioritization within the broader 2026 capital work plan. However, the childcare walkway projects advanced steadily and reached the final stage in late 2025, with completion anticipated within the following month, weather permitting. Various siding and window replacement projects were reviewed during the quarter, but remained deferred due to budget constraints and are anticipated to be reconsidered through the 2027 budget process.

Generator and Electrical Work

No major new generator installations or repair projects advanced during the quarter. Electrical planning activity continued in support of future work, including investigation and scope development for electrical panel replacements in townhomes. At an apartment complex, heater replacement moved into quote and RFQ activities during February, and the RFQ was issued in March; however, the project is expected to remain on hold due to budget limitations pending final direction.

Roofing and Eavestrough Projects

No major new roof replacement or eavestrough projects were delivered during the first quarter; however, winter response activity remained important. Ice-damming events continued to inform repair priorities and reinforced the need to identify measures to reduce recurring seasonal risk.

Structural Repairs, Infrastructure and Foundation Assessments

Structural and infrastructure work continued to progress across several priority projects. Within an apartment complex, work advanced through building department requirements during January and February, and the permit was issued by March, with project scheduling underway. A new build also continued in surveying and planning throughout the quarter. During March, the design advanced to a revised three-storey, 88-unit building, with phase one planning underway. A driveway replacement project similarly progressed from quote and RFQ activities in February to a contract award in March, with completion targeted for July 15, 2026. A parking lot paving project also remained active within the 2026 capital program through the quarter. During February, the project was positioned for later-season implementation through pre-construction coordination, and by March, a re-kick-off meeting had been scheduled for March 31, 2026, to support renewed coordination and implementation planning.

Security Enhancements

No new security enhancement projects were undertaken during the quarter. Existing measures remained in place and operational, with ongoing monitoring continuing to support building safety and access control across the portfolio.

Consulting and Engineering Contracts

Consultant and engineering activity remained a significant component of the capital program during the quarter. January included a mandatory site visit associated with an active tender and continued investigation work tied to siding replacement and septic replacement planning. Through February and March, consultant procurement remained underway for septic tank replacements. Window replacements at childcare facilities also advanced materially through this period, moving from board approval stage in February to board approval received, contract award completed, and kick-off scheduling underway in March. These activities reflect continued emphasis on front-end planning, procurement discipline, and sequencing work so projects can move efficiently into implementation.

Childcare Capital Acceleration

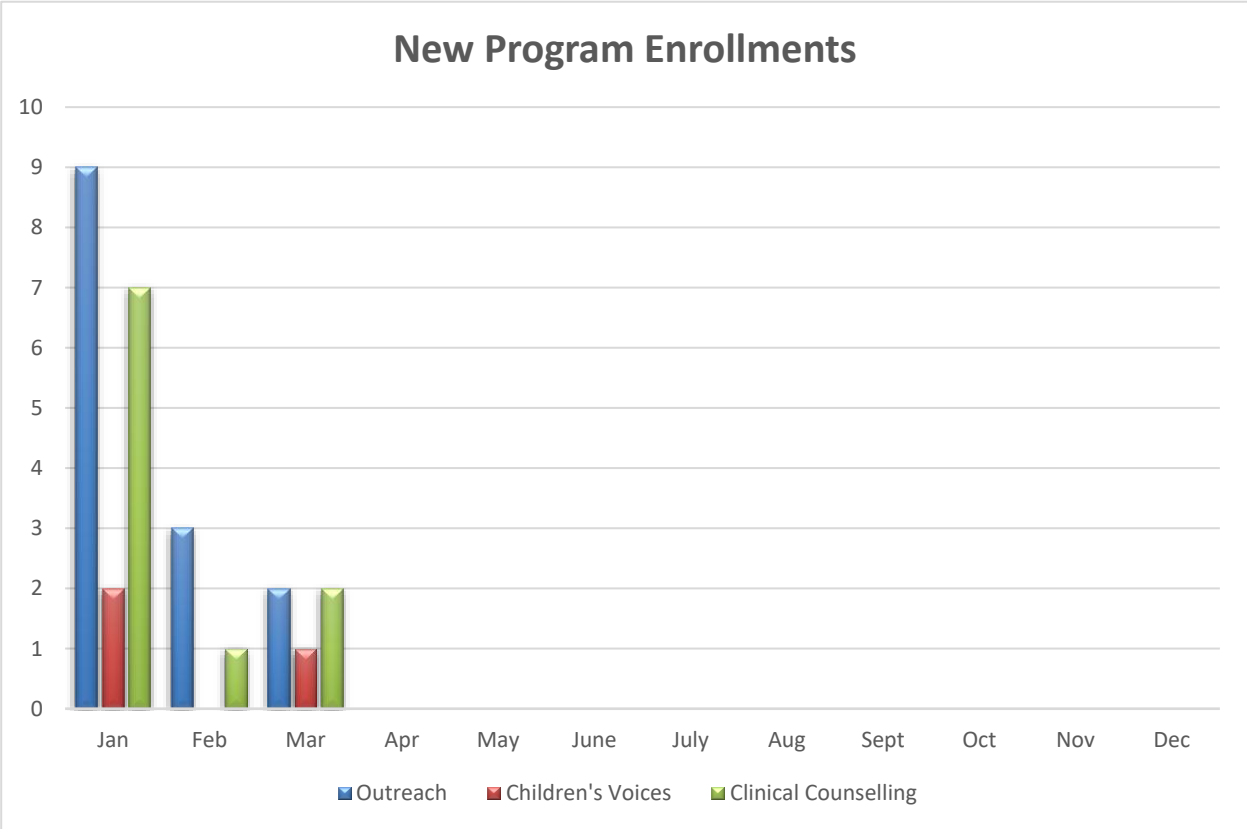
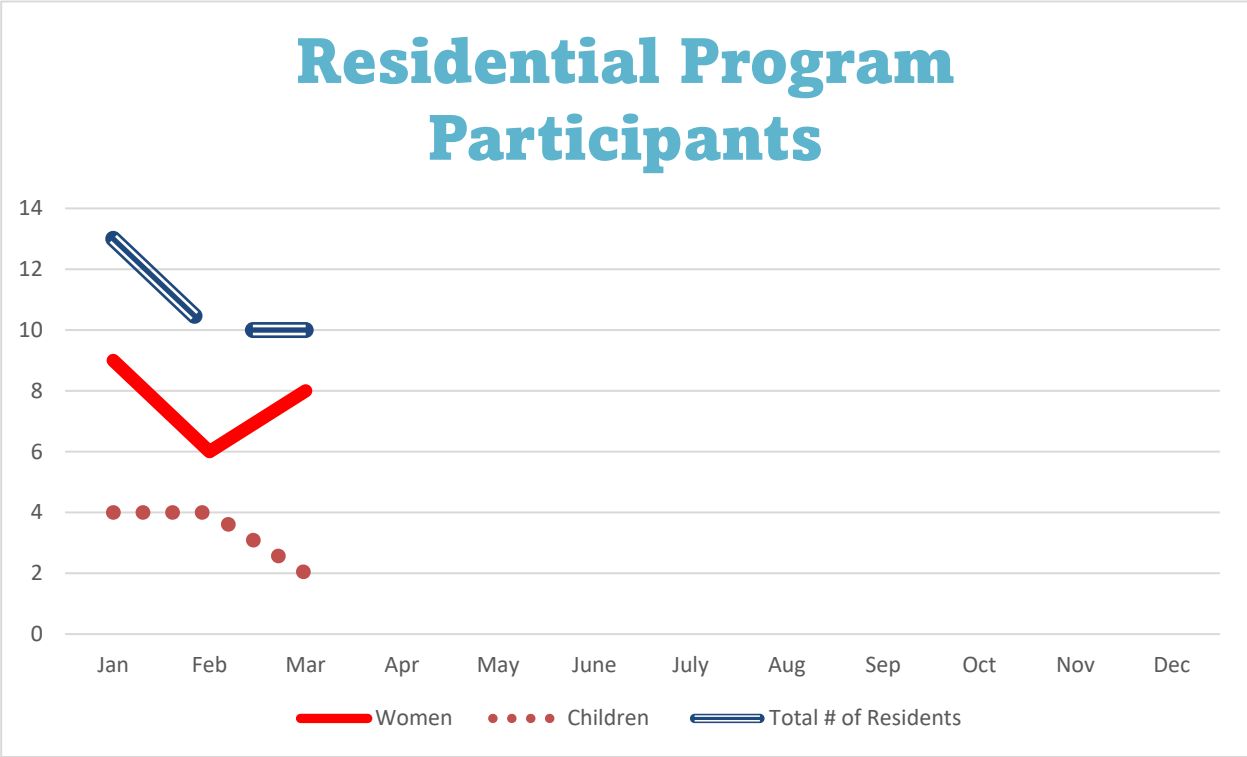
Childcare-related capital activity remained selective during the quarter, with efforts focused primarily on the window and walkway-related scopes. Window replacements advanced to award and mobilization planning, while childcare walkway improvements moved toward completion subject to weather. No other major childcare acceleration initiatives were undertaken during the reporting period.

Completion Highlights (January-March 2026)

The first quarter of 2026 was defined by mobilizing the approved capital program, advancing priority projects through procurement and approvals, and positioning multiple scopes for spring and summer delivery. Key accomplishments included completion of the duct insulation work, board approval, and contract award for window replacements, permit issuance, progression of a new build to a revised three-storey, 88-unit concept with phase one planning underway, and contract award for driveway replacements with a July 15, 2026, completion target. At the same time, the quarter provided clarity on projects that will require future budget consideration, including windows serving an administrative building, siding projects, ceiling tile replacements, and heater replacements.

In summary, the quarter demonstrated steady progress in moving the 2026 capital program from budget approval into active delivery planning. Procurement, consultant coordination, design development, and site-specific investigation work have established a clear foundation for the next phase of implementation. The upcoming reporting period will focus on advancing Belvedere paving following the March 31 re-kick-off meeting, mobilizing Waubeek window replacements, continuing phase one planning for the revised Waubeek build, finalizing scheduling at Callander, supporting contract delivery for Dublin driveways, and continuing procurement and budget review for projects that remain in planning or on hold.

Esprit Place Family Resource Centre Update – February 2026



Social Media Stats

Facebook –District of Parry Sound Social Services Administration	OCT 2025	NOV 2025	DEC 2025	JAN 2026	FEB 2026	MAR 2026
Total Page Followers	786	791	797	819	837	841
Post Reach this Period (# of people who saw post)	18,590	23,572	5332	26,803	56,115	16,807
Post Engagement this Period (# of reactions, comments, shares)	138	178	132	913	1,760	847

Facebook -Esprit Place Family Resource Centre	OCT 2025	NOV 2025	DEC 2025	JAN 2026	FEB 2026	MAR 2026
Total Page Followers	229	248	249	250	251	251
Post Reach this Period (# of people who saw post)	313	17,684	2136	884	308	1972
Post Engagement this Period (# of reactions, comments, shares)	3	189	34	10	3	15

DSSAB LinkedIN Stats https://bit.ly/2YyFHIE	OCT 2025	NOV 2025	DEC 2025	JAN 2026	FEB 2026	MAR 2026
Total Followers	561	579	585	594	598	601
Search Appearances (in last 7 days)	113	170	147	154	80	60
Total Page Views	27	77	23	44	50	33
Post Impressions	1092	2,953	1124	1521	1735	1465
Total Unique Visitors	15	29	16	21	20	16

Instagram - Esprit Place Family Resource Centre https://www.instagram.com/espritplace/	OCT 2025	NOV 2025	DEC 2025	JAN 2026	FEB 2026	MAR 2026
Total Followers	112	115	115	117	120	122
# of accumulated posts	69	81	81	81	81	82