



Chief Administrative Officer's Report

July / August 2025

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.

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Everyday Impact

Awarded monthly by the Leadership Team, the Everyday Impact Award celebrates the effort and successes of our staff that have a meaningful impact on our daily work and those around us.

Jessica Towler (June 2025)

Integrated System Navigator

Income Support & Stability Department

A client's journey from Instability to Independence, with support every step of the way

We are beginning to see our first graduations from the DSSAB's flagship Transitional Housing Program. These 4 participants have worked hard to secure safe and stable housing.

One of the key players in the launch of the Transitional Housing Program was Jessica Towler (Integrated System Navigator – ISN) who worked with 3 of the participants over the last year. This month's Everyday Impact is awarded to Jessica for her dedication and compassion to support those most in need. The following is just 1 example of a huge success story for the program and for staff involved:



Seeking a quieter, simpler life, a client relocated to the Almaguin region from the city during the pandemic, transferring through Ontario Works. He initially lived rent-free in a makeshift setup on the porch of a friend's unfinished home, caring for the property during its construction. With no car, he relied on a four-wheeler and shared his space with his cat. At the time, he had no family doctor and was managing a new mental health diagnosis that required consistent medication. The team helped him connect with the Powassan Family Health Team, who created a care plan tailored to his needs. They also supported him through his ODSP application, which was successfully approved within a few months, an unusually quick turnaround, allowing for more financial stability.

After his OW case was closed, he moved forward independently. However, two years later, his health declined, and his housing became unsafe. Isolated in a rural location without access to emergency services, his medical team reached out for support once again. The Housing Stability Program and Jessica, his former ISN, reconnected and collaborated to find housing closer to his doctors and essential services.

Continued...

Story continued...

With Jessica's help, he moved into the DSSAB's flagship transitional housing program where he fully engaged in supports and programs that helped rebuild his stability. He was eventually approved for permanent housing in a unit very close to his medical care team in Powassan and is set to move in on August 1st.

During a recent follow-up call, the client had this to say about his experience: "I've been thinking about how I could recognize the program and Jessica for everything that came out of it," he said. "Jessica listened to all my specific needs and helped me access everything I needed, like the food bank, and she still helps me with that even at my new place. She also got me on a waitlist for housing in Powassan because she knew I really wanted to be closer to my doctor as I deal with significant health concerns. There was no status quo with Jessica. She always went above and beyond my expectations and made things feel easy to navigate."

His journey, as well as the unique journeys of the other 3 graduates of the program, are powerful examples of resilience, meaningful relationships, and what's possible when individuals are met with compassion, consistency, and tailored support. Congratulations to Jessica for making a lasting 'everyday impact' on this client, and on the Transitional Housing Program!

Bruce Knapp & Todd Dupuis (June 2025)

Facilities Maintenance Technicians

Housing Operations Department

Quote from a colleague:

"Recently, I was on my way back into the office at Beechwood on a cold wet day, when I saw a transient person walking toward the office on Beechwood Drive.

At the same time, Bruce and Todd were outside bringing materials to the housing van which was parked near the side entrance. They immediately noticed the person and greeted them warmly with a 'hello' and 'how are you doing today?' classic Bruce and Todd, if you know them! z



They struck up a friendly conversation and offered to walk the person into the lobby for support. By the time I entered the building, I could already hear them in the lobby, introducing the individual to reception and reassuring them they'd be taken care of. Honestly, it was the warmest hand-off I've ever seen."

Melissa Ervin (July 2025)

Integrated System Navigator

Income Support & Stability Department

Melissa Ervin has been nominated for this month's *Everyday Impact* award for going above and beyond to support a client through a highly complex journey, most notably helping her access and successfully enter out-of-district treatment. This achievement marks a major turning point for the client, who has faced severe depression and significant mental health barriers. Melissa's dedication, compassion, and relentless advocacy were instrumental in building the trust and stability needed to get to this point.

Over the past two years, through consistent and intensive case management, Melissa has supported the client in maintaining safe and sustainable housing, reconnecting with a family physician, navigating the legal system, filing income taxes, keeping an active referral for mental health services, and re-establishing a relationship with her daughter. Melissa has logged countless hours in appointments, case notes, and advocacy, and her efforts have not gone unnoticed. Beyond her direct work with the client, she has shared valuable tools, resources, and lessons learned with fellow ISNs, helping to guide others facing similarly complex cases.

Her impactful and compassionate approach to case management has made a lasting difference, not only for this client, but for the broader community she continues to support.



Celebrating our Little Graduates!

Our centres have been buzzing with excitement as children prepare to transition to junior kindergarten this fall. Waubeek recently held a fantastic celebration at the Hub Gymnasium with 24 children graduating. A highlight, was their special trip to the local French school, where children enjoyed a school bus ride, pizza lunch, and fun activities with students and staff, an amazing example of community partnership! Fairview and First Steps are planning their own graduation parades, complete with gowns, certificates, and family celebrations. This year, First Steps will see 9 children graduate, while Fairview will celebrate 14 graduates. Highlands, with 14 graduates, marks the occasion with special in-class activities for the children. Due to space limitations, they have adapted their celebrations to keep everyone safe and ensure the day is still memorable.

Congratulations to all our young graduates and their families!



Human Resources Update

As we have previously reported, Bill 79 (the [*Working for Workers Act, 2023*](#)) amended the Employment Standards Act (ESA) by allowing for the development of regulations relating to “prescribing information that must be provided to an employee or a prospective employee, in writing, and when the information must be provided”. Effective July 1, 2025, the regulations now require that the employer provide an employee with the following information before their first day of work or, where that is not practicable, as soon thereafter as is reasonably possible:

- *The legal name of the employer, as well as any operating or business name of the employer if different from the legal name.*
- *Contact information for the employer, including address, telephone number and one or more contact names.*
- *A general description of where it is anticipated that the employee will initially perform work.*
- *The employee’s starting hourly or other wage rate or commission, as applicable.*
- *The pay period and pay day established by the employer.*
- *A general description of the employee’s initial anticipated hours of work.*

These requirements are already standard practice for our Human Resources Department.

At the DSSAB, we believe in supporting our team’s growth, and ongoing learning and development are a big deal. Professional development supports employees' work, increases skills, and supports career development.

Over the past six months, many employees have taken part in training to boost their skills and confidence on the job. Some courses completed include Excel, Data Analysis, Effective Time Management, Outlook Basics, PowerPoint, and training on Microsoft Word. Staff also participated in Suicide Awareness and Prevention training, Mental Health First Aid, CRP, Naloxone training, The Toddler series, the Coach Approach, Path to Effective Leadership and Allyship. This isn’t an exhaustive list! Just some examples of how our team continues to learn, grow, and stay sharp.

Recruitment efforts were successful in the second quarter, with six new hires. The majority of our programs are fully staffed with permanent employees. Our current postings are all preschool teachers for our child care centres.

Information Technology Update

Since the start of 2025, the IT department has made significant strides in modernizing infrastructure and improving internal systems. A major milestone was the completion of the DSSAB core network infrastructure rebuild, which included the installation of new servers and switches. The team also developed and implemented a new asset management system for Housing assets, migrated to a more robust data protection solution to enhance data storage and backup protocols, as well as re-negotiated several service renewals with our current service providers. The first phase of a cybersecurity assessment was conducted to identify and mitigate risks with the second phase expected to be completed over the months of July and August. These efforts were part of a broader strategy to maximize existing IT systems and close internal and external system gaps.

Operationally, the IT team has been actively supporting staff through helpdesk services and hardware maintenance. Notable examples include managing laptop repairs, software installations, and access control updates. The department also responded to evolving security needs, such as implementing updated digital certificates for remote access and monitoring access sessions. Additionally, IT played a key role in supporting other department initiatives, including ONEHSN for Child Care service Management, Data analytic services for ISS, security and access supports for Esprit Place and contributing to the continued development of a digital policy framework. These actions reflect a commitment to both technical excellence and cross-departmental collaboration.

Looking ahead, the IT department is preparing to launch an improved document management strategy for use with both Finance and HR, and finalize additional single sign-on solutions, to simplify staff access to all systems while increasing security. The second half of the year will also focus on scheduled hardware replacements as well as some long-term cost assessments.

Ongoing training and support remain a priority, with efforts to ensure staff are equipped to use new tools effectively. The department's work aligns closely with the DSSAB's strategic goals of improving service delivery, enhancing data quality, and fostering a responsive, tech-enabled organization.

IT Challenges

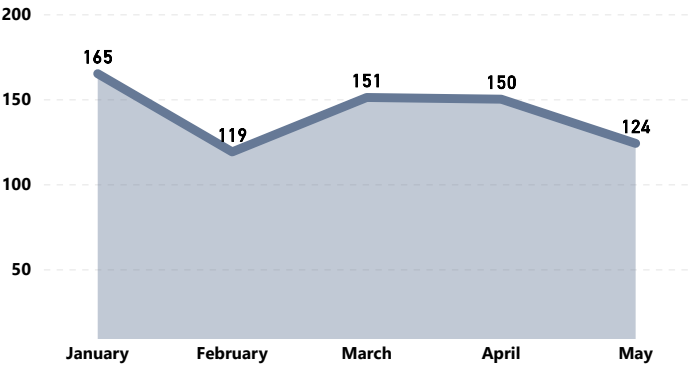
Resource Constraints: The team managed a high volume of helpdesk tickets, including hardware repairs and software installations, which stretched available resources.

Security Maintenance: Keeping up with evolving security requirements, such as certificate renewals, cyber security threats and access control updates, required continuous attention and coordination.

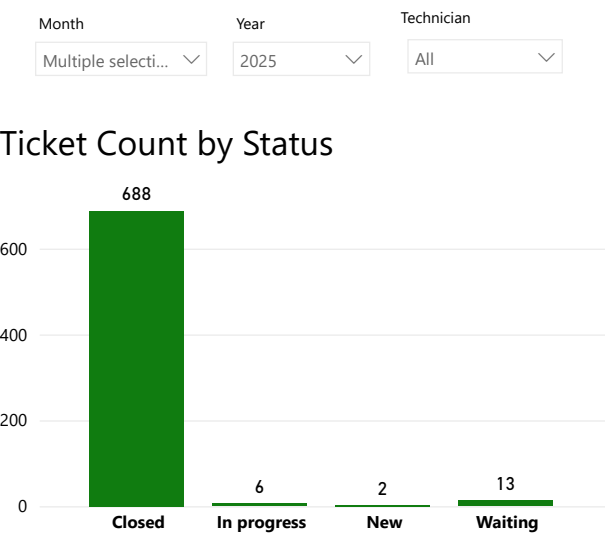
Rising costs: The uncertainty of the Canada/ US trade relationship has influenced decisions such as discontinuing services with backup vendors like Thrive, due to performance and cost concerns and negotiating more favorable terms with providers like Veeam to stay within budget. It has also influenced the hardware replacement schedule and scope of devices to be replaced. These examples underscore how rising costs, whether from tariffs, inflation, or vendor pricing, have become a persistent operational challenge for IT leadership this year.

PSDSSAB IT ticket statistics - YTD 2025

Year to Date - Monthly Ticket Count

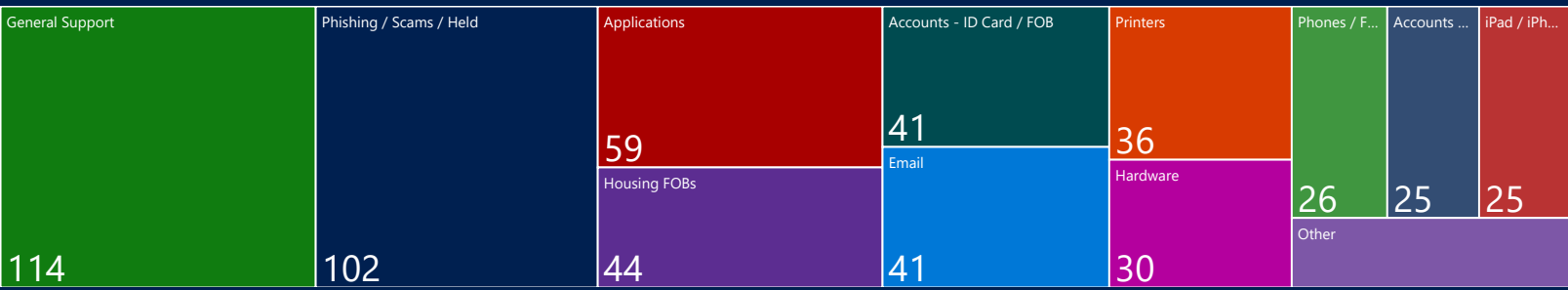


Ticket Count by Status



Tickets Submitted
709
Tickets Resolved
688
Tickets Unresolved
21

Top 10 Ticket Categories



Licensed Child Care Programs-May 2025

Total Children Utilizing Directly Operated Child Care in the District

Age Group	Fairview ELCC	First Steps ELCC	Highlands ELCC	Waubeek ELCC	HCCP	Total
Infant (0-18M)	1	1	0	1	9	12
Toddler (18-30M)	13	6	4	17	28	68
Preschool (30M-4Y)	16	15	27	39	51	148
# of Active Children	30	22	31	57	88	228

Gardens are being planted at the child care centres and the children are experiencing hands on learning about the growth cycle of plants and where food comes from, caring for the environment, and lots of other environmentally based topics have been a focus of interest.

All the directly operated child care centres are winding up the Seeds of Empathy program this month by ending with a celebration for the children participating and huge thank you to the mothers and infants for volunteering their time to help us share this wonderful program.

Each child care centre is holding graduation celebrations for all the children that will be leaving for school. The families are appreciative of the staff's passion and dedication, and it is a sad time for staff to say good-bye to the children they have cared for, some since infancy. We wish good things to all the children leaving us on their new adventures.

Summer casual staffing has created an opportunity for university and college students interested in entering the ECE field to get hands on experience.

The Home Child Care Program currently has 18 active homes throughout the district with 120 children enrolled from Infancy to 12 years of age.

Licensed Child Care Programs - June 2025

Total Children Utilizing Directly Operated Child Care in the District

Age Group	Fairview ELCC	First Steps ELCC	Highlands ELCC	Waubeek ELCC	HCCP	Total
Infant (0-18M)	1	1	0	1	6	9
Toddler (18-30M)	13	7	4	16	31	71
Preschool (30M-4Y)	16	15	27	39	45	142
# of Active Children	30	23	31	56	82	222

Enrollment has remained steady for the month of June. The Home Child Care Program has enhanced provider recruitment through targeted advertising using social media and flyers.

School Age Programs May 2025

Location	Enrollment
Mapleridge After School	26
Mapleridge Before School	10
Mapleridge Summer Program	N/A (13 enrollments for 2025)
Sundridge Centennial After School	11
Home Child Care	32
# of Active Children	79

The Mapleridge Summer Program is at capacity with 13 children under the age of 6 years enrolled. This program has been very popular in the Powassan community.



School Age Programs June 2025

Location	Enrollment
Mapleridge After School	26
Mapleridge Before School	10
Mapleridge Summer Program	N/A (13 enrollments for 2025)
Sundridge Centennial After School	11
Home Child Care	32
# of Active Children	79

After many unsuccessful attempts to recruit qualified staff for the Sundridge After School Program, the decision has been made to not reopen the program in September. Families and Near North District School Board have been notified.

Inclusion Support Services — May 2025

Age Group	EarlyON	Licensed ELCC's	Monthly Total	YTD Total	Waitlist	New Referrals	Discharges
Infant (0-18M)	0	1	1	3	0	0	0
Toddler (18-30M)	5	11	16	24	0	1	0
Preschool (30M-4Y)	9	40	49	49	1	0	0
School Age (4Y+)	0	17	17	21	0	0	0
Monthly Total	14	69	83		1	1	0
YTD Total	20	77		97	19	26	12

Resource Consultants have been working collaboratively with child care programs to prepare those children that are transitioning to school in September. Many meetings with schools have taken place and resources are being supplied to the families in the hope that the transition for the children is as seamless as possible.

Inclusion Support Services — June 2025

Age Group	EarlyON	Licensed ELCC's	Monthly Total	YTD Total	Waitlist	New Referrals	Discharges
Infant (0-18M)	0	0	0	3	0	0	0
Toddler (18-30M)	3	12	15	24	0	2	0
Preschool (30M-4Y)	12	33	45	49	0	0	0
School Age (4Y+)	0	23	23	26	0	0	0
Monthly Total	15	68	83		0	2	0
YTD Total	21	77		102	19	31	12

EarlyON Child and Family Programs—May/June 2025

Activity	Mar 2025	Apr 2025	May 2025	June 2025	YTD
Number of Child Visits	855	961	1075	864	5361
Number of New Children Attending	48	59	40	38	492
Number of Unique Children Attending			326 YTD		
Number of Adult Visits	704	752	831	688	4241
Number of Unique Adults Attending			273 YTD		
Number of Virtual Programming Events	8	8	6	10	46
Number of Engagements through Social Media	91	68	129	117	718
Number of Views through Social Media	21,519	8,175	11,253	14,644	107,259

EarlyON staff collaborated and participated in the 2025 Earth Day event at the Bobby Orr Community Centre in Parry Sound. The event was attended by 77 adults and 58 children, as well as representatives from partner organizations including the Georgian Bay Biosphere Reserve, The Museum on Tower Hill, Georgian Bay Refillery, The Friendship Centre, and the Parry Sound Forest School. Pizza Pizza provided complimentary pizzas for all attendees. Additionally, EarlyON staff attended the second annual Mental Health Symposium in Parry Sound on April 25th and 26th. The symposium commenced with a keynote address by Dr. Jean Clinton entitled “Helping Young People Flourish: When Our Kids Are Okay, Our Community Is Okay.” Sessions on April 26th addressed a range of topics such as coaching young athletes, addiction and recovery, healing and resilience frameworks, overcoming parenting barriers, and fostering workplace happiness.

Getting kids ready ahead of time for the move from home or daycare to school can really help them settle in and make the experience better for everyone. Since starting school means lots of changes for children, starting early helps make sure they’re ready for new routines and places. Doing regular daily activities with children helps them feel safe and comfortable. Kindergarten prep programs run across the district in June and July, giving families plenty of support before school starts in September. EarlyON staff lead a series of activities to support children with social and emotional readiness, physical and fine motor development readiness and cognitive readiness. Parents receive a helpful resource package so they can keep preparing at home too.

In late June, the EarlyON team and Information Technology department launched the Event Registration & Attendance Manager (ERAM), a digital platform to help Ontario’s CMSMs and DSSABs manage EarlyON services. ERAM enables electronic event creation and attendance tracking, featuring a kiosk mode for on-site registration and sign-in. Each family receives a unique key tab for quick future check-ins and child attendance confirmation, supporting Ontario’s goal of accessible, high-quality early years programs.

Collected data can inform systemic change by offering insights that affect service quality, customer satisfaction, and efficiency. Effective data management is important for childcare systems to maintain data completeness, quality, and relevance.

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 May 2025

Number of Unique Children on the Application Portal

590

Children who Identify as Indigenous

50

Children Identifying Francophone Relatives

40

Prenatal Children

63

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

541

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

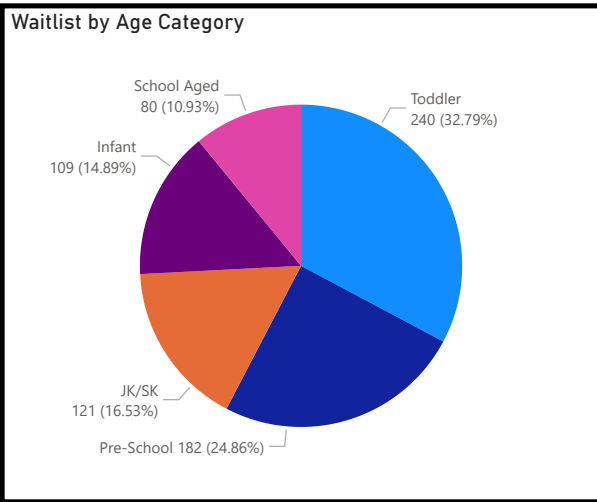
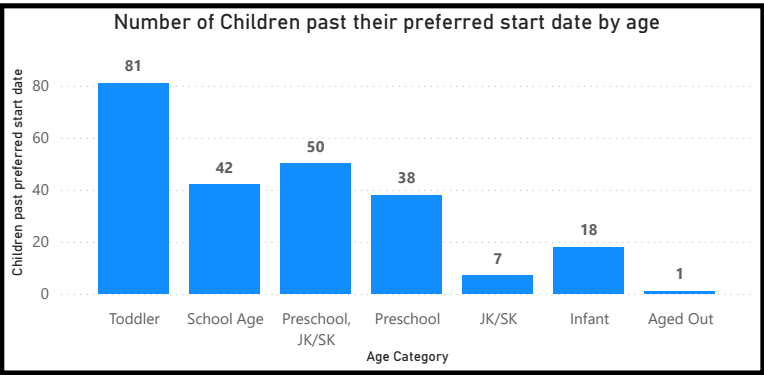
May

Additions to Application Portal

51

Total Number of Children past preferred start date (Unique)

241

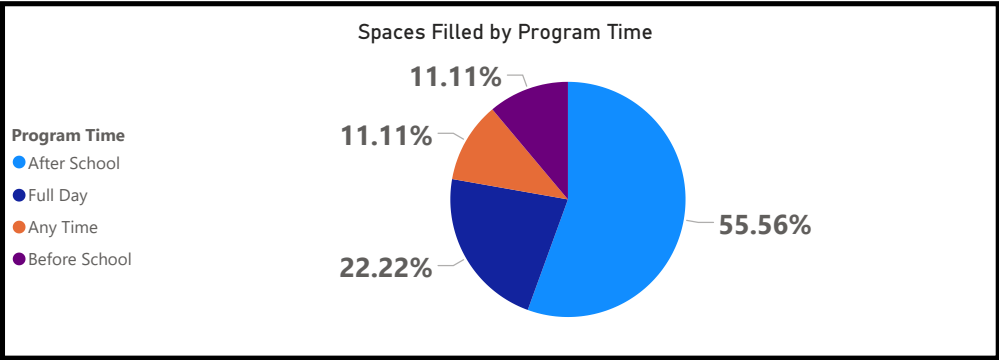
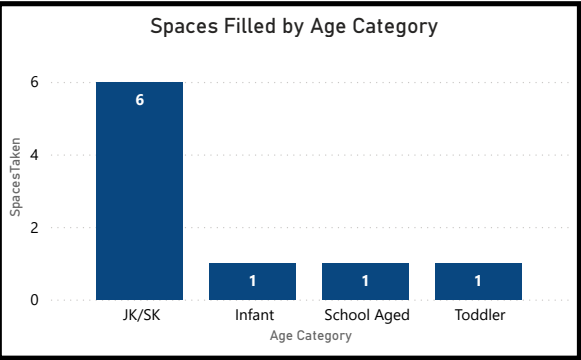


Year

2025

Month

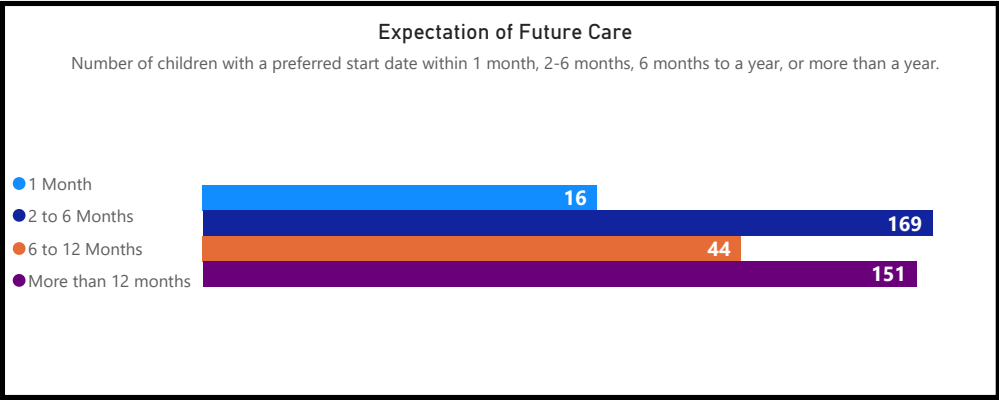
May



Children Placed	Spaces Filled
9	9

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.



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 June 2025

Number of Unique Children on the Application Portal

639

Children who Identify as Indigenous

60

Children Identifying Francophone Relatives

44

Prenatal Children

78

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

590

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

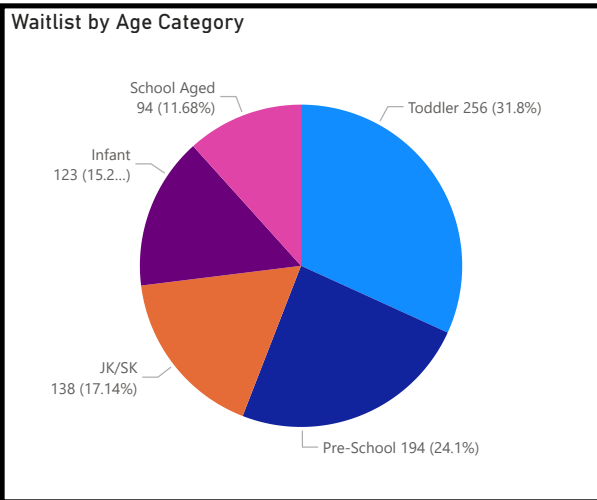
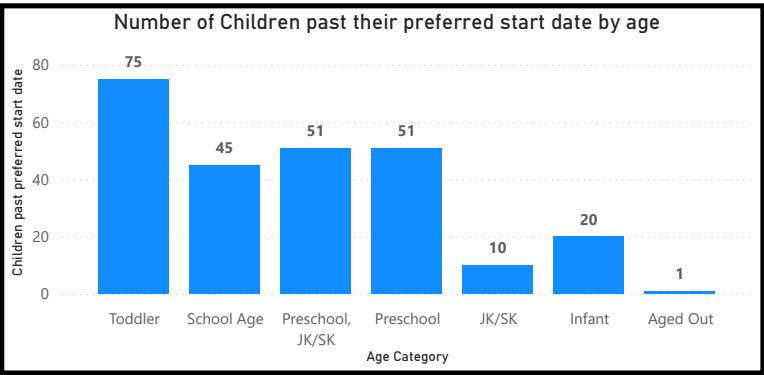
June

Additions to Application Portal

66

Total Number of Children past preferred start date (Unique)

257

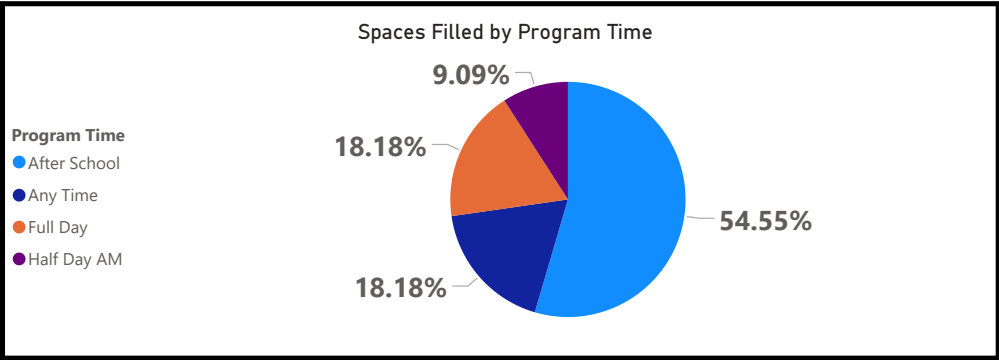
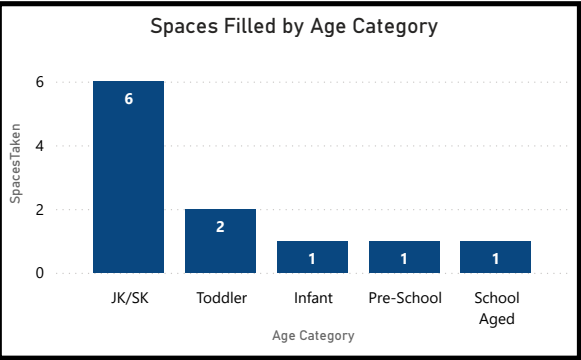


Year

2025

Month

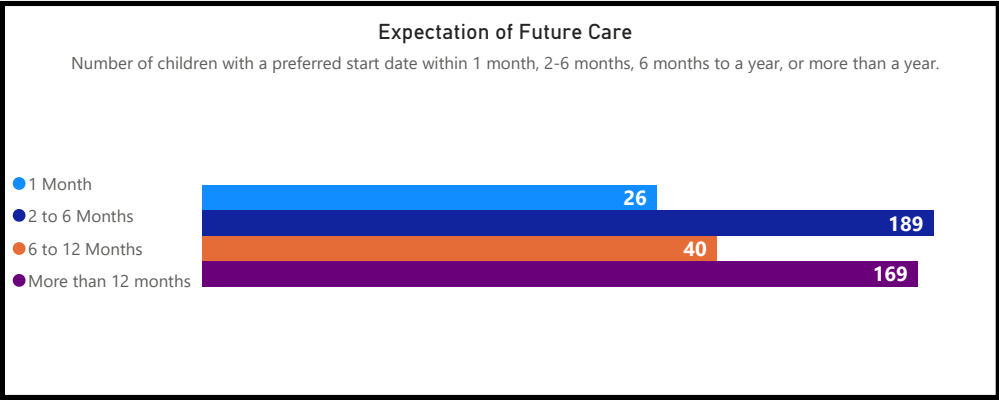
June



Children Placed	Spaces Filled
11	11

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.



Funding Sources for District Wide Childcare Spaces - May & June 2025

Funding Source - Active	May 2025		June 2025	
	# of Children	# of Families	# of Children	# of Families
CWELCC*	46	44	46	44
CWELCC Full Fee	222	218	224	220
Extended Day Fee Subsidy	3	3	6	6
Fee Subsidy	40	28	56	40
Full Fee	26	24	26	24
Ontario Works	2	2	2	2
Total	339	319	360	336

Funding Source - New	May 2025		June 2025	
	# of Children	# of Families	# of Children	# of Families
CWELCC*	2	2	2	2
CWELCC Full Fee	2	2	4	4
Extended Day Fee Subsidy	1	1	4	4
Fee Subsidy	18	11	34	23
Full Fee				
Ontario Works	2	2	2	2
Total	25	18	46	35

Exits	May 2025		June 2025	
	# of Children	# of Families	# of Children	# of Families
Fee Subsidy	1	1	3	3
CWELCC Full Fee	1	1	2	2
Extended Day Fee Subsidy				
Fee Subsidy	5	5	5	5
Full Fee	20	18	20	18
Ontario Works				
Total	27	25	30	28

Quality Assurance & Fee Subsidy Update

We are committed to providing ongoing, high-quality training for early childhood educators in our district. Our educators play a vital role in shaping young minds, and we deeply value who they are and the work they do. Our focus remains on empowering them through meaningful professional development while fostering strong engagement with children and families and supporting the well-being and needs of our staff.

This spring, we successfully offered a toddler training series that saw 29 staff members register and participate. The series highlighted the importance of meeting the developmental needs and interests of toddlers and emphasized on creating high-quality early learning environments.

Looking ahead, we are excited to launch a new learning opportunity specifically for supervisors and team leads. This three-part series will offer valuable networking opportunities while focusing on, leading with value and intention, understanding accountability and compliance and modelling pedagogical leadership in the child care setting.

This fall, all early childhood educators in the District of Parry Sound will be invited to attend a full-day early learning training hosted by Discovery Professional Learning. The session, taking place in October, is designed to cultivate passion and deepen understanding of meaningful play environments. Through interactive engagement with both materials and peers, educators will have the opportunity to explore the power of intentional learning experiences and spark a renewed love for learning.

In our ongoing efforts to support families, our Program Support Worker has been actively visiting EarlyON programs across the district to meet families face-to-face. These visits aim to offer information and support around accessing child care fee subsidies. Last month alone, four families received assistance, gaining valuable insights into the subsidy process, including how to apply and navigate the District of Parry Sound Application Portal. We are committed to continuing these outreach efforts to ensure families across the District of Parry Sound are aware of and can access the supports available to them. Together, we are building a stronger early years system—one that values educators, supports families, and puts children first.

After more than three decades of dedicated service, Cheri Sidon will be retiring from the DSSAB. Cheri began her journey in child care in 1994 and, over the course of 31 years, has made a lasting impact on our early years community. Her commitment, compassion, and expertise have touched the lives of numerous children, families, and colleagues. As we celebrate Cheri's retirement, we want to acknowledge and thank her for the difference she has made.

Income Support & Stability - Update

YMCA Parry Sound TEAM building day!

In support of the new Integrated Employment Services model, the IS&S West Team partnered with the YMCA Employment Services team for a team building day. Our Employment Ontario partners are an important relationship as we each continue to navigate the service model. This day included Ice Breakers, personality dimensions activities, snacks and networking.



Joint Meeting with EO and College Boreal

On May 29th, we held a joint meeting with our Employment Ontario partners — Employment North, Agilec, YMCA — and our Service System Manager, Collège Boréal. The purpose was to check in on how the transition to the Integrated Employment Services model is progressing. We received positive feedback from Boréal on our progress, collaboration, and overall work within the new model. These meetings will continue on a quarterly basis.

CMHA BBQ's and Mary St.

On May 5th and 7th, members of the Income Support & Stability Team participated in the CMHA Community BBQs held in Parry Sound and Sundridge. They also visited the Mary Street Centre for a community lunch, where they had the opportunity to connect with community members and volunteers, and share information about our services.

College Boreal Matrix Pilot Program

The goal of the pilot project is to evaluate the effectiveness of the Ontario Works Referral Readiness Matrix in accurately distinguishing client readiness and improving referral accuracy. The pilot was conducted in the Parry Sound DSSAB and Cochrane DSSAB regions, with a sample size of 70 matrix submissions, between April 3rd to May 12th. The main challenges arise from underweighted factors such as mental health, transportation, and caregiving responsibilities. These factors often lead to misclassification, where clients with good skills but significant stability issues are perceived as more ready for employment than they are. We continue to use the Matrix to assist College Boreal with making the Matrix an effective tool. Our work on the pilot was highlighted in their Network wide newsletter published on April 30th.

Income Support & Stability - Update

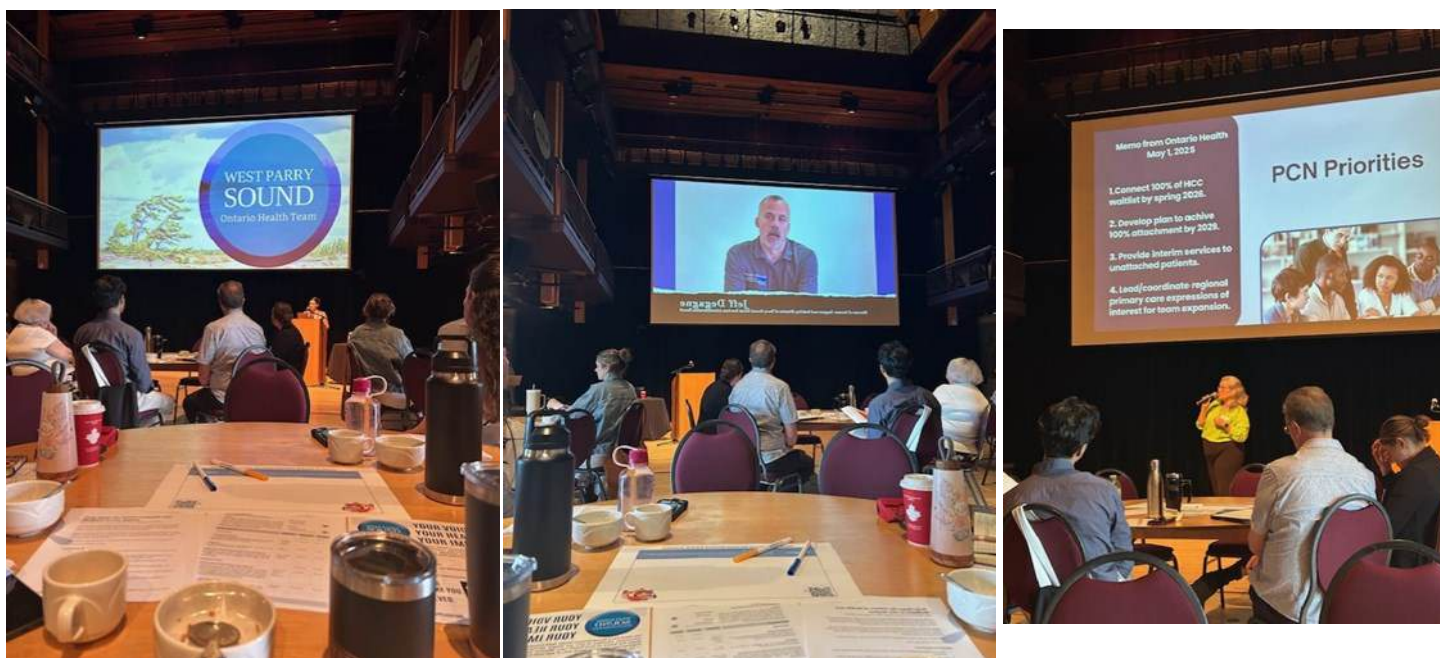
Youth Employment and Skills Strategy

On June 25th, ISN's went to Employment North to participate in the Youth Employment and Skills Strategy programming taking place at the centre. The ISN's provided an overview on our supports and services to participants. We continue to attend our EO offices regularly throughout the district to work collaboratively with our EO partners.



The Health and Social Services Network Conference

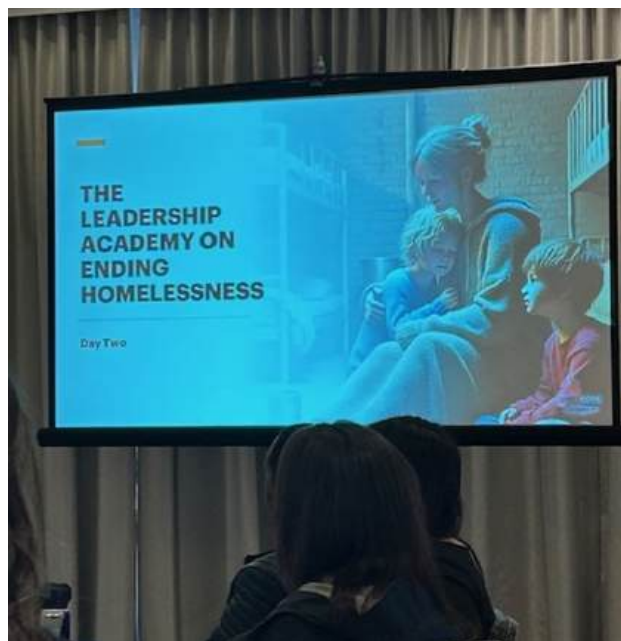
On June 4th, the Supervisors of Income Support & Stability attended the Health and Social Services Network conference. As the co-chair of the network, the Director of Income Support and Stability provided a video introduction to kick off the day. This event was another step in the journey toward improved health and wellness across the West Parry Sound region. An introduction to the West Parry Sound Ontario Health Team (OHT) was provided. We explored the current health and social services landscape and worked on some questions and conceptual ideas amongst our tables and within the group for a more connected, supportive system of care. A session was held with Design De Plume to brainstorm some marketing, advertising and logo designs for the new OHT.



Income Support & Stability - Update

Leadership Academy – Canmore, Alberta

The Income Support & Stability Leadership Team recently attended a Leadership Academy hosted by the Canadian alliance for Ending Homelessness and OrgCode in Canmore, Alberta from April 4th to April 7th that focused on Homelessness. The event, led and hosted by Iain de Jong, was an immersive gathering that brought together professionals from all over Canada and the United States and Australia to enhance and improve the homelessness system and support for people experiencing homelessness. Keynote speaker, Iain DeJong, facilitated many powerful sessions from his insights in trauma informed care, compassionate leadership and emphasized engaging with communities and the resources they have and designing systems that respect and support each other. In roundtable break out sessions, the energy was contagious and provided the opportunity to network with other professionals in this sector and have meaningful conversations around commonalities and similar challenges. The takeaway from this Leadership Academy was a sense of renewed purpose, a better understanding of the challenges and with new tools to tackle homelessness with empathy and courage. It wasn't just an educational experience it was professional boost for an often-tough topic of homelessness. The team left feeling ready to shape system change and continue to lead locally.



Income Support & Stability - Update

New DSSAB Vests for Outreach



Grand Opening Belvedere Support Services

On May 9, members of the Income Support and Stability team attended the grand opening of the West Parry Sound District Community Support Services' new location at 60 James Street in Parry Sound. This important organization provides meaningful home and community-based support services that promote independence and enhance the quality of life for seniors and other residents throughout the Parry Sound District. Income Support and Stability has built a valued and positive relationship with the West Parry Sound District Community Support Services to provide wraparound supports and coordinated access to services for residents of the district.



Transitional Unit Turnovers – May Update

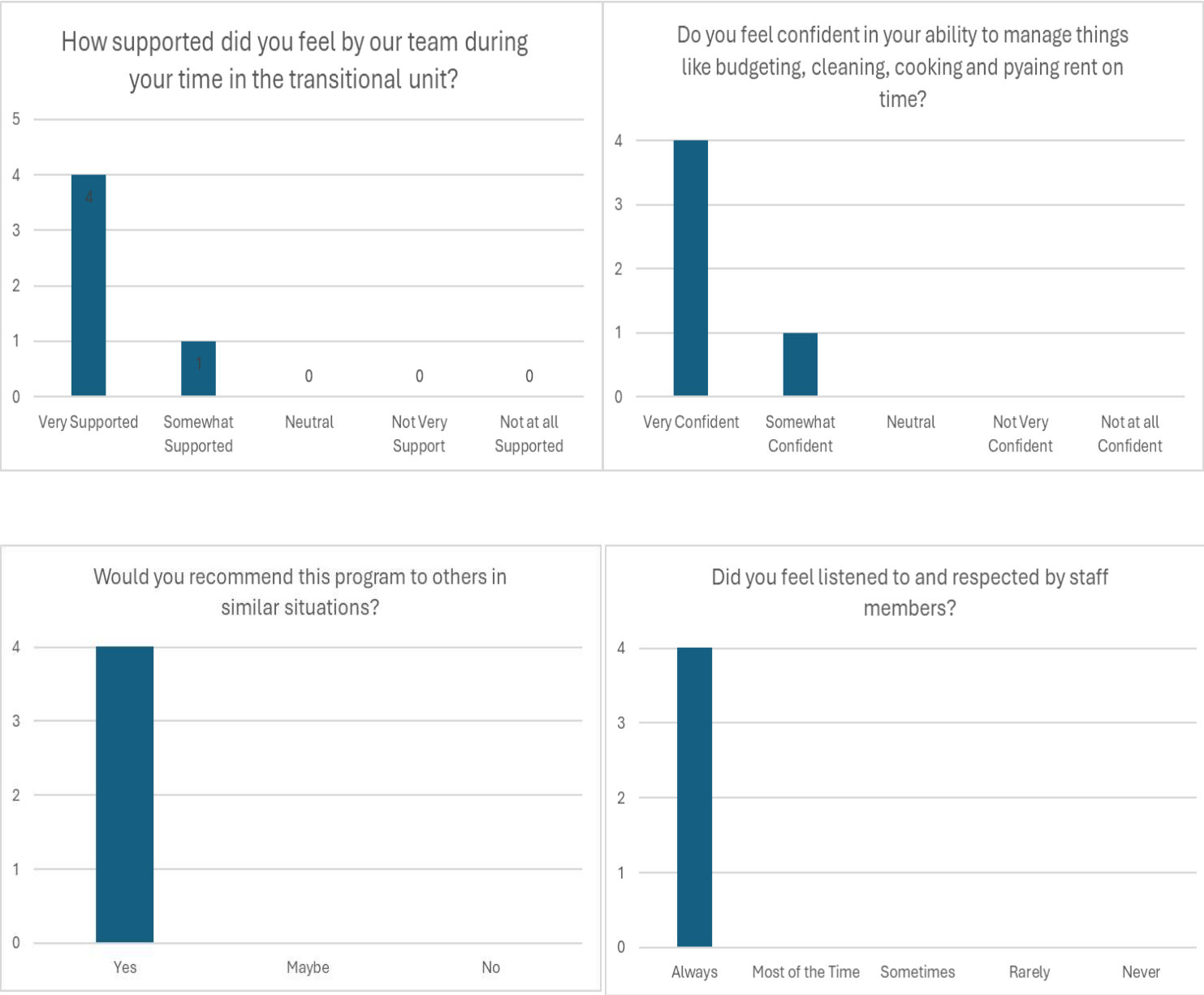
In May, our team proudly supported the successful transition of five clients from our Transitional Housing Program into permanent, stable housing. This milestone highlights the commitment of our Integrated System Navigators and the incredible resilience of our clients.

Each individual received personalized, wraparound support tailored to their unique journey—many of which involved complex challenges such as long-term homelessness, mental health struggles, addictions, domestic violence, and systemic barriers. Through regular check-ins, coordinated care conferences, and integrated service planning, ISNs built strong, trusting relationships that empowered clients to set goals and take meaningful steps toward independence.

With these five clients now settled into permanent housing, the program has welcomed five new participants to begin their own journey toward stability.

Income Support & Stability - Update

Transitional Unit Exit Surveys Data



Income Support & Stability - Update

Org Code Encampment Response Plan Engagement

From April 15-17th. Staff from Org Code came to spend a few days with our Income Support & Stability Team to begin engagement for our Encampment Response Plan. They attended an in-person PSSR Meeting (Coordinated Access Meeting), met with municipal partners, community services providers and those with lived experience. We went over a lot of the high needs/intensive case management clients. We went through all the different types of homelessness cases we see in our district such as encampments, tents, hotels, trailers etc. Training with our staff took place on June 25th and 26th and the Org Code team is meeting with the Income Support & Stability leadership team to discuss next steps and operationalize recommendations to enhance our entire Housing Loss Prevention system and our Encampment Response,

OESP (Ontario Electricity Support Program) Clinics – West Side.

In April, our Integrated System Navigator's (ISN's) created an initiative to offer clinics to assist everyone who is eligible for the OESP program and get them signed up for this Hydro credit. Staff attended offices in the areas of Rosseau, Orville, Foley, McDougall, Humphrey, Whitestone, Carling & McKellar.

Ontario Trillium Foundation Recognition Event.

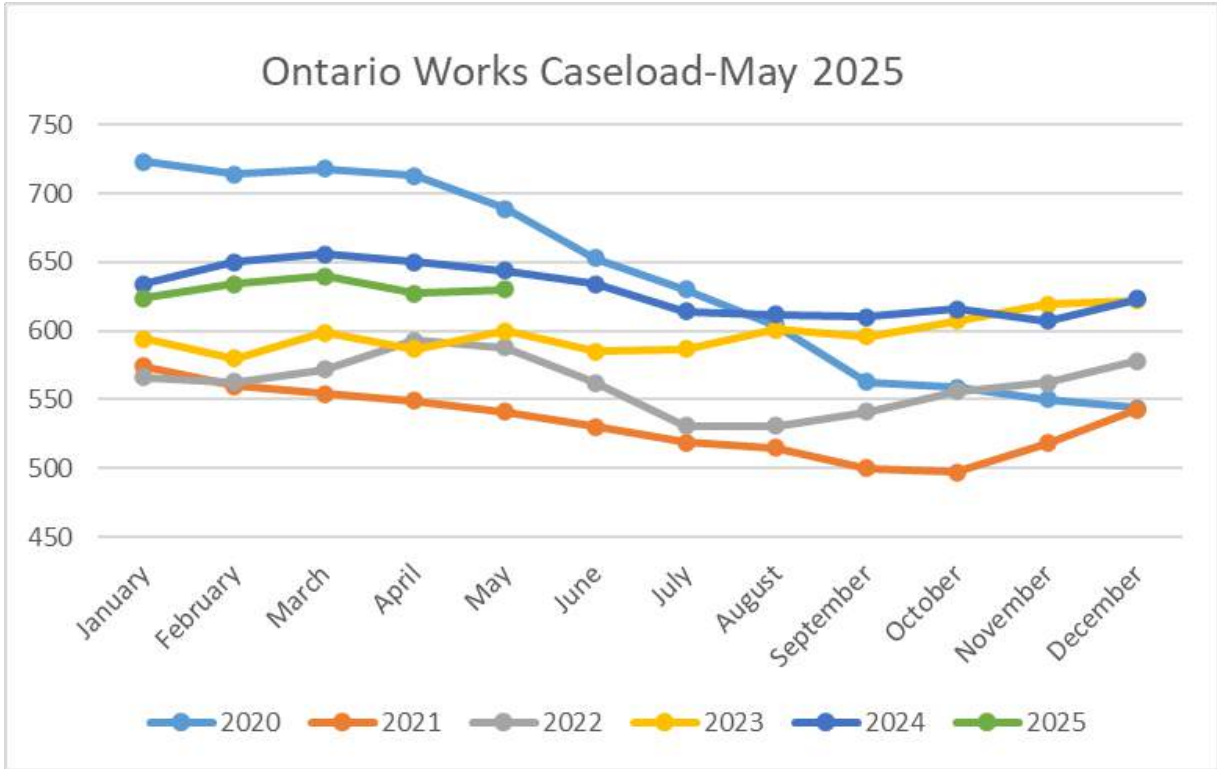
On Wednesday, May 21st, MPP Graydon Smith joined the Women's Own Resource Centre at the South River Legion, Branch 390, to celebrate the success of a grant from the Ontario Trillium Foundation (OTF). The funding supported the Rural Community Kitchen Program in the Almaguin Highlands — an initiative aimed at addressing food insecurity and fostering more socially inclusive communities. Throughout the program, Income Support & Stability staff actively participated in each community kitchen, assisting with meal preparation and helping to coordinate transportation for attendees. Staff also brought back surplus ready-made meals to our South River office to distribute to clients experiencing food insecurity.

NOSDA

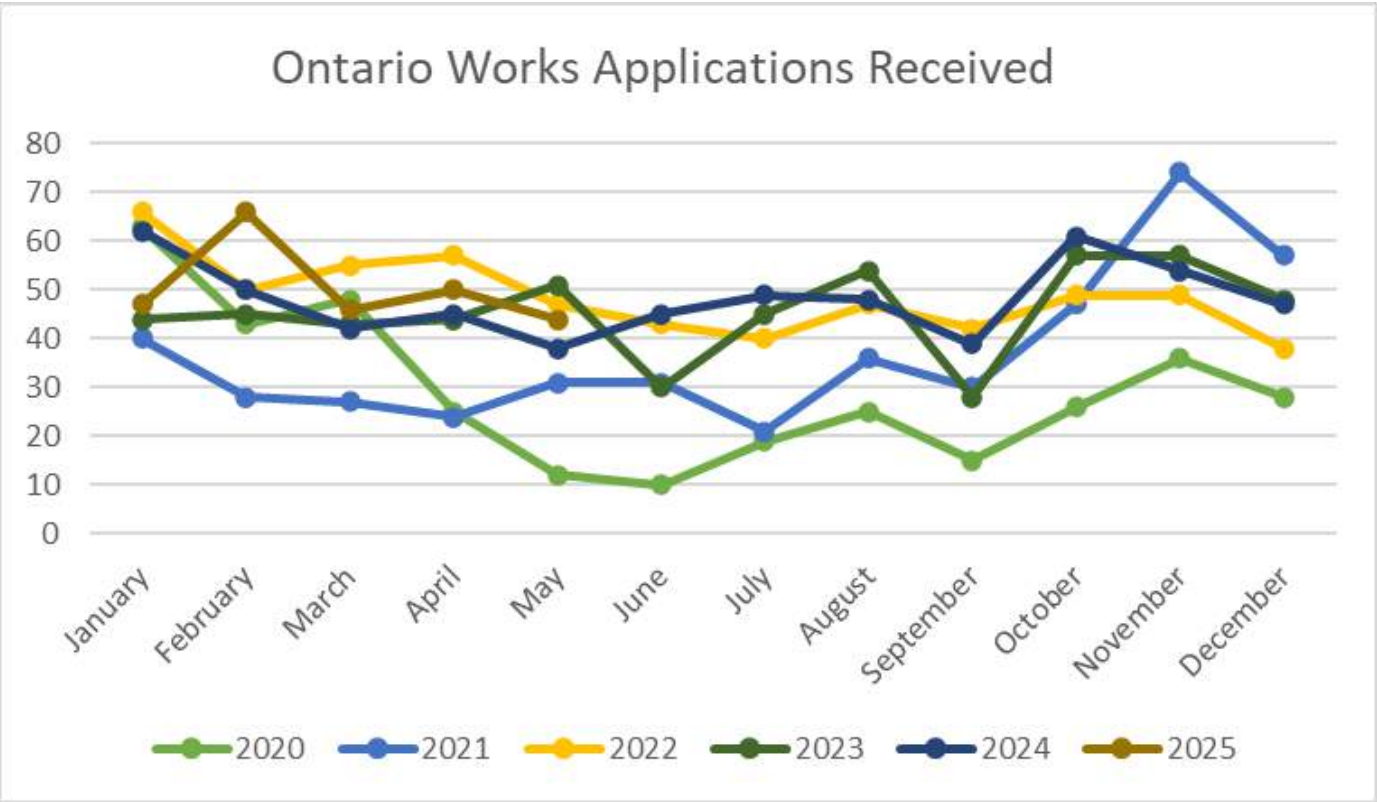
From June 2nd to 5th, the Director of Income Support & Stability attended the NOSDA Annual General Meeting in Sault Ste. Marie alongside several members of the Leadership Team. While there, he participated in the NOSDA Ontario Works Leadership Group meeting and engaged in discussions with Directors from MCCSS regarding upcoming changes to the Employment and Vocational Programming (EVP), including a feedback session with Ministry representatives. A highlight of the event was a keynote address by Iain de Jong of OrgCode, who emphasized the critical role of System Navigators in homelessness response. He highlighted how these professionals help individuals navigate fragmented systems that often don't communicate with each other, ultimately improving access to essential supports.



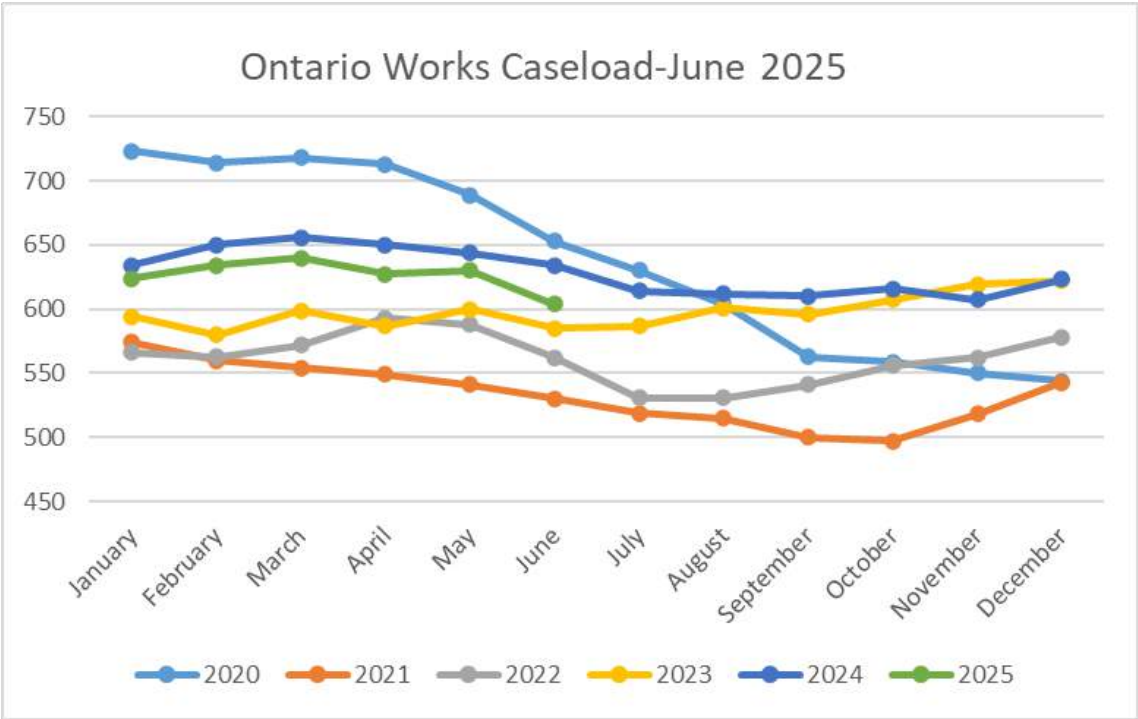
Caseload May 2025



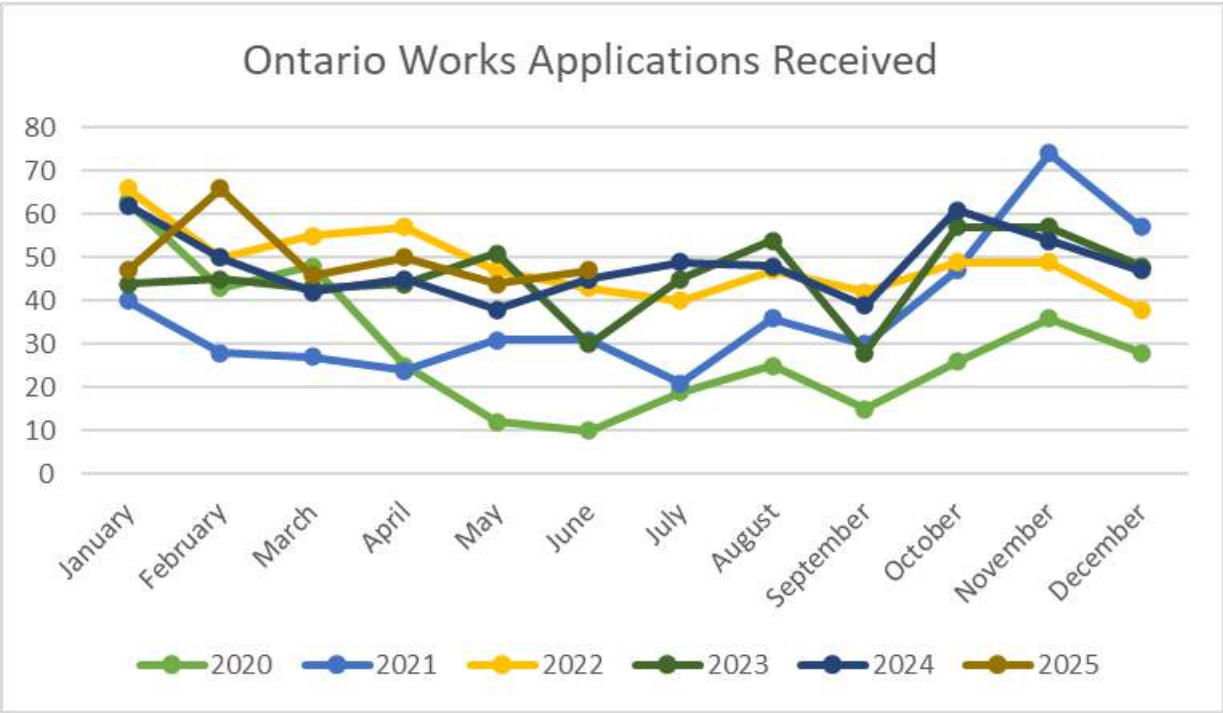
Ontario Works Intake - Social Assistance Digital Application (SADA) May 2025



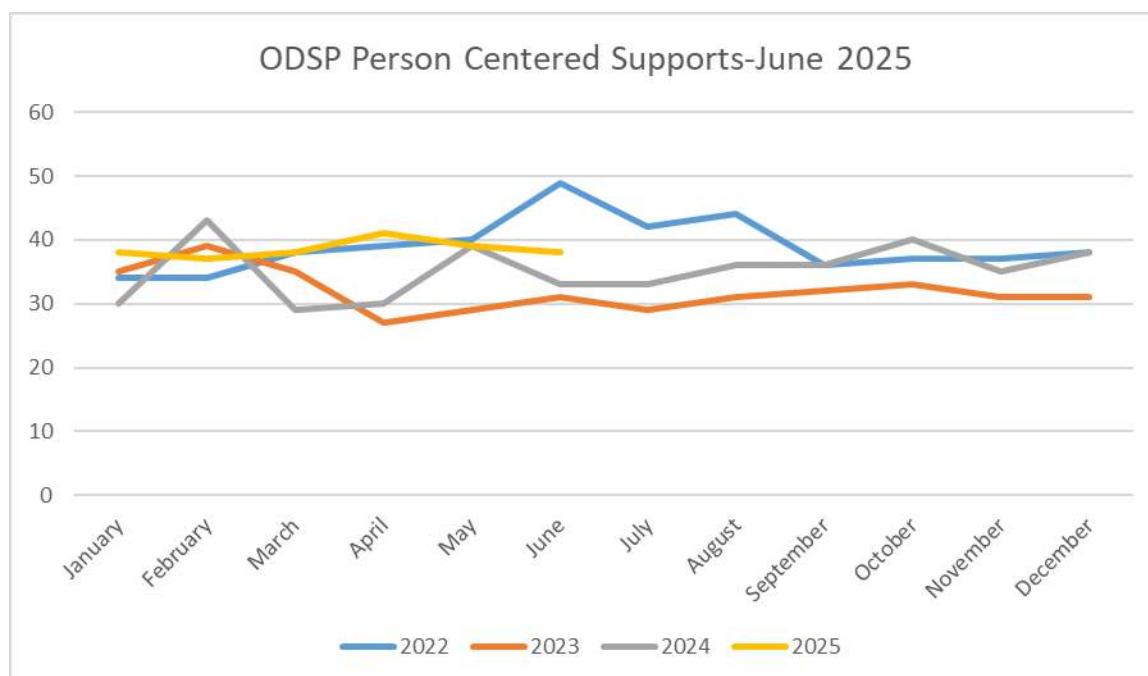
Caseload June 2025



Ontario Works Intake - Social Assistance Digital Application (SADA) June 2025



ODSP Participants Receiving Person Centred Supports through Ontario Works



The OW Caseload continues to hold steady at **604** cases (**912** beneficiaries). We are providing **38** ODSP participants Person-Centred Supports. We also have **62** Temporary Care Assistance cases. **47** applications were received through the province's Ontario Works Intake Unit (OWIU).

Employment Services Transformation & Performance Outcomes

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

% with an Action Plan created

Percentage of OW + NDA Members with mandatory participation requirements...



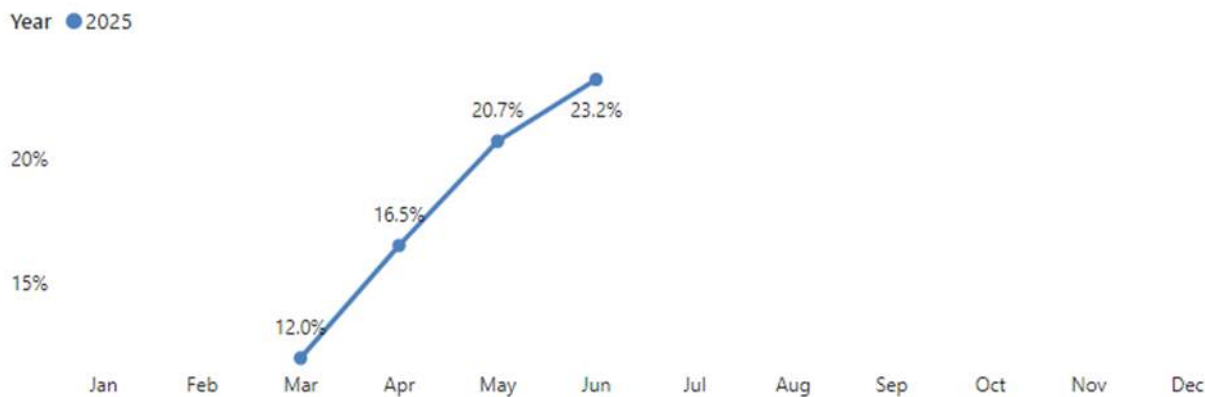
Provincial Average— 67.9%

Target-100%

**NDA refers to ODSP participants

Referrals to Employment Ontario

Percentage of OW + NDA Members with mandatory participation requirements...



Provincial Average 18.5%

Target 32%

**NDA refers to ODSP participants

% Exiting to Employment

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



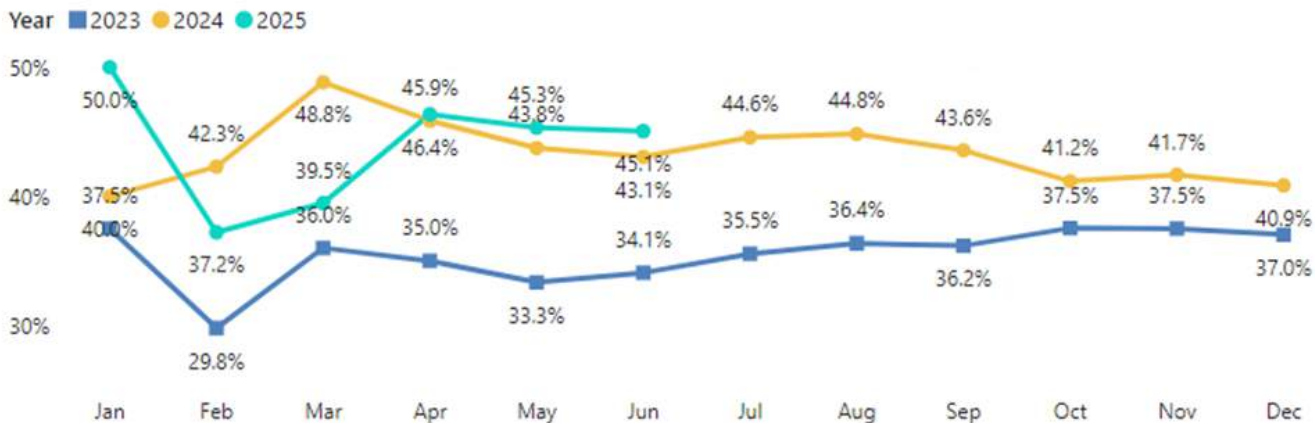
Provincial Average 5.8%

Target 22%

**NDA refers to ODSP participants

% of OW Cases Exit the Program and Return within One Year

Percentage of Ontario Works cases who exit the program and return within one...

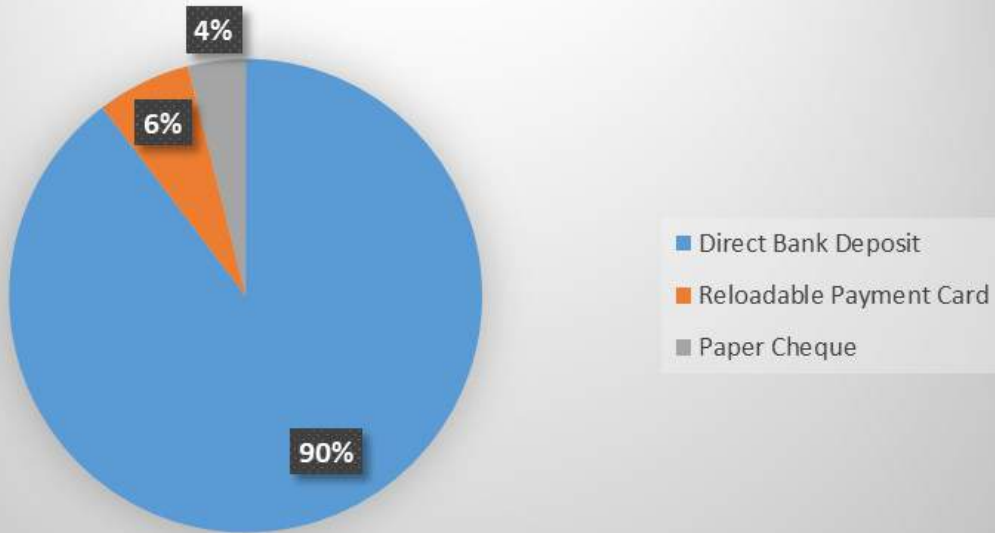


Provincial Average: 32.4%

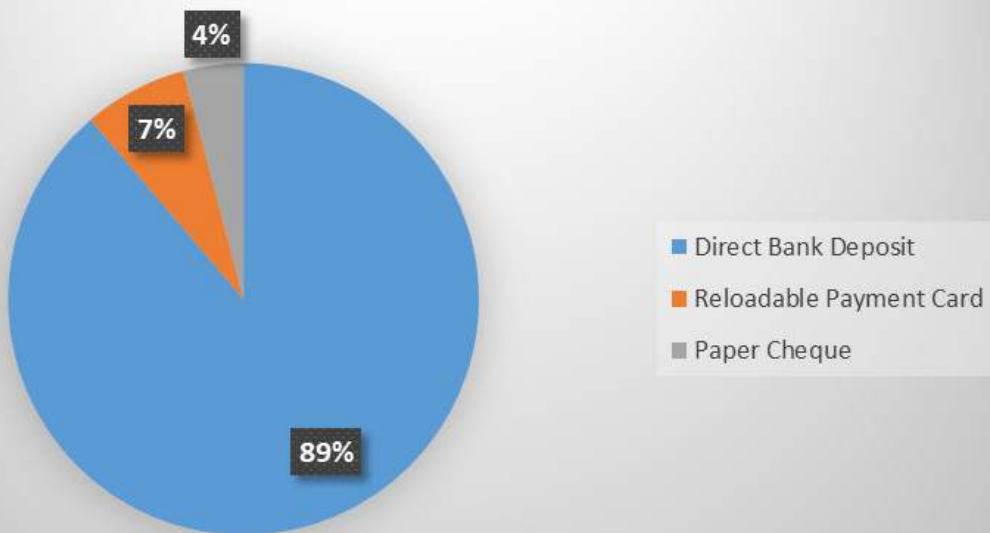
Target: 35%

DBD Enrollment

Payment Receipt Method-May 2025



Payment Receipt Method-June 2025

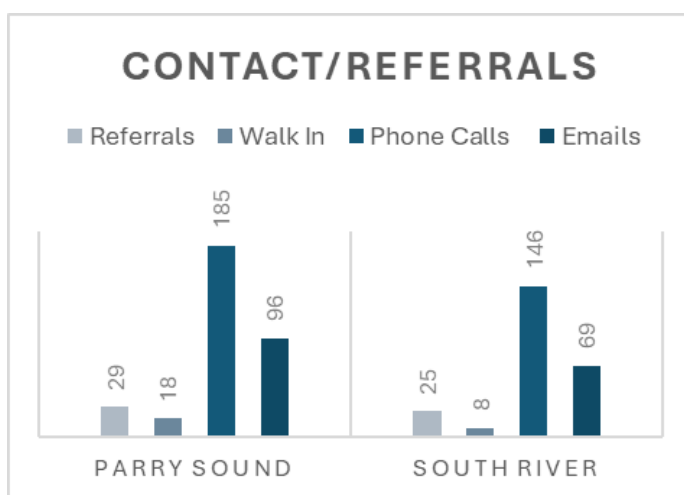


Income Support & Stability Update– May

Income Support and Stability Program Case Management involves the coordination of appropriate services and the provision of consistent and on-going weekly or bi-weekly supports, required by the individual to succeed in achieving and maintain life stabilization goals.

Contact / Referrals – May 2025

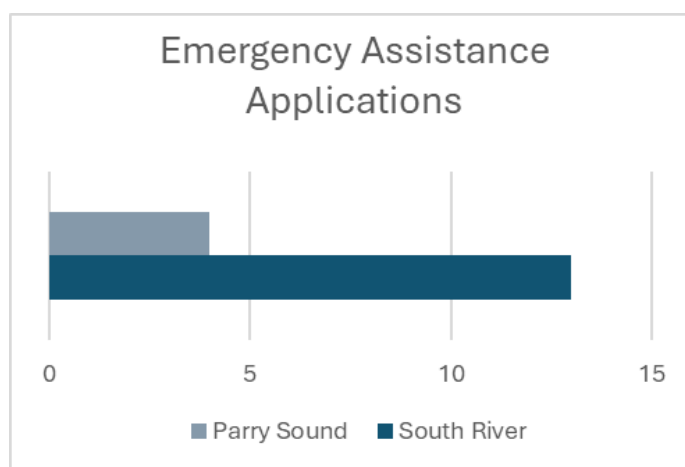
The data collected is initial contact made with a client to determine eligibility for on going support. This includes ongoing Housing Stability and Ontario Works cases.



Emergency Assistance Applications

May 2025

An application can be created when the applicant is not currently in receipt of social assistance, or not serving a period of ineligibility. Administrator also must be satisfied the applicant to the best of their ability made a reasonable effort to access other resources.



Client Referrals

Clients who identify as experiencing homelessness, or at immediate risk of homelessness

May 2025	East	West	YTD
Homeless		1	22
At Risk	22	11	92
Program Total (Esprit In Shelter Clients calculated in Homelessness Numbers)			
Esprit in Shelter	4		4

Short Term Housing Allowance

Max of \$400 for 6 months

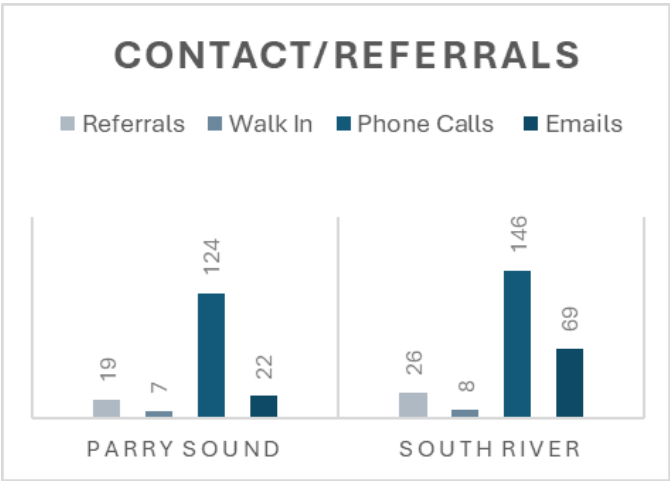
	Active	YTD
May	2	16

Income Support & Stability Update– June

Income Support and Stability Program Case Management involves the coordination of appropriate services and the provision of consistent and on-going weekly or bi-weekly supports, required by the individual to succeed in achieving and maintain life stabilization goals.

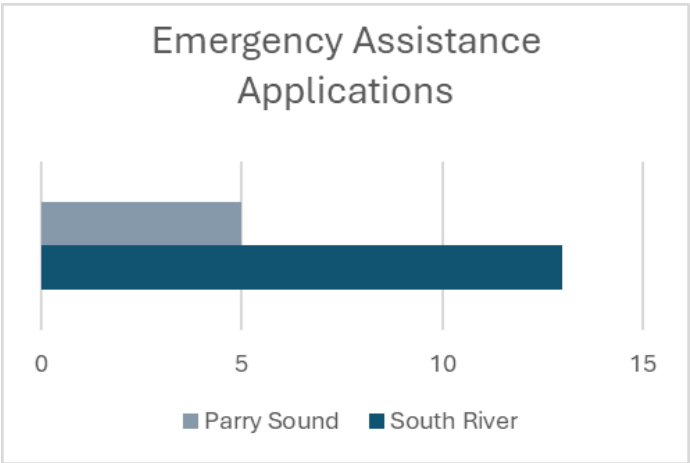
Contact / Referrals – June 2025

The data collected is initial contact made with a client to determine eligibility for on going support. This includes ongoing Housing Stability and Ontario Works cases.



Emergency Assistance Applications
June 2025

An application can be created when the applicant is not currently in receipt of social assistance, or not serving a period of ineligibility. Administrator also must be satisfied the applicant to the best of their ability made a reasonable effort to access other resources.



Client Referrals

Clients who identify as experiencing homelessness, or at immediate risk of homelessness

June 2025	East	West	YTD
Homeless	2	8	32
At Risk	15	11	118
Program Total (Esprit In Shelter Clients calculated in Homelessness Numbers)			
Esprit in Shelter	1		5

Short Term Housing Allowance

Max of \$400 for 6 months

	Active	YTD
June	8	27

Household Income Sources and Issuance from Homelessness Prevention Programs Funding (HPP) May 2025

May 2025 Income Source	Total	HPP
Senior	3	\$1502.40
ODSP	10	\$10,337.24
Ontario Works	21	\$18,061.97
Low Income		

May 2025 Reason for Issue	Total
Rental Arrears	\$16,311.80
Utilities/Firewood	\$4,346.36
Transportation	\$536.83
Food/Household/Misc.	\$8,706.62
Emergency Housing	
Total	\$29,901.61

Household Income Sources and Issuance from Homelessness Prevention Programs Funding (HPP) June 2025

June 2025 Income Source	Total	HPP
Senior	6	\$3,307.57
ODSP	10	\$7,479.02
Ontario Works	19	\$18,526.02
Low Income	1	\$308.96

June 2025 Reason for Issue	Total
Rental Support	\$13,095.97
Utilities/Firewood	\$5,774.41
Transportation	
Food/Household/Misc.	\$8,801.19
Emergency Housing	\$1,950.00
Total	\$29,621.57

By-Name List Data

September 1, 2021– June 30, 2025

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 maintain affordable and sustainable housing. The individuals who are connected to this program are provided Intense Case Management supports with the foundations from Coordinated Access.



Item	Month	Total as of Previous Month	Percentage Change	Total	Percentage Housed Lifetime
New to BNL	8	80	10	88	
Returned From Inactive	0	3	0	3	
Moved to Chronic Homelessness	2	38	5.263157895	40	
Moved to Housing Total	6	275	2.181818182	281	56.2
Moved to Housing Chronic-Total	2	83	2.409638554	85	30.24911032
Moved to Housing Chronic-YTD	2	3	66.66666667	5	5.882352941
Returned to BNL from Housing	1	6	16.66666667	7	
New to Inactive	5	116	4.310344828	121	
Total on BNL	9	89	10.11235955	98	
Net new to BNL	-2			-2	
Net new to Chronic	0			0	
As of June 30, 2025					

Parry Sound District Housing Corporation
May/June 2025

Activity for Tenant Services

	May	June	YTD
Move outs	2	4	12
Move in (centralized waitlist along with internal transfers)	4	4	15
L1/L2 hearings	3	4	12
N4 Delivered to tenant or filed with the LTB– Notice of eviction for non-payment of rent	0	0	5
N5 Filed with the LTB– notice of eviction disturbing the quiet enjoyment of the other occupants	0	0	5
N6 Filed with the LTB –notice of eviction for illegal acts or misrepresenting income for RGI housing	0	0	0
N7 Filed with the LTB – notice of eviction for willful damage to unit	0	0	0
Repayment agreements (new) Formal & Informal	0	3	11
No Trespass Order	0	0	0
Tenant Home Visits	43	71	215
Mediation/Negotiation/Referrals	8	24	101
Tenant Engagements/Education	3	1	13

Housing Operations

Tenant Services Update (April, May and June 2025)

Springtime in Tenant Services has been eventful, with educational sessions on seed planting and a chair yoga series continuing at our seniors' building in Parry Sound. Additionally, we have commenced unit inspections in collaboration with the maintenance department. Tenant Services plays a crucial role during inspections by supporting and communicating with tenants regarding any concerns about the condition of their units or required repairs, as well as monitoring tenants' adherence to their lease obligations.

Tenant Services has also been actively involved in tenant relocation to facilitate significant maintenance work in units, attending Landlord and Tenant Board hearings, and ensuring compliance with subsequent court orders. As a consolidated team, Tenant Services, Maintenance, and Capital divisions have been collaborating on a process handbook for staff. Given the significant changes with the implementation of new modules in the housing software system (YARDI) and the evolving business practices, this handbook will serve as a valuable written reference to ensure new details are not overlooked. The handbook will be distributed to each staff member in a binder in the very near future.

Other activities undertaken by Tenant Services CRWs this quarter include leasing, processing move-ins and move-outs, unit transfers, tenant case management, responding to complaints, addressing related action items, and collecting and monitoring rent payments and arrears.

Housing Operations staff received identifying vests, for the purpose of ensuring that the tenants can identify staff from the Housing Operations and Service Management Department when they come to visit with greater certainty.



Housing Operations

Property Maintenance May 2025

Pest Control		3 Buildings are currently being monitored monthly for bedbugs. There are 7 active units.
Vacant Units	8	7 one-bedroom, 1- multiple bedrooms (asbestos abatement, and significant repair contributes to longer vacancy times)
Vacant Units - The Meadow View	6	5 market units available
After Hours Calls	7	Fire panel offline, monitoring station offline, building power loss, no heat, no hot water, OPP Wellness Check, front door on family home not latching, lock out
Work Orders	161	Work orders are created for our staff to complete routine maintenance repairs for all DSSAB/LHC Buildings
Purchase Orders	99	Purchase Orders are for services, and materials required outside of the Housing Operations Department scope of work for the LHC properties
Fire Inspections	1	Annual fire suppression inspection completed on a 6-storey seniors building
Annual Inspections		Annual inspections have been initiated across the District
Incident Reports		

Housing Operations

Property Maintenance June 2025

Pest Control		3 Buildings are currently being monitored monthly for bedbugs. There are 2 active units.
Vacant Units	8	7 one-bedroom, 1- multiple bedrooms (asbestos abatement, and significant repair contributes to longer vacancy times)
Vacant Units - The Meadow View	5	5 market units available
After Hours Calls	7	Monitoring station offline, building power loss, OPP access required, flooded basement, washing machine repairs required
Work Orders	100	Work orders are created for our staff to complete routine maintenance repairs for all DSSAB/LHC Buildings
Purchase Orders	65	Purchase Orders are for services, and materials required outside of the Housing Operations Department scope of work for the LHC properties
Fire Inspections	0	Annual fire suppression inspection completed on a 6-storey seniors building
Annual Inspections		Annual inspections have been initiated across the District
Incident Reports		

Housing Operations

Maintenance Update (April, May and June 2025)

In April, the Housing Maintenance Department commenced the annual inspections of all DSSAB-owned facilities, including The Meadowview – NOAH. These inspections have been meticulously documented using the Maintenance IQ portal within Yardi to ensure thoroughness and completeness. The inspections have also facilitated collaboration with other departments within Housing Operations and have provided opportunities to engage with tenants.

Additionally, the Maintenance Department has implemented a new inventory tracking system, developed by the DSSAB IT Department. This system is utilized to track and inventory all DSSAB-owned appliances within the DSSAB and NOAH properties. It allows for quick updates, extensive reporting, and features an efficient labeling system for the appliances.

The inspections have generated numerous work orders, which the Maintenance Department is diligently working to complete. Maintenance IQ is also being used to track and record work orders as they are created and completed.

Furthermore, all summer grounds contracts for the DSSAB and NOAH properties have been awarded to the successful bidder for a term of three years.

The Maintenance Department continues to collaborate with the Parry Sound Fire Department. This collaboration includes using DSSAB buildings for training purposes and familiarizing the fire department with DSSAB buildings to ensure efficient service delivery if required.



Housing Operations

Capital Projects Update (April, May and June 2025)

During the months of April, May and June, the Capital Program was busy with the following:

Hazardous Material Remediation: Asbestos-containing pipe wrap successfully removed from a daycare facility. Backflow preventers installation preparations completed, with installation scheduled for this summer, due to supply delay.

Asbestos Awareness Training was held June 17th. Pinchin Ltd. provided the one-day certificate session to all Housing Operations staff. This knowledge better prepares the staff to recognize and respond to asbestos disturbances.

Looking ahead; there are 4 units containing asbestos and mold along with 5 units with mold only scheduled for remediation in July,

Plumbing HVAC and Duct Maintenance: Duct cleaning scheduled district-wide started in May and will be fully completed by August. Multiple backflow preventors are scheduled to be installed this summer.

Exterior Doors and Flooring Projects: New exterior door installation scheduled for May, will now be completed sometime this summer due to manufacturing delays. Flooring replacements and unit turnovers completed, with several units ready for occupancy.

Water Damage Repairs: Repairs to water-damaged units are now fully complete.

Generator and Electrical Work: Generator procurement process initiated for a childcare center. Electrical panel replacement work is progressing; installations are expected to be completed by the end of summer.

Roofing and Eavestrough Projects: Eavestrough replacements completed. Partial roof replacements specifications prepared; tender awarded. Work will commence in August.

Infrastructure and Foundation Assessments: Asphalt replacement quotes being gathered district wide. Foundation and structural damage investigations completed; repair quotes obtained, with planning for execution underway.

Project Management Contracts Awarded: All necessary contracts for project management and consultancy on window and siding replacements were awarded and initiated.

Housing Operations

Capital Projects Update continued (April, May and June 2025)

Security Enhancements: Security upgrades, including new doors, lock changes, and access control systems, have been fully implemented at various facilities.

Structural Repairs and Remediation: Ice damming damage remediated at specific locations. Structural repair at one location awaiting retention of specialized general contractor.

Consulting and Engineering Contracts: Retaining wall project have been finalized; specifications and engineered drawings have been delivered. Engineering inspections conducted for damaged structural components.

Siding and Masonry Projects: Siding replacement contracts have been finalized; installation scheduled for summer 2025. Masonry repair projects were fully quoted, and work has commenced. Soffit and attic sealing inspection completed, with all necessary roofing inspections finalized. Additional siding work is actively progressing toward completion by 2025.

Housing Programs Update

We are looking forward to the province providing us with the 2025/2026 COHB (Canada Ontario Housing Benefit) allocation that provides funding to those living in private market units. This announcement will hopefully come soon, as the team responds to daily inquiries about this funding. Both community partners, and clients, are looking for anything that will help them live sustainably in the current housing market. While we wait, we have been able to utilize more funds allocated to our rent supplement program and are actively working with our IS&S team to fill those spots. Presently, we have been able to secure one rent supplement on the west side of the district, and are hoping to secure two to three more, between east and west Parry Sound.

Housing Programs wrapped up the Housing and Homelessness Plan Update at the end of May and hope to send it to our team leads at MMAH mid-June. This plan includes reports from Tenant Services, Maintenance and Capital, Housing Programs, Income Support & Stability, and Esprit and updates MMAH on what we've accomplished over the last year. It also speaks to targets that the ministry sets in place for our district to meet each year.

We saw 11 approved applications to the centralized waitlist in the month of May. There was only one cancelled application, and it was due to the applicant failing to continue making payments for social housing arrears. Two applicants were housed from the waitlist this month.

Housing Programs

Social Housing Centralized Waitlist Report May 2025

	East Parry Sound	West Parry Sound	Total
Seniors	48	131	179
Families	155	479	634
Individuals	478	156	634
Total	681	766	1447
Total Waitlist Unduplicated			404

Social Housing Centralized Waitlist Report June 2025

	East Parry Sound	West Parry Sound	Total
Seniors	51	135	186
Families	163	488	651
Individuals	542	166	708
Total	756	789	1545
Total Waitlist Unduplicated			421

SPP = Special Priority Applicant

Social Housing Centralized Waitlist (CWL) 2024 - 2025 Comparison Applications and Households Housing from the CWL

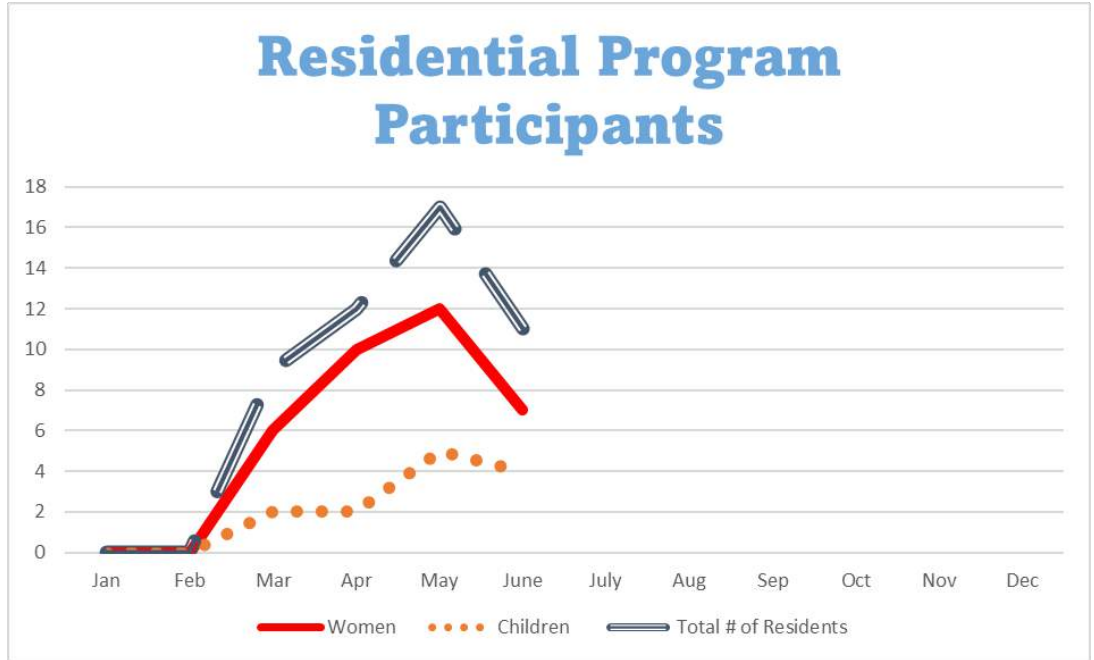
Month 2024	New App.	New SPP	Cancelled	Housed	SPP Housing	Month 2025	New App.	New SPP	Cancelled	Housed	SPP Housing
Jan	3		2	1		Jan	9	0	0	2	
Feb	5		11	1		Feb	8	0	2	3	
Mar	7		3	3		Mar	9	1	4	1	
Apr	10	1	7			Apr	6	1	10		
May	4	1	5	1		May	11		1	2	
June	1		15	3		June	12	2	1	2	
July	9	1	19			July					
Aug	9	1	21			Aug					
Sept	6		16	2		Sept					
Oct	6		9	4		Oct					
Nov	10	1	17	3		Nov					
Dec	11		6	3	2	Dec					
Total	81	5	131	21	2	Total	55	4	18	10	0

In the month of June, there were 12 applications approved and added to the Centralized Waitlist; 2 applications were approved for special priority placement; 1 application was cancelled as the applicant is deceased, and 2 applicants were housed from the waitlist.

Esprit Place Family Resource Centre

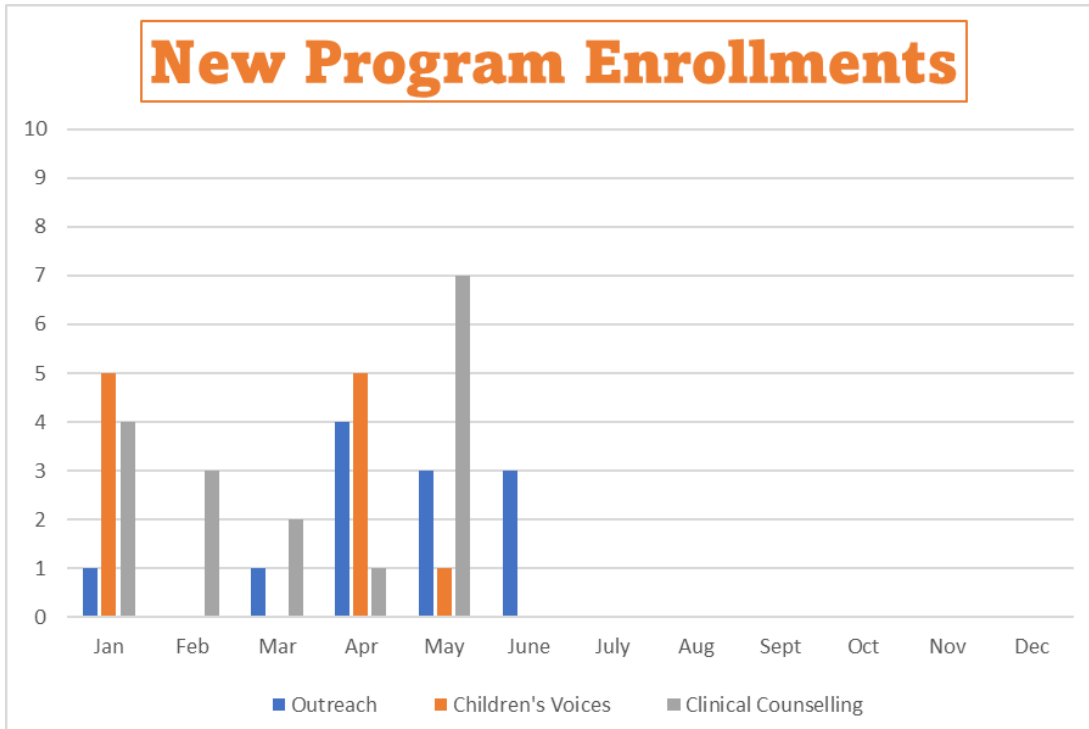


Esprit Place has been busy since its reopening in March. We spent most of May and June at 100% capacity in our residential program. Our revised programming has been fully implemented, and our new clinical counselling program is being well received by clients. Esprit Place and Income Support & Stability programs continue to strengthen their partnership to meet the diverse and changing needs of the clients that we serve. We have formalized joint protocols to strengthen the partnership and guide processes and procedures.



The Parry Sound Violence Against Women Coordinating Committee now has a strong, dedicated membership. The committee is planning a community event in the town of Parry Sound on Friday,

October 3rd, 2026. "Take Back the Night" is an event bringing people together to draw awareness to gender-based violence. Further details will be forthcoming.



Social Media Stats

Facebook –District of Parry Sound Social Services Administration Board	FEB 2025	MAR 2025	APR 2025	MAY 2025	JUNE 2025	JULY 2025
Total Page Followers	713	721	731	738	749	749
Post Reach this Period (# of people who saw post)	4923	7739	3660	3159	11,121	11,941
Post Engagement this Period (# of reactions, comments, shares)	697	788	40	501	77	75

Facebook -Esprit Place Family Resource Centre	FEB 2025	MAR 2025	APR 2025	MAY 2025	JUNE 2025	JULY 2025
Total Page Followers	214	217	220	225	225	225
Post Reach this Period (# of people who saw post)	608	998	1214	100	580	815
Post Engagement this Period (# of reactions, comments, shares)	12	65	94	22	10	0

DSSAB LinkedIn Stats https://bit.ly/2YyFHIE	FEB 2025	MAR 2025	APR 2025	MAY 2025	JUNE 2025	JULY 2025
Total Followers	519	525	537	548	551	558
Search Appearances (in last 7 days)	72	131	187	371	205	132
Total Page Views	46	34	37	52	35	22
Post Impressions	1030	632	843	650	660	715
Total Unique Visitors	22	19	21	29	20	12

Instagram - Esprit Place Family Resource Centre https://www.instagram.com/espritplace/	FEB 2025	MAR 2025	APR 2025	MAY 2025	JUNE 2025	JULY 2025
Total Followers	101	103	104	104	105	107
# of accumulated posts	63	64	65	65	65	66

*NOTE: Facebook has started reporting reach and engagement differently as of June 2025



Summer Newsletter

Unit Inspections

To help keep our homes safe and well-maintained, our maintenance team will be carrying out routine unit inspections over the coming weeks. These inspections allow us to identify and address any issues early, ensuring your home stays in good condition. You will receive advance notice of the date and time for your inspection. We appreciate your cooperation and understanding as we work together to maintain a safe and comfortable living environment for everyone.

*Please note, pictures will be taken.



Air conditioners

Reminder that the \$50 annual air conditioner fee is due by July 31, 2025. If you live at Belvedere, this year is exempt.



(705) 746-7777

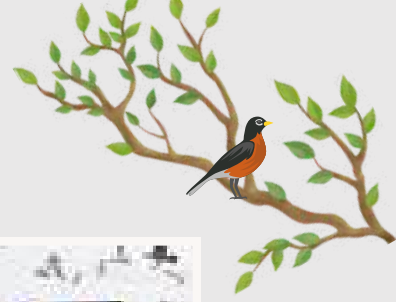


www.psdssab.org



1 Beechwood Drive, Parry Sound





Garbage tags/transfer information

Garbage tags are \$5 each and can be purchased at the following locations:

- Parry Sound Town office – 52 Seguin St., Parry Sound
- Transfer Station – 57 MacFarlane St. (Debit only) Parry Sound
- Hillcrest grocery – 108 William St. Parry Sound
- Village of South River Town Office, 63 Marie St. South River
- Macher Transfer Station – 483 Forest Lake Rd., South River
- Sundridge requires a landfill access card which can be purchased at the Township of Strong office at 110 Main St. Sundridge

Specified items and how many tags are needed can be found online on each Town's website.

Garbage & Lawn Maintenance

It is very important that all tenants place their garbage out only on the designated collection days and ensure it is placed on their own lawn or property area—not on a neighbour's, even if their space appears empty. **Under no circumstances should you use another tenant's lawn for garbage unless you have had a direct conversation with them and they have clearly agreed to it.** Respecting each other's space helps maintain a clean and considerate community. Going forward, maintenance staff will be monitoring the upkeep of lawns and general outdoor cleanliness. If a lawn or yard area is found to be in poor condition, a notice will be issued with a deadline to clean it up. If the area is not addressed by the given date, maintenance will arrange for the clean-up to be completed, and the cost will be charged to the tenant responsible.

Housing Maintenance Trailer



The housing trailer can also be available upon request. Please keep in mind that there will be a fee attached. To reserve the housing trailer, please call Cheryl in Maintenance at (705) 746-7777 ext. 5258 in Parry Sound, or Debbie (705) 386-2358 Ext. 5412 in South River

Tips from the Landfill

- Please take lids off any containers that will hold air, this will take less space in the shipping bin and make compacting easier.
- Please rinse cans and jars. NO FULL cans or jars of food in the recycling bin.
- Please empty compost out of plastic bags.
- We now bale hard cardboard with our Corrugated Cardboard (such as cereal boxes, pop cases, Kraft dinner boxes).
- Please note when dumping construction rubble or shingles, DON'T DUMP on the driveway or on sand (less chance of a flat tire).
- Please sort metal from rubble.
- Please only put clean wood on the burn pile (no plastic or furniture).

Free Dump Items



- Electronic waste
- Re-cyclables
- Scrap metal (including kitchen items without freon)
- Tires (without rims)
- Yard waste

Dump hours

- Machar Landfill – South River
OPEN TUE–SUN 9:30 am – 4:30 pm
- Strong Township Landfill
Sundridge– open Wednesday and Thursday from 9:00 pm to 5:30 pm
- MacFarlane St. Transfer Station – Parry Sound
open Mon, Wed, Friday, Saturday
7:30 – 4pm
- Brooks Road Waste Transfer Station – Seguin
Open 24 hrs/day



What goes in the Blue Box

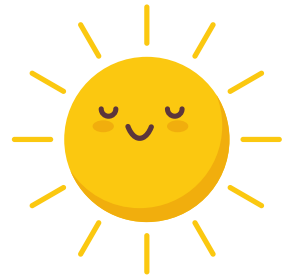
- Glass (Bottles/Jars)
- Metal Cans (food/drink)
- Plastic (pop bottles/detergent jugs etc.)
- Foil (trays/aluminum)
- Containers (margarine/peanut butter)

What goes in the Green Box

- Paper (bags/flyers)
- Cardboard (boxes/tubes)
- Cereal/Tissue boxes
- Newspapers
- Cartons (milk/juice/eggs)
- Magazines/ Phone books



HUGE



Word Search

AUGUST
BARBECUE
BASEBALL
BEACH
BIKE
BOAT
CAMP
FAMILY
FISHING
FLIGHT
FLIP FLOPS
FLOWERS
FRIENDS
GARDEN
HEAT
HOLIDAYS
HOT
HUMID
ICED TEA
INSIDE
JULY
JUNE
LEMONADE
OUTSIDE
PARK
PICNIC
PLAY
POOL
RELAX
SANDALS
SHORTS
SKATEBOARD
SOCCER
SUNSCREEN
SUNSET
SWIMMING
TAN
TANK TOPS
TENT
THEMEPARK
TOUR
TRAVEL
TRIP
VACATION
WATERPARK

F	R	I	E	N	D	S	O	C	C	E	R	U	I	F	F	L	S	L	T
C	H	O	T	D	K	F	A	M	I	L	Y	X	V	S	O	K	E	E	S
R	B	W	L	V	S	R	E	W	O	L	F	N	W	O	A	M	N	I	G
T	A	U	G	U	S	T	A	D	P	Y	P	I	P	T	O	T	P	A	K
A	S	V	S	E	O	D	Q	P	L	C	M	L	E	N	E	M	R	R	C
N	E	U	I	K	Y	G	I	U	E	M	Y	B	A	J	F	D	A	Z	B
K	B	I	C	I	I	N	J	M	I	M	O	D	V	Y	E	P	Z	H	W
T	A	T	E	B	N	I	G	N	U	A	E	R	Z	N	R	T	R	I	P
O	L	S	D	N	S	H	G	P	R	H	I	H	E	E	J	R	D	B	M
P	L	S	T	O	I	S	G	D	P	T	K	H	T	L	R	W	S	I	H
S	R	A	E	I	D	I	W	S	I	H	F	A	S	U	A	P	S	Q	O
T	E	T	A	T	E	F	Q	Y	C	P	W	U	B	A	O	X	T	T	L
H	A	E	O	A	R	T	Y	A	N	Y	N	A	E	L	F	F	R	A	I
K	B	S	T	C	A	J	E	Q	I	S	R	U	F	D	L	P	O	O	D
R	G	N	R	A	M	B	P	X	C	B	E	P	A	I	I	K	H	B	A
A	T	U	A	V	W	M	J	R	E	G	I	N	G	R	X	S	S	I	Y
P	A	S	V	H	A	X	E	C	X	L	D	H	U	Z	U	H	T	D	S
R	N	T	E	C	K	E	U	D	F	X	T	G	Q	J	I	O	K	U	Z
I	V	C	L	E	N	E	J	V	S	L	A	D	N	A	S	A	T	P	O

The words appear UP, DOWN, BACKWARDS, and DIAGONALLY. Find and circle each word.





Summer Squash Pasta Skillet

Yield: 2 to 4 people



Cook Time: 20minutes mins

Total Time: 20minutes mins

Ingredients

8 ounces of your favorite pasta

¼ cup pine nuts

5 tablespoons unsalted butter

2 garlic cloves, minced

1 small zucchini squash, sliced into rounds

1 small summer squash, sliced into rounds

kosher salt

freshly cracked black pepper

4 ounces goat or feta cheese, crumbled

¼ cup fresh basil leaves



Instructions

Bring a pot of salted water to a boil and cook the pasta according to the directions.

While the pasta is cooking, heat a skillet over medium-low heat. Add the pine nuts. Toss and stir them until they are golden and fragrant, about 5 to 6 minutes. Remove from the heat immediately.

Heat a skillet over medium heat and add the butter. Whisk it constantly until brown bits begin to form on the bottom and the butter is golden. When that happens, add the garlic and squash rounds and toss to coat, then cook for 5 minutes until the zucchini softens.

Sprinkle it with salt and pepper.

The pasta should be finished by now, so add it to the skillet with the zucchini. Turn the heat to low. Toss the pasta and squash well, making sure everything is combined and has a bit of butter on it. Crumble in the goat cheese and toss it well. Add in another few cracks of fresh black pepper. Toss in the pine nuts.

Stir in the fresh basil and serve immediately.



Summertime Reminders...



Pools

As per your lease agreement, only small kiddie pools are allowed on the property. These pools must be emptied each night and should not be left unattended. Larger pools are not permitted due to safety concerns and potential damage to the property. Pools must not be over 13 inches high and 60 inches wide.



Picking up pet waste

With the warmer weather, it's more important than ever to clean up after your dogs right away. Dog waste left on the ground can quickly attract flies, create unpleasant odours, and even pose health risks to people and other pets. In the summer heat, these issues get worse fast. Please do your part to keep our community clean, safe, and enjoyable for everyone by picking up after your dog every time.



Please don't feed the wildlife

Feeding wildlife may seem kind, but it can actually do more harm than good. It encourages animals to become dependent on humans for food, can lead to aggressive behaviour, and often results in unhealthy diets for the animals. It can also attract pests and create safety issues in our community. For everyone's well-being—including the animals—please avoid feeding any wildlife.



UPCOMING EVENTS



2ND ANNUAL SUMMER BARBEQUE!

COME JOIN US FOR...

PARRY SOUND

SOUND COMMUNITY HUB
JULY 17, 2025 FROM 12-2PM

& SUNDRIDGE

LION'S PARK
JULY 24, 2025 FROM 12-2PM



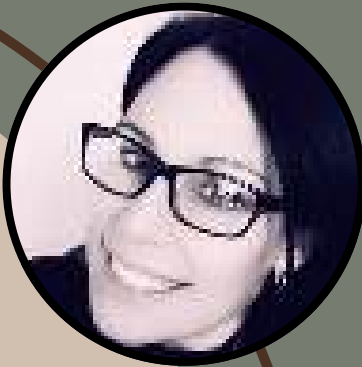
- food
- face painting
- fire truck water fun
- bracelet making
- rock painting
- community





Tahlia Holm - Supervisor

Please call either Amy, Paula
or Carrie regarding any
tenancy concerns or
complaints



Amy Eastaugh - South River,
Sundridge, Powassan & Callander
ext. 5423



Paula Collison - Parry Sound,
Magnetawan, & Burk's Falls ext.
5291



Martine Muzzi - Tenant Services
Support - First point of contact for
anything Tenant Services related



Carrie Holmes - All family
Units ext. 5283

Tenant Services Team





Maintenance Team



**Brooks Smith - Maintenance
Supervisor for all buildings**



Cherryl - Maintenance Support Worker

Cherryl is the first point of contact for any maintenance issues in Parry Sound & Magnetawan.

She is also the contact for new keys or Fobs in Parry Sound and Magnetawan. You can reach her at ext. 5258

Debbie - Maintenance Support Worker/ Tenant Services Support

Debbie is the first point of contact for any maintenance issues in Burk's Falls, Sundridge, South River, Powassan & Callander. She is also the contact for new keys or Fobs in Burk's Falls, Sundridge, South River, Powassan & Callander. You can reach her at ext. 5412



Stephanie - Community Relations Worker

Stephanie (Steph) is responsible for various maintenance projects, unit flips, move-in and move-out inspections as well as annual inspections for Parry Sound & Magnetawan. You can reach her at ext. 5271

Jennifer - Community Relations Worker

Jennifer is responsible for various maintenance projects, unit flips, move-in and move-out inspections, as well as annual inspections for Burk's Falls, Sundridge, South River, Powassan & Callander. You can reach her at ext. 5429



TRAILERS and other vehicles

Did you Know?

Trailers—including utility, camper, or recreational trailers—are **not** permitted to be parked in driveways or anywhere on the property at any time. In addition, any vehicles that are not insured or do not have valid license plates are strictly prohibited on the premises. These rules are in place to maintain safety, accessibility, and the overall appearance of our communities. If you currently have a trailer or an unplatd/uninsured vehicle on-site, please remove it immediately to avoid further action. We appreciate your understanding and cooperation.



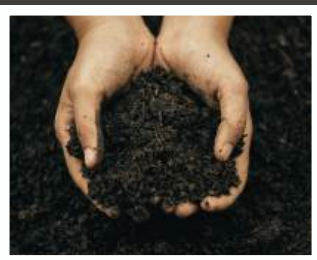
Garden Spotlight



One of our talented tenants recently built beautiful raised garden beds for his wife—and they're already thriving with fresh veggies and flowers! It's a great reminder how a little creativity and elbow grease can turn outdoor space into something special. If you've been thinking about starting a garden of your own, raised beds are a great, low-maintenance option!



Tips for raised garden beds:



Start with Great Soil

A mix of topsoil, compost, and potting soil gives plants a healthy start.



Pick a Sunny Spot

Most veggies and flowers love at least 6-8 hours of sunlight a day.



Water regularly

Raised beds can dry out faster than in-ground gardens, so check soil moisture often.