



City of
Peterborough

To: Members of the General Committee

From: Sheldon Laidman, Commissioner, Community Services

Meeting Date: January 23, 2023

Subject: Execution of an Assignment and Consent Agreement with CBI Home Health for Homemaking Services, Report CSD23-002

Purpose

A report to authorize the City's execution of an Assignment and Consent Agreement which will have the effect of approving: (1) assigning the Homemaking Services contract to CBI Home Health (ON) Limited Partnership from We Care Health Services LP and (2) a contract extension for the delivery of homemaking services to CBI Home Health (ON) Limited Partnership.

Recommendation

That Council approve the recommendation in Report CSD23-002, dated January 23, 2023, of the Commissioner of Community Services, as follows:

That as a non-standard procurement under Section 3(f) of Appendix B – Exempt Expenditures of By-law 22-070 (the Procurement By-law) the Commissioner of Community Services be authorized to sign (1) Assignment and Consent Agreement in order for the City to assign the Homemaking Services contract to CBI Home Health (ON) Limited Partnership (“CBI”) from We Care Health Services LP (“We Care”) and (2) execute a contract extension with CBI.

Budget and Financial Implications

There are no additional budget or financial implications as a result of approval of the recommendation in this report beyond the original approval provided through Report CSD22-010 Contract Extension with We Care Health Services for Homemaking Services dated July 20, 2022.

Background

On July 20, 2022, the Administrative Staff Committee approved Report CSD22-010 that authorized a 1-year contract extension with We Care (Appendix A). CBI has completed an asset purchase of We Care. CBI, however, is a stranger to the process that resulted in We Care being retained by the City. Among the assets CBI purchased is the We Care contract with the City. As such while the Administrative Staff Committee was able to sign the extension with We Care under its delegated authority to extend existing contracts, due to the purchase of We Care by CBI it now requires Council approval as it is now technically a new entity for the City to be entering into a service contract with.

B.1 3(f) of Appendix B – Exempt Expenditures of By-law 22-070 (the Procurement By-law) contains a list of expenditures which are exempt from Sections 7 to 14 of the Procurement By-law. B.1 Section 3(f) reads: “Social Services agencies that provide services to the City through Service Agreements such as Daycare and Hostel Operators.” We Care was providing services to the City through a Service Agreement and staff is recommending that the We Care contract be assigned to CBI.

By signing the Assignment and Consent Agreement, the City will receive homemaking services from CBI and We Care will be released from further obligations. City legal staff have reviewed and approved the Assignment and Consent Agreement.

Report CSD22-010 attached as Appendix A provides an overview of the Homemaking program.

Submitted by,

Sheldon Laidman
Commissioner of Community Services

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Attachments:

Appendix A: Report CSD22-010 - Contract Extension with We Care Health Services for
Homemaking Services



City of
Peterborough

To: Members of the Administrative Staff Committee

From: Sheldon Laidman, Commissioner, Community Services

Meeting Date: July 20, 2022

Subject: Contract Extension with We Care Health Services for Homemaking Services, Report CSD22-010

Purpose

A report to recommend that the contract with We Care Health Services LP (a.k.a. CBI Health) be extended for a 1-year term for the delivery of homemaking services with an increase to their hourly rate.

Recommendations

That the Administrative Staff Committee, through their delegated authority as set out in Chart 3, Note 6, of Appendix A of the City's Procurement By-Law 18-084 approve the recommendations in Report CSD22-010, dated July 20, 2022, of the Commissioner of Community Services, as follows:

- a) That the City of Peterborough enter into a 1-year contract extension with We Care Health Services LP to deliver homemaking services for the period covering January 1, 2023, to December 31, 2023; and
- b) That the hourly rate paid to We Care Health Service LP be increased by 2.5% from the current rate of \$24.85/hour to \$25.47.

Budget and Financial Implications

The Homemaker Program is delivered by the City in accordance with the Homemakers and Nurses Services Act and is financed through an 80/20 cost share between the Ministry of Health and Long-term Care and the City. The 20% is further cost shared

approximately 80/20 between the City and County based on the residence of each client. The approved annual budget target from the MHLTC is currently \$140,000; therefore, the maximum cost to the City and County is \$28,000 regardless of the hourly rate being charge by the service provider.

Despite the recommended hourly rate increase there is no budget or financial implication resulting from the approval of the recommendations of Report CSD22-010. Sufficient funds are contained in the draft 2023 budget. However, there will be a slight reduction in hours of service being provided.

Background

Report CSSS17-008 Award of RFP P-28-17 Homemaker Services for the City and County of Peterborough awarded a 4-year contract valued at \$600,000 to We Care Health Services (We Care) from January 1, 2018, to December 31, 2021. The agreement included the option for three, 1-year contract extensions. Report CSD21-011 granted a 1-year contract extension to We Care for the 2022 calendar year.

The City's Homemakers Program is an income-based program that targets low-income seniors and/or people with disabilities. Homemaking services are limited to light housekeeping, food preparation and laundry services. Staff do not touch the client and do not assist with any health or medical-related issues.

The program currently has 80 clients. During the COVID-19 pandemic, new clients were not being accepted for the safety of the clients, We Care staff, and Social Services staff. Prior to the pandemic the program served 97 clients, which was roughly the capacity of the program. New referrals are being solicited with the goal of serving approximately 100 clients.

At the current hourly rate of \$24.85, the City can purchase 5,634 hours of service. 5,496 hours of service will be available at the increased hourly rate of \$25.47. This is a reduction of 138 hours or a client capacity reduction of two clients.

A client satisfaction survey is conducted annually. The 2022 survey showed that:

- 71% of clients were satisfied with the service being provided.
- 81% of clients were satisfied with the We Care staff.
- 29% of clients would like to have more hours.
- 89% of clients reported they are physically incapable of doing the work the homemakers deliver and that their home would not get cleaned without the service.

A 2.5% increase is being recommended in recognition of the increased travel costs of homemakers due to high fuel costs and the provincially mandated increased pay to Personal Support Worker staff.

None of the budget assigned to this program is used to cover City administrative costs; all funds are used for client services. The program is designed to minimize the time City staff spend managing the program. The main factor that impacts workload is the quality of the homemaking service delivered by We Care. As shown through the client survey, We Care is delivering satisfactory service. City staff have not received many client complaints about their services, which has resulted in a light workload managing the program.

Submitted by,

Sheldon Laidman
Commissioner of Community Services

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