








## London For All Summary Report: 2017-2020

Strategies	Accomplishments
<p>✓ 1.1 Develop a campaign to educate and engage the community on poverty that</p>	<p><b>Poverty Over London Campaign / If You Knew</b> – The Poverty Over London campaign was launched in May 2016 by London’s Child and Youth Network Ending Poverty Priority. Engaging primarily through the web and social media, the campaign addresses common misconceptions about poverty by including those with lived experience telling their story. The website also features a list of advocates in London focused on poverty, as well a quiz to understand your community style, and a comprehensive list of ways each Londoner can be involved in the fight to end poverty. The CYN has put an exceptional amount of work into this campaign, and London For All has refreshed the information and linked this campaign site to the existing LFA website. London For All engaged with the Circles Guiding Coalition for lived/living experience perspective for all changes and updates on the site.</p> <p><b>See One Community</b> - The London InterCommunity Health Centre has developed an online campaign to raise awareness of poverty in London and the impact on the larger community.</p> <p><b>ReThink Poverty</b> - is a workshop designed by Goodwill Industries and the City of London, to provide attendees with an opportunity to learn more about the issue of poverty and focus on solutions for addressing the systemic and structural causes of poverty. Attendees are presented with statistics on local poverty, and participate in a poverty simulation exercise to help crystallize the day to day experiences of those experiencing poverty in London.</p> <p>As part of the London Public Library Community Awareness Plan, five ReThink Poverty information sessions were offered at various London Public Library locations during the months of February and March 2019. An additional three ReThink Poverty information sessions were offered during the months of June and August 2019. This is an ongoing commitment from the London Public Library.</p>
<p>✓ 1.2 Grow existing awareness and engagement initiatives</p>	<p>Poverty awareness and engagement initiatives developed and/or expanded include:</p> <p>Youth Poverty Symposium - Defining how Poverty Affects Youth in London</p> <p>Bridges Out of Poverty / Circles, City of London</p> <p>ReThink Poverty - presented by Bridges Out of Poverty / Circles, Goodwill Industries &amp; City of London</p> <p>Poverty Over London / If You Knew</p> <p>London For All (LFA)</p>
<p>✓ 1.3 Increase the number of organizations providing Indigenous Cultural Safety training</p>	<p>The Indigenous Cultural Safety (ICS) program is offered Ontario-wide and administered by SOAHAC.</p> <p>Anti-Indigenous racial discrimination and bias have profound negative impacts on the health and wellness of Indigenous communities in Ontario. The Ontario ICS Program is focused on supporting Indigenous Health transformation as part of the overall health and social service systems transformation underway in Ontario. The goal is to improve Indigenous healthcare experiences and outcomes by increasing respect and understanding of the unique history and current realities of Indigenous populations.</p> <p>SOAHAC facilitates and promotes transformative decolonizing, Indigenous specific anti-racist education using evidence informed and coordinated approaches and strategies. They also work in collaborative partnerships and support organizational change initiatives, seeking to improve awareness about how colonialism is embedded in services, and motivating people with influence to address anti-Indigenous racial discrimination.</p> <p>The SOAHAC team supports organizational and system level coordination and planning related to ICS. They are also interested in collaboration and knowledge exchange opportunities with existing Indigenous cultural safety initiatives.</p> <p><b>City of London</b> - All senior management and middle management employees at the City of London were offered Inter-cultural training and the Kairos Blanket Exercise workshop. The Kairos Blanket Exercise was offered at all seven Family Centres in London to over 140 participants including Family Centre staff, partner agencies and members of the community; to build awareness of early Canadian history and the lasting impact of colonization on Indigenous peoples.</p>

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<p>✓ 1.4 Increase the number of organizations providing Cultural Competency training</p>	<p>London Cross Cultural Learners Centre (CCLC) resumed its provision of Intercultural Education Services in January 2017, focused on Cultural Competency training.</p> <p>A variety of training modules have been developed to meet the needs of the community. Intensive training is available for specialized audiences: workshops focusing on practical implications in specific areas of competence are available, and Train-the-Trainer courses are available for those who want to become certified trainers and provide training to their organization(s) and/or clientele.</p> <p>In 2017, Cultural Competency training was provided at 22 organizations in the City of London. 1,200 participants took part in these training sessions, delivered by CCLC. Twenty individuals received their Certified Trainers certification through the Train-the-Trainer program and then provided training to 350 people in their respective workplaces.</p>
<p>✓ 1.5 Collaborate with school boards to build on existing resources that help students understand the impacts of poverty and to reduce stigma.</p>	<p>The school boards have substantial existing resources to help students understand the impacts of poverty and to reduce stigma. The school boards are constantly reviewing additions to the curriculum and the creation of additional resources. Examples of these additional resources include:</p> <ul style="list-style-type: none"> <li>• Reframing our Responses: trauma informed training for 20% of staff from select schools</li> <li>• Reaching and Teaching Students in Poverty: 4 high schools were selected to be involved in this training to enhance relationships between teachers and student</li> <li>• ReThink Poverty: resource provided to local school boards for staff/student education opportunities</li> </ul>
<p>↑ 1.6 Strengthen relationships and increase partnerships between municipal leaders, Indigenous peoples and community partners to create an Indigenous poverty strategy</p>	<p><b>London For All Summary of Actions:</b></p> <p>March 2019: Luke Nicholas sent out an email to the following individuals requesting input in our work on LFA recommendation 1.6  Al Day, N'Amerind; Raymond Deleary, Atlohsa; Brian Dokis, SOAHAC; Bonnie Smith, SOAHAC  Jennifer Whiteye, Southern First Nations Secretariat; Dwayne Hill, LFA; Cherilyn Hill, Oneida Nation of the Thames; Chief Jason Henry, Kettle &amp; Stony Point First Nation; Chief Jessica Hill, Oneida Nation of the Thames;  Chief Mary Duckworth, Caldwell First Nation; Chief Roger Thomas, Munsee-Delaware Nation; Chief Myeengun Henry, Chippewas of the Thames First Nation</p> <p>April 2, 2019; Luke Nicholas hosted a conference call to discuss LFA recommendation 1.6 with Jennifer Whiteye, Al Day, Raymond Deleary, Bonnie Smith (on behalf of Brian Dokis), Roxanne Riddell</p> <p>Discussion: What do we want to include in our presentation to municipal leaders:</p> <ul style="list-style-type: none"> <li>• Current state of Indigenous poverty in the City of London</li> <li>• Context – understand the effects of colonization and how it leads to the situation today</li> <li>• Commitment to the Giwetashkad Project: Homelessness / Housing Plan</li> <li>• Our Health Counts – SOAHAC</li> </ul> <p>April 18, 2019: Roxanne presented on the work of LFA and specifically to recommendation 1.6 at the London District Chiefs Council and the Southern First Nations Secretariat Joint Board meeting</p> <p>May 7, 2019: Luke Nicholas hosted a meeting at N'Amerind Friendship Centre (see notes attached)</p> <p>June 25, 2019: Roxanne attended the London City Council meeting and requested Council representation to assist with LFA recommendation 1.6</p> <p>June 26, 2019: Councillors Maureen Cassidy and Elizabeth Pelozo were appointed to participate in discussions on LFA recommendation 1.6</p> <p>October 21, 2019: Meeting held at City Hall with Councillors Maureen Cassidy, Elizabeth Pelozo, Jennifer Whiteye and Roxanne (see notes attached)</p> <p>October – December 2019: Requests sent to Adam Thompson, Manager, Government &amp; External Relations, City of London (as per Councillors Cassidy &amp; Pelozo's instructions) for information to proceed with a social gathering for members of London City Council and London &amp; Area Indigenous Leaders.</p> <p>December 31, 2019: City of London update received from Councillor Maureen Cassidy and shared with LFA recommendation 1.6 working group (see notes attached)</p> <p>February 12, 2020: Meeting held at City Hall with Adam Thompson and Roxanne to discuss next steps on social gathering. Adam Thompson informed Roxanne that he was finalizing arrangements for Mayor Holder and members of City Council to meet with members of Chippewas of the Thames First Nation and Munsee-Delaware Nation and information would be provided. Adam did not yet have confirmation of Oneida Nation of the Thames representation.</p> <p>We acknowledge that progress on this work has been quite slow. We continue to pursue our request for a social gathering.</p>

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<p>✓ 1.7 Create a “Made in London” campaign that encourages residents to think and buy local in order to support the local economy and increase local employment</p>	<p><b>CTV London: Made Right Here</b> - In 2018 CTV London, with support from the LEDC, Woodstock Economic Development, Local Employment Planning Council and Corporate Training Solutions Fanshawe, launched a new video series called Made Right Here. This series puts a spotlight on products that are manufactured right here in London and southwestern Ontario.</p> <p><b>London &amp; Area Works</b> - The London &amp; Area Works series on CTV London is back on Mondays on the 6 o'clock news featuring our region's expanding employers and sectors.</p> <p><b>Business London</b> - focuses exclusively on London, chronicling companies on the move.</p> <p><b>London Inc.</b> is the Forest City's premiere business magazine celebrating the entrepreneurial culture and spirit thriving in the Forest City.</p> <p><b>Venture Cover™ Magazine</b> - provides information as well as feature-length stories on businesses within the community.</p> <p><b>LEDC London Magazine</b> - highlights economic initiatives and showcases London's unique and innovative ventures.</p> <p><b>Meaningful Market</b> - is a collection of local social enterprise products supporting social impact in our community. The market takes place in December and is held at Innovation Works.</p>
<p>✓ 1.8 Publicly acknowledge support for the Truth and Reconciliation Commission of Canada: Calls to Action's recommendations and use the findings to educate Londoners and address systemic racism and discrimination</p>	<p><b>Truth &amp; Reconciliation Calls to Action: Education: 12 We call upon the federal, provincial, territorial, and Aboriginal governments to develop culturally appropriate early childhood education programs for Aboriginal families.</b></p> <p>The City of London and the Southwest Ontario Aboriginal Health Access Centre (SOAHAC) have partnered on a new Indigenous-led Licensed Child Care and EarlyON Child and Family Centre. As the first of its kind in London, the Centre will provide culturally relevant early years programming that is based in language and Spirit, serving families in London and Middlesex County. Indigenous families expressed that access to culturally relevant, quality Indigenous-led programming that supports families is critical. Since inception, this project has been guided and supported by the Journey Together Indigenous Planning Committee, which includes representatives from local Indigenous-led organizations, Indigenous parents and caregivers, and other relevant planning partners. Construction of the Centre is expected to be complete in 2020.</p> <p><b>Truth &amp; Reconciliation Calls to Action: Professional Development and Training for Public Servants: 57 We call upon federal, provincial, territorial, and municipal governments to provide education to public servants on the history of Aboriginal peoples, including the history and legacy of residential schools, the United Nations Declaration on the Rights of Indigenous Peoples, Treaties and Aboriginal rights, Indigenous law, and Aboriginal-Crown relations. This will require skills-based training in intercultural competency, conflict resolution, human rights, and anti-racism.</b></p> <p>Beginning in 2016, the City of London's Human Resources department began working with neighbouring First Nations communities to develop an intercultural competency training package for City of London staff. The training package includes fundamental information relating to relationship building, human rights, anti-oppression and anti-racism. The Initial package was rolled out in October 2017 as part of London's annual Employee Update event and was presented to roughly 2,000 employees. This information is now part of the City of London's core training program for all new employees. More recently, a “train the trainer” session for facilitating Blanket Exercises was also conducted in April of 2019 and it has helped the City of London execute a series of Blanket Exercise offerings on a regular basis, wherein, the staff from the City conducts the Blanket Exercise.</p> <p><b>Truth &amp; Reconciliation Calls to Action: National Centre for Truth and Reconciliation: 77 We call upon provincial, territorial, municipal, and community archives to work collaboratively with the National Centre for Truth and Reconciliation to identify and collect copies of all records relevant to the history and legacy of the residential school system, and to provide these to the National Centre for Truth and Reconciliation.</b></p> <p>In 2016, The London Public Library facilitated the collection of records from local institutions relating to the residential school system, working with local First Nations communities and organizations. All relevant records which were identified as part of this process have now been forwarded on to the National Centre for Truth and Reconciliation. Unfortunately, there did not appear to be a high volume of local sources at that time.</p> <p><b>Truth &amp; Reconciliation Calls to Action: 82 We call upon provincial and territorial governments, in collaboration with Survivors and their organizations, and other parties to the Settlement Agreement, to commission and install a publicly accessible, highly visible, Residential Schools Monument in each capital city to honour Survivors and all the children who were lost to their families and communities.</b></p> <p>This Municipal Council Resolution was intended to honour the legacy of the residential school survivors, recognizing that residential school survivors and next generations living in London may have attended residential schools across Canada. The project will have consideration for the local story of the Mount Elgin Residential School, which was previously located closest to London at the Chippewa of the Thames First Nation. It was suggested that there should also be an acknowledgement of the missing residential school children within the scope of the project.</p>



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	<p><b>Atlohsa Peace Awards</b> - The inaugural event was held in October 2018 where seven individuals were honored for their work towards Truth and Reconciliation in London. The nomination categories are represented by The Seven Grandfather Teachings: Bravery, Honesty, Humility, Love, Respect, Truth and Wisdom. For 2019 a new award category was introduced: the Atlohsa Peace Awards Rising Star. This award is presented to a youth, under 18 years of age, who has made an outstanding contribution to Indigenous culture and/or community.</p> <p><b>Museum London</b> - is taking an active role in creating historical and artistic experiences for Indigenous audiences and for those that want to learn more about Indigenous culture. The Indigenous Legacies Project was a two-year community mobilization project to engage London and area Indigenous community leaders, organizations, and individuals as co-creators of community outreach and cultural activities, while providing the opportunity to present a more inclusive history of London that includes the First Nations story.</p> <p><b>London Indigenous Culture Card</b> - The Indigenous Culture Card- London and Middlesex was developed by Healthy Weights Connection (Western University) and London's Child and Youth Network in response to overwhelming interest expressed by service providers in London and Middlesex County to learn more about First Nations, Métis and Inuit (FNMI) cultures and local communities. The purpose of the guide is to serve as a first step towards cultural competence and to help service providers learn more about FNMI history, the local cultures and how to work competently and sensitively with FNMI communities.</p> <p><b>Local Indigenous Learning Series – 2019</b> The nonprofit sector has an important role to play in working towards reconciliation. This series is an opportunity to learn and build your knowledge and understanding of Canada's shared history, with a local emphasis. The series is designed to serve as a tool for gaining awareness and understanding of the original peoples of this land.</p>
<p> <b>1.9 Strengthen programs to counteract violence against women and support National Inquiry into Missing and Murdered Indigenous Women and Girls</b></p>	<p><b>City of London Strategic Plan (2019 – 2023)</b> - The City of London is the first municipality in Canada to add safety of women as a standalone pillar in their strategic plan. Creating a Safe London for Women and Girls. Outcome: London has enhanced the potential for women and girls to live safe lives. Expected Result: Decrease male violence against women and girls who are subjected to abuse, assault and non-state torture in their intimate relationships; sex trafficking; sexual assault; and workplace harassment.</p> <p>Programs available in our community to counteract violence against women and support National Inquiry into Missing and Murdered Indigenous Women and Girls are provided by Anova; London Abused Women's Centre (LAWC); My Sister's Place (MSP); Atlohsa Family Healing Services; Changing Ways, and Museum London.</p> <p>National Inquiry into Missing and Murdered Indigenous Women and Girls – Reclaiming Power and Place: The Final Report of the National Inquiry into Missing and Murdered Indigenous Women and Girls was released in June 2019.</p> <p>Annual Memorial March for Missing and Murdered Indigenous Women and Girls Indigenous women in Canada experience violence every day, through racism and sexism. The march is held annually on February 14 as a call to action, a moment to mourn, an opportunity to remember the women who are still missing, and a time to dedicate ourselves to justice.</p> <p>The Moose Hide Campaign is a grassroots movement of Indigenous and non-Indigenous men and boys who are standing up against violence towards women and children. Wearing the moose hide signifies your commitment to honour, respect, and protect the women and children in your life and to work together to end violence against women and children.</p>
<p> <b>2.1 Use London's Community Economic Roadmap to accelerate skills training programs that meet local labour market needs</b></p>	<p><b>Youth Employment and Skills Strategy (YESS)</b> - provides funding to organizations to deliver a range of activities that help youth overcome barriers to employment and develop a broad range of skills and knowledge in order to participate in the current and future labour market.</p> <p><b>Second Career Program</b> - a government program designed to help laid-off workers get the skills and training they need to find jobs in high-demand occupations in Ontario.</p> <p><b>Pathways Skill Development</b> - assists individuals to overcome barriers to meaningful employment, and build new futures for themselves and their families.</p>

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 <b>2.2 Become a Basic Income Guarantee pilot site</b>	<p>The Ontario Basic Income pilot project was launched in 2017. The City of London was not successful as a host City.</p> <p>The pilot project was implemented in Hamilton, Brantford, Brant County, Lindsay and Thunder Bay and the surrounding area to test whether a basic income can better support vulnerable workers, improve health and education outcomes for people on low incomes, and help ensure that everyone shares in Ontario's economic growth.</p> <p>On July 31, 2018, Minister MacLeod announced that the three-year \$150 million pilot project would be cancelled despite campaign assurances that it would continue if Premier Ford was elected.</p> <p>The Basic Income project concluded on March 31, 2019.</p>
 <b>2.3 Develop and implement hiring practices aimed at increased diversity</b>	<p><b>Community Diversity &amp; Inclusion Strategy: City Council's 2015-2019 Strategic Plan</b> identified the need to develop a Community Diversity &amp; Inclusion Strategy (CDIS) as a way to build a diverse, inclusive and welcoming community by supporting all Londoners to feel engaged and involved in our community.</p> <p><b>"All Are Welcome Here" Campaign</b> - is a product of the London Middlesex Local Immigration Partnership with various partners including the City of London. The purpose of the campaign is to end racism and religious and ethnic discrimination in the city.</p> <p><b>1,000 Acts of Welcome Campaign</b> - is a local campaign to end racial, religious and ethnic prejudice and discrimination in London by engaging residents in creating a welcoming community - one welcoming act at a time!</p>
 <b>2.4 Implement social procurement policies at public institutions</b>	<p>City of London and United Way Elgin Middlesex have begun a conversation regarding exploring a Community Benefits agreement and what that may look like with respect to infrastructure projects that the City is leading in the future.</p> <p>In 2019, the London Poverty Research Centre and United Way Elgin Middlesex advocated to City of London staff for the development of a social procurement framework. The City is striking a working group to review.</p>
 <b>2.5 Establish the Living Wage figure for London</b>	<p>Great work done by the London Poverty Research Centre at King's University College and the Middlesex London Health Unit. The Living Wage for London, Ontario is \$15.53 per hour; however, where the employer provides an employee medical insurance plan, the Living Wage drops to \$14.57 per hour.</p> <p>In 2019, the London Poverty Research Centre at King's University College calculated the city's living wage as \$16.20 per hour, a 4.3 per cent increase over the 2016 living wage, when the calculation was last made. It's also more than \$2 more than the province's minimum wage, which currently sits at \$14/hour. Ideally, the living wage will be calculated on an annual basis by the members of the local community.</p>
 <b>2.6 Support the implementation of the Brighter Prospects: Transforming Social Assistance in Ontario recommendations, including linking social assistance rates to inflation and allowing individuals to retain more of their assets before accessing social assistance</b>	<p>Brighter Prospects: Transforming Social Assistance in Ontario</p> <p>Increased limits for assets for recipients of ODSP and Ontario Works so that individuals and families can build financial resilience and better weather daily cost pressures and unexpected financial needs.</p> <p>Effective September 2017 the following changes were implemented:</p> <p>Ontario Works asset limits increased from:</p> <ul style="list-style-type: none"> <li>\$2,500 to \$10,000 for single individuals</li> <li>\$5,000 to \$15,000 for couples</li> </ul> <p>ODSP asset limits increased from:</p> <ul style="list-style-type: none"> <li>\$5,000 to \$40,000 for single individuals</li> <li>\$7,500 to \$50,000 for couples</li> </ul>

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<p>✓ <b>2.7 Advocate for adequate, liveable rates for people accessing Ontario Works and Ontario Disability Support Program</b></p>	<p>Along with a submission on the Income Security roadmap from the Ontario Municipal Social Services Association (OMSSA) for which the City of London is one of the 47 Representatives, a proposal was prepared by the London Community Advocates Network and sent on behalf of LFA to the Honourable Charles Sousa, Minister of Finance. Additionally the Income Security roadmap was attached to the submission.</p> <p>The Roadmap for Change is a comprehensive plan that will help break the cycle of poverty in Ontario. The recommendations contained in the report will significantly improve the income security system in Ontario.</p> <p>Disability Tax Credit and Registered Disability Saving Program Reform – a proposal was prepared by the London Community Advocates Network and sent to the Honourable Diane Lebouthillier, Minister of National Revenue.</p> <p>Proposed changes to ODSP criteria – a letter was prepared by United Way Elgin Middlesex and the LFA Income &amp; Employment table and sent to the Honourable Todd Smith, Minister, Children, Community and Social Services.</p>
<p>✓ <b>2.8 Advocate for adequate, liveable rates for older adults accessing social assistance and pension programs, including: • Canadian Pension Plan • Guaranteed Income Supplement • Old Age Security • Guaranteed Annual Income System</b></p>	<p>Along with a submission on the Income Security roadmap from the Ontario Municipal Social Services Association (OMSSA) for which the City of London is one of the 47 Representatives, a proposal was prepared by the London Community Advocates Network and sent on behalf of LFA to the Honourable Charles Sousa, Minister of Finance. Additionally the Income Security roadmap was attached to the submission.</p> <p>The Roadmap for Change is a comprehensive plan that will help break the cycle of poverty in Ontario. The recommendations contained in the report will significantly improve the income security system in Ontario.</p>
<p>✓ <b>2.9 Evaluate provincial minimum wage levels in the context of the Low Income Measure and use as a tool to address poverty where appropriate</b></p>	<p>In 2018, the province announced the government will develop a made-in-Ontario Market Basket Measure that could serve to inform future decisions about rate increases and reforms to the income security system.</p> <p>According to the Ontario Living Wage Network, a minimum wage should place you 10% above the Provincial poverty line – which is the low-income measure (Ontario Living Wage Network, 2018). As of January 1, 2018, the minimum wage for Ontario is \$14 per hour.</p> <p>In 2017, Premier Kathleen Wynne’s government planned a \$15 minimum wage to take effect in 2019 bringing minimum wage closer to a living wage. This was overturned by the rollback of the Ford Government. A Living Wage is different from minimum wage. A Living Wage reflects what earners need to make in order that their household can meet its basic needs. It ensures families are not under severe financial stress, promotes social inclusion, and helps families achieve a basic level of economic security.</p> <p>In 2016, researchers determined that the Living Wage for London, Ontario is \$15.53 per hour; however, where the employer provides an employee medical insurance plan, the Living Wage drops to \$14.57 per hour.</p> <p>In 2019, the London Poverty Research Centre at King’s University College calculated the city’s living wage as \$16.20 per hour, a 4.3 per cent increase over the 2016 living wage, when the calculation was last made. The London Poverty Research Centre (LRCP), lead agency for Living Wage Ontario in London, made the announcement as part of Living Wage Week November 4 – 10, 2019. It’s also more than \$2 higher than the province’s minimum wage, which currently sits at \$14/hour.</p>

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<p>✓ <b>2.10 Promote the business case for employers to pay a Living Wage and acknowledge those who are already doing so</b></p>	<p>Living Wage London launched in partnership with Living Wage Canada. There are currently 22 London employers that have registered as a Living Wage employer with Living Wage London. United Way Elgin Middlesex joined the ranks of living wage employers in 2019, signalling that paying people at least enough to meet basic needs for shelter, food and recreation is a critical investment in our community.</p> <p>A Living Wage is different from minimum wage. Participating is not mandatory, it is a voluntary program that employers may implement in their workplaces. A Living Wage reflects what earners need to make in order that their household can meet its basic needs. It ensures families are not under severe financial stress, promotes social inclusion, and helps families achieve a basic level of economic security.</p> <p>In 2016, researchers determined that the Living Wage for London, Ontario is \$15.53 per hour; however, where the employer provides an employee medical insurance plan, the Living Wage drops to \$14.57 per hour.</p> <p>In 2019, the London Poverty Research Centre at King's University College calculated the city's living wage as \$16.20 per hour, a 4.3 per cent increase over the 2016 living wage, when the calculation was last made. The London Poverty Research Centre (LRCP), lead agency for Living Wage Ontario in London, made the announcement as part of Living Wage Week November 4 – 10, 2019. It's also more than \$2 higher than the province's minimum wage, which currently sits at \$14/hour. As of February 2020, there are 19 Certified Living Wage Employers in London - representing 949 Employees.</p>
<p>✓ <b>2.11 Urge Federal and Provincial partners to create more employment training programs using an equity lens to target specific demographics with increased barriers to work (e.g. persons with disabilities, persons with mental health or addictions challenges, etc.)</b></p>	<p>Along with a submission on the Income Security roadmap from the Ontario Municipal Social Services Association (OMSSA) for which the City of London is one of the 47 Representatives, a proposal was prepared by City of London staff and sent on behalf of the CYN. The Income Security roadmap was attached to the submission, specifically pages 117-123 which focus on employment, and pages 103-123 which cover supporting persons with disabilities.</p>
<p>✓ <b>2.12 Support provincial efforts to enhance legislation to support workers in maintaining employment, such as provincial Bill 177, which provides survivors of sexual or domestic violence with up to 10 days of paid leave to deal with the harm they experienced</b></p>	<p>DOMESTIC OR SEXUAL VIOLENCE LEAVE - rolled into Bill 148 - came into effect January 1, 2018 and provides a new stand-alone leave specifically for victims of domestic or sexual violence. The leave entitles and employee who has been employed for at least 13 consecutive weeks to a leave of absence when that employee, or the employee's child, is the victim of domestic or sexual violence or experiences the threat of sexual or domestic violence. Employees are entitled to claim 10 days of Domestic or Sexual Violence Leave and/or up to a potential maximum of 15 weeks of leave.</p>
<p>✓ <b>2.13 Encourage employers to consider skills and knowledge in the absence of credentials (e.g. diplomas and degrees)</b></p>	<p>•City of London Social Services has been working closely with the Local Employment Planning Council and the local Workforce Development Board to strategize best practices to work with employers with a focus on labour market needs, trends, and training opportunities. This initiative has also been discussed at the Local Employment Planning Council's Inter-governmental/inter-ministerial group.</p> <p>The London Jobs Now initiative was launched that brings together key employment industry stakeholders including private sector, public sector, and post-secondary, along with the Chamber of Commerce and Economic Development partners to engage and bridge the gap between those currently not looking for work and employers. The work of encouraging employers to consider the diversity of ways to address their hiring needs is ongoing and continuous work.</p> <p>Ontario launched Local Employment Planning Council (LEPC) pilots as part of the ministry's work to modernize employment and training programs and services. LEPC's will promote place-based approaches to workforce development, while generating and analyzing local labour market information. This City of London was one of eight communities selected for this pilot due to its unique labour market conditions. The pilot ended September 30, 2018.</p> <p>The Employment Sector Council and London Economic Development Corporation created a recruitment checklist for employers (see attached). This resource was shared with the Job Developers Network at their meeting in February 2020 and referenced in the LEPC quarterly newsletter in March 2020.</p>







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 <p data-bbox="150 162 672 235">2.14 Work with employers to increase flexibility in workplace for those with family responsibilities including basic benefits and sick time</p>	<p data-bbox="723 162 2564 219">New leave protections came into effect on January 1, 2018 through Bill 148, representing an important step forward to ensure that workers are better able to take care of their health and that of their families.</p> <p data-bbox="723 235 2529 292">On October 23, 2018, the Ontario government introduced Bill 47, Making Ontario Open for Business Act, 2018, to repeal numerous provisions of the previous Bill 148. The government indicated that the proposed amendments are designed to "remove the worst burdens that prevent Ontario businesses from creating jobs while expanding opportunities for workers".</p> <p data-bbox="723 308 2583 397">Current personal emergency leave entitlements would be replaced with a package of annual leave days for workers employed for at least 2 consecutive weeks, comprised of up to 3 days of personal illness, 2 days for bereavement and 3 days for family responsibilities. Employers would be permitted to require evidence of entitlement to leave that is reasonable in the circumstances, including asking employees to provide a medical note from a qualified health practitioner.</p>
 <p data-bbox="150 430 672 503">2.15 Collaborate with employers to close the wage gap for Indigenous peoples, women, LGBTQ, differently abled, and racialized communities</p>	<p data-bbox="723 430 2421 462">On April 1, 2018, Equal Pay for Equal Work was added to the Employment Standards Act. In the 2018 Budget, the Federal government also put forward pay equity legislation.</p> <p data-bbox="723 470 2556 560"><b>The Coalition to Empower Gender Equality (CEGE)</b> - was founded in 2019, by the Canadian Federation of University Women – London, through funding by the Ministry of Women and Gender Equality Canada. The CEGE wants to bring awareness to empower women and men to balance economic and political, as well as social and employment conditions for gender equality in Canada. Members of the LFA Income and Employment table and CEGE were collaborating on an engagement event to be held in Spring 2020. This event has been postponed.</p> <p data-bbox="723 576 2556 657"><b>City Symposium on Gender Equality</b> - This symposium was held in March 2020 in collaboration with community and university partners and hosted by CHRESI. The event explored questions about gender equality in our community and what is being done to address inequity. Presentations and discussions were focussed on what we can do to ensure everyone had equitable access to the same opportunities.</p>



Strategies	Accomplishments
<p>✓ 2.16 Support initiatives aimed at increasing employment opportunities for newcomers in London, such as:</p>	<p><b>Social Services and Supports – City of London</b>  The City of London Social Services continues to approve funding on a case-by-case basis for foreign trained professionals in receipt of Social Assistance to complete any necessary Canadian equivalency testing or educational upgrading.</p> <p>The City of London Social Services continues to work with service partners to encourage alternative career path opportunities, specifically within the medical field.</p> <p>New soft-skills programming aimed at supporting newcomers through Ontario Works Employment services have been launched through partnerships with WIL Employment Services and Fanshawe College.</p> <p>Programming offered in the community in partnership with the City of London Social Services includes employment preparation supports for Internationally Trained Individuals and Alternative Career Opportunities for new Canadians through WIL Employment Services.</p> <p><b>City of London - Newcomer Day</b> - The City of London, in partnership with the London Public Library, held its first annual Newcomer Day on October 10, 2019. This event was an opportunity for information to be shared and a variety of activities at both City Hall and the London Public Library's central branch. Activities included a presentation by the City of London's Human Resources.</p> <p><b>Immploy</b> - mentorship programs bring together immigrant talent with volunteer mentors at regional companies. The programs strengthen leadership, coaching and cross-cultural skills of company employees who volunteer their time and knowledge as a mentor to a skilled Canadian newcomer.</p> <p><b>WIL</b> Employment Connections is a non-profit community organization that provides quality employment support services and career development solutions to the London community. WIL offers a full range of employment programs and services that are specifically tailored to meet the needs of immigrants and newcomers to Canada.</p> <p><b>London &amp; Middlesex Local Immigration Partnership (LMLIP)</b> is a collaborative community initiative designed to strengthen the role of our community in serving and integrating immigrants. LMLIP is co-led by the City of London and brings together many sectors, volunteers and immigrant communities to develop and implement locally-driven strategic plans for the successful integration of immigrants in London and Middlesex. The work of the LMLIP is guided by a Central Council and six sub-councils representing issues on various issues including employment.</p> <p><b>Goodwill Career Centre</b> partners newcomers and employers in order to build relationships that create confidence and trust in the skills and experience that newcomer clients can bring to the organization. As a result of these partnerships, clients get an opportunity to utilize their previous experience and employers create diversity in their organizations.</p> <p><b>Access Centre for Regulated Employment (ACRE)</b> provides information and application assistance to internationally trained individuals seeking licensure or related employment in Ontario's regulated professions. The Access Centre also supports internationally trained tradespersons to apply for a Trade Equivalency Assessment TEA).</p> <p><b>Community Connections – Cross Cultural Learners Centre (CCLC)</b> is an initiative developed to facilitate and promote the arrival of newcomers to Canada.</p>
<p>✓ 2.17 Advocate for the elimination of the cost of applying to have a criminal record expunged to remove a financial barrier for people looking to find work</p>	<p>In partnership with the OW/ODSP Advocates group, letters were sent to The Honorable Ralph Goodale, Minister of Public Safety Canada; and the Honorable Jody Wilson-Raybould, Minister of Justice and Attorney General of Canada regarding eliminating fees to obtain pardons and having a criminal record expunged.</p> <p>As well, the OW/ODSP Advocates group prepared a memorandum outlining the step by step process to have a criminal record expunged. This document has been shared with the Income &amp; Employment group, Ontario Works / ODSP, Circles, and the information can also be found on the John Howard Society of Ontario website.</p>

Strategies	Accomplishments
<p>✓ 2.18 Promote and invest in opportunities for entrepreneurs living with low income, such as microloans</p>	<p><b>Impact Loan Program</b> – is a program delivered by Goodwill Industries with the help of the Small Business Centre and Libro Credit Union. Together, they assist entrepreneurs so that they can create financial stability for themselves and their families. The City of London allocated multi-year funding to the Goodwill micro loan program totalling \$105,000 over three years (2107 - 2019)</p> <p><b>VERGE Capital – Pillar Nonprofit Network</b> - helps social enterprises (non-profit, for-profit and cooperatives) bring their business ideas to fruition through two social finance loan funds. VERGE provides capital to both new and established enterprises across Southwestern Ontario.</p> <p><b>Social Impact Fund – London Community Foundation</b> - is a social investment program that turns donations into capital loans for both non-profits and for-profits. While the priority of the fund continues to be the creation of local affordable housing, the Social Impact Fund will now also have an allocation to provide financing or investment in all types of social enterprise projects and organizations that are looking to improve the community, and can demonstrate a social return or value.</p> <p><b>Small Business Centre</b> - is a not-for-profit organization that provides training and support to starting and growing businesses.</p>
<p>✓ 2.19 Create more supports for Londoners looking to develop new social enterprises</p>	<p><b>Pillar Nonprofit Network - Social Enterprise Coaching</b> - Pillar provides access to support and expert knowledge to social enterprises at all stages of business development, from idea to growth.</p> <p><b>LEAP Junction (Entrepreneurial Services)</b> - is an exciting initiative mandated to seek out, support and promote student entrepreneurial enterprise located on the Fanshawe College campus. Leap Junction is part of the London Campus Linked Accelerator, a joint initiative with Western University funded by the Government of Ontario under the Youth Jobs Strategy.</p> <p><b>Futurpreneur Canada</b> - is a national, non-profit organization that provides financing, mentoring and support tools to aspiring business owners aged 18-39.</p> <p><b>London Small Business Centre</b> - is local, non-profit that advises individuals on turning a concept into a business plan and on to actual business start-up.</p> <p><b>Tech Alliance</b> - Help entrepreneurs starting or growing a tech-based business.</p>
<p>✓ 2.20 Provide supports to address bad credit by collaborating with the financial sector to provide banking alternatives and credit counseling, eliminating the need for predatory lending</p>	<p><b>City of London Social Services – Cheque Encashment Program</b> Throughout 2019, the City of London implemented and expanded a Cheque Encashment program in partnership with local Scotiabank branches which provided a safe and secure way for those on Social Assistance that receive monthly entitlement cheques but do not have a bank account, to have their cheques cashed without depending on Alternative Financial Institutions (AFI's). The City of London Social Services team continues to assist those in receipt of Social Assistance to obtain a bank account for the purposes of Direct Benefit Deposit. Direct Deposit remains the preferred method of financial support both for those in receipt of social assistance as well as third party vendors such as landlords and utility companies. The City of London Social Services will be implementing Reloadable Payment Cards (RPC's) in March of 2020 in one pilot site as the program begins to roll out throughout the year and beyond. The RPC's provide a modernized and dignified means of ensuring those in receipt of social assistance are not reliant on AFI's for cheque cashing when a bank account does not exist or is not accessible. This means that OW clients would not need to use the services of payday lenders to cash cheques. As a result, in 2019, (and because City of London can track where cheques are cashed) more than \$102,000 was diverted from payday lending businesses. This is money that would have been paid by OW clients to payday lenders in service fees. More than 6,000 cheques that would have typically been cashed at payday lenders did not need to be.</p> <p><b>Money Coach Services – Housing Stability Bank – Salvation Army Centre of Hope</b> The Housing Stability Bank now provides one-to-one coaching regarding financial matters such as budgeting, banking, direct deposits, credit and debt management, benefit entitlement, completing applications and more. They also provide relevant connections to community services.</p>
<p>✓ 2.21 Reorganize individual social assistance funds, subsidies and vouchers to make it easier for people to access resources</p>	<p><b>City of London Social Services</b> moved from the food voucher system to giving grocery store gift cards instead. The benefits to doing this are: dignity of the client; individuals can use the card to purchase whatever they need at the grocery store where the food voucher was somewhat prescriptive; individuals can use the gift card over multiple occurrences and have full access to all the funds on the card. With the food voucher, they had to spend all the money in one occurrence.</p> <p><b>Employment Related Expenses (ERE)</b> can be tailored to the needs of clients.</p> <p>The City of London Social Services through their Ontario Works employment framework transformation have realigned all employment Purchase of Service (POS) agreements to focus on labour market; Entry, Re-Entry, and Rapid Re-Entry to maximize and prioritize the level of support needed for successful employment retention.</p>

Strategies	Accomplishments
 2.22 Reduce clawbacks for people moving from social assistance to paid employment	<p>Effective January 2017, child support payments are fully exempt from social assistance benefit calculations, thereby increasing incomes for families receiving both social assistance and child support. Prior to this change, child support payments were treated as income and deducted dollar-for-dollar from benefits. Clients are no longer required to pursue child support as a condition of eligibility for social assistance.</p>
 2.23 Bring service providers together to develop a plan that coordinates supports for people transitioning from social assistance to work or school	<p>Purchase of Service (POS) Agencies (and non-POS agencies) meet at least quarterly to review processes, referrals, new programming, and updates to support agencies supporting people into employment and school</p> <p>The recent RFP process included community consultations with service providers 1 – with community agencies and 2 – with POS agencies</p> <p>Employment Sector Council meets monthly to advocate for employment and helping people through the transition stage</p> <p>The City of London supports London &amp; Area Works – a project of London Employment Planning Council (LEPC) and London Economic Development Corporation (LEDC) with annual job fairs which bring employers, service providers and potential employees together</p> <p>Local Employment Planning Council (LEPC) brought together members of the Central Planning Table to discuss integrated planning at the Workforce Planning Summit held in May 2018</p> <p>LEPC has delivered the Learning4Life tool that helps people navigate through school and employment options in London and area</p> <p>LEPC has the following sub-committees that work with transitions to employment and school / training: Intergovernmental working group; Central Planning table; and the Apprenticeship table</p> <p>2019 marked the launch of a new Employment Services Framework which implemented a reorganized support plan that places an emphasis on job retention for people transitioning into employment from Social Assistance</p> <p>Further Employment Services transformation by the Provincial government will call for future plans to be created</p>
 2.24 Review job creation strategies in all sectors to ensure a focus on full-time, permanent work with adequate pay	<p>Ontario's economy, like others around the world, has changed. Work is different and, for many people, increasingly less secure. Many workers struggle to support their families on part-time, contract or minimum-wage work, and many more don't have access to time off due to illness.</p> <p>To address this changing workplace environment, the Fair Workplaces, Better Jobs Act, 2017 was passed on November 22, 2017. This legislation makes a number of changes to both the Employment Standards Act, 2000, the Labour Relations Act, 1995, and the Occupational Health and Safety Act.</p> <p>Bill 47, Making Ontario Open for Business Act, 2018 ("Bill 47") came into force on January 1, 2019. Bill 47 repeals or rewrites numerous provisions of the previous government's Fair Workplaces, Better Jobs Act, 2017 ("Bill 148").</p>
 2.25 Advocate for increased enforcement of child support payments	<p>In partnership with the OW/ODSP Advocates group the following letters were sent to The Honorable Lisa McLeod, Minister of Children, Community and Social Services regarding increasing enforcement of child support orders. (Letters can be found on the LFA website).</p>

Strategies	Accomplishments
<p>✓ 3.1 Develop and implement a coordinated local mental health and addictions strategy, collaborating with Southwest Local Health Integration Network and other key stakeholders.</p>	<p><b>The City of London 2015-2019 Strategic Plan</b> called for the development of a Community Mental Health and Addiction Strategy as part of the Plan's key focus on Strengthening our Community; caring and compassionate services and the elimination of "barriers for individuals facing poverty, mental health and addictions and help them find pathways to be successful." An Advisory Council, consisting of representatives of key local service providers and agencies was formed in July 2017.</p> <p>The Community Mental Health and Addictions Strategy for London: Moving Forward Together report, which provided key strategic directions to transform London's mental health and addictions services at a systems level, was presented to Council on December 12, 2017. Council directed that remaining budgetary funds of \$112,000 be allocated towards implementation of the recommendations.</p> <p>On December 18, 2018, Council approved the award of the Request for Proposal 18-43 to the Ivey International Centre for Health Innovation (Ivey) to implement the recommendations of the Community Mental Health and Addictions Strategy at a cost of \$111,974. In 2019, Ivey staff employed a grassroots, community engagement model to drive implementation of the strategic directions recommended through the CMHAS process.</p> <p><b>SW-LHIN (South West Local Health Integration Network)</b> - has been working with its mental health and addictions partners to increase capacity as well as to standardize and coordinate mental health and addiction services across London. This work has been driven by and continues to align to Ontario's Comprehensive Mental Health and Addictions Strategy: Open Minds, Healthy Minds.</p> <p><b>Re: Working to Improve Mental Health and Addictions Services</b></p> <p>May 1, 2019 a communication was sent out to Health system partners announcing the decision of four community mental health and addictions agencies in Thames Valley to explore how a potential integration can improve mental health and addictions services for clients and families.</p> <p>Addiction Services of Thames Valley; Canadian Mental Health Association, Elgin; Canadian Mental Health Association, Middlesex; Canadian Mental Health Association, Oxford; South West Local Health Integration Network</p>
<p>✓ 3.2 Reduce the stigma associated with mental illness and addiction and create a campaign to support connecting people with appropriate services.</p>	<p>Mental Illness and addiction awareness campaigns supported / promoted:</p> <p><b>Bell Let's Talk</b> campaign is an annual awareness campaign and Day (January) driving the national conversation to confront stigma around mental illness.</p> <p><b>Breakfast of Champions</b> is presented by St Joseph's Health Care Foundation in partnership with the Canadian Mental Health Association (CMHA) Middlesex. The event raises awareness and funds to support mental health programs.</p> <p><b>CMHA Mental Health Week</b> is an annual campaign (May) to raise awareness to end stigma associated with mental illness.</p> <p><b>Mental Illness Awareness Week</b> is an annual campaign to educate and increase awareness about mental illness. It takes place every year during the first full week of October.</p> <p><b>National Addictions Awareness Week</b> is an annual campaign held every November by the Canadian Centre on Substance Abuse in partnership with addiction prevention, treatment and recovery organizations across the country.</p> <p><b>Recovery Week</b> is held during the month of September, Canadians in recovery from addiction join in events/activities that build awareness and challenge societal stigma.</p> <p>Connecting people with appropriate services:</p> <p><b>Reach Out</b> - is a 24/7 bilingual information, support and crisis service for those living in London, Middlesex, Oxford and Elgin counties. This service is for people living with mental health and addictions needs – as well as their families, caregivers and health care providers. Reach Out is an example of the commitment of local mental health and addictions agencies to faster, more coordinated access to services. It is a partnership project of Addiction Services of Thames Valley and the Canadian Mental Health Associations of Middlesex, Elgin and Oxford. Reach Out is funded by the South West Local Health Integration Network.</p> <p><b>211 Ontario</b> – is a helpline and website that provides information on and referrals to Ontario's community, social, health-related and government services.</p> <p><b>Help Yourself Through Hard Times</b> – is a guide to basic needs services for London and Middlesex County. It lists services that provide assistance to individuals and families on limited incomes during times of financial hardship. The booklet is updated once a year, and is available for download, or in print form from the <a href="#">City of London</a> or at many social service locations in London.</p>

Strategies	Accomplishments
<p>✓ 3.3 Advocate for extended health and dental benefit programs, including Ontario Drug Benefit and Non-Insured Health Benefit, for a longer period of time for those transitioning off social assistance</p>	<p>Municipalities across Ontario, including the City of London and the Social Services team have advocated with the Provincial government on matters related to employment, social assistance, and Discretionary Benefits.</p> <p>Multiple policy changes made by the Provincial Government have been overturned in 2019 including the planned elimination of the Transition Child Benefit, and planned increases to financial claw-back's on employment earnings for individuals on Ontario Works.</p> <p>Advocacy efforts continue through multiple avenues at the Consolidated Municipal Service Manager level.</p>
<p>✓ 3.4 Expand local no-cost dental programs for Londoners living with low income</p>	<p><b>Health Centres to help deliver new Dental Program for Low-Income Seniors:</b> On April 11, 2019 the Ontario government announced its commitment of \$90 million dollars to support a dental program for low-income seniors so they can access dental care. Seniors with an annual income of less than \$19,300, or senior couples with a combined annual income of less than \$32,300, will qualify for the program, which is scheduled to start in late summer 2019.</p> <p>Community Health Centres and Aboriginal Health Access Centres will deliver the new dental program for seniors in the community. Because Alliance members offer comprehensive primary health care, they can also provide wrap-around services to ensure low income seniors get the care they need – help with transportation, interpretation and connecting them to other health and social services all under one roof. This new investment provides preventative care and will reduce dental visits to hospital emergency rooms. Thanks to the Community Health Centres, the Alliance for Healthy Communities, and Ontario Oral Health Alliance for advocating in support of this new program, Dental Care for Low Income Seniors, as promised by the Provincial government in the 2018 Provincial election.</p> <p><b>SOAHAC Dental Clinic:</b> The SOAHAC Dental Clinic provides FREE dental care to First Nations, Métis, and Inuit (FNMI) adults and children who are covered for services under Non-Insured Health Benefits, Ontario Works, or ODSP. They also provide services to Indigenous (FNMI) children and youth from 0-17 years old who are covered under Non-Insured Health Benefits, Healthy Smiles Ontario, or Children's Aid Society.</p> <p><b>Parkwood Hospital Dental Clinic:</b> The Parkwood Hospital Dental Clinic provides services to all individuals in care at Parkwood Institute. Individuals can continue obtaining services at the dental clinic after release from Parkwood Hospital.</p> <p><b>Dental Outreach Community Services (DOCS):</b> Dental Outreach Community Services (DOCS) host clinics at Western University and in the community. Screening services only in the community with follow up at Western University.</p> <p><b>Healthy Smiles Ontario:</b> Healthy Smiles Ontario provides free dental care for eligible children and youth aged 17 and under. Children, youth and/or families with other insurance are not excluded; however they are required to access their other dental insurance prior to accessing Healthy Smiles Ontario.</p> <p><b>Dental Screening Programs:</b> Mandatory dental screening at all schools in TBDSB and LDSCB for grades JK/SK and Grade 2. These screenings indicate low, medium and high risk. If schools rank in medium risk then a grade 9 screening is added. If schools rank in high risk then screening is done in grades 2, 4, 6, and 8.</p> <p><b>Middlesex London Health Unit:</b> Fluoride varnish program is provided by the LMHU to daycares, JK/SK and is expanding to Indigenous Centres. Dental Preventative Program (dental screening, fluoride, cleaning) is provided at LMHU for anyone up to 17 years of age.</p>
<p>✓ 3.5 Connect primary care providers accepting patients with Londoners who need care and live with low income including primary care</p>	<p><b>Primary Care Services – London Intercommunity Health Centre:</b> Primary care services are provided, within a Health Promotion framework, by a team that includes registered nurses, registered practical nurses, a community dietitian, physiotherapists, nurse practitioners, and physicians. The Health Centre has experience working with people who face barriers to accessing care who have complex health care needs.</p> <p><b>Family Health Teams – London and Middlesex:</b> Family health teams are teams of doctors, nurse practitioners, nurses, social workers, and other health care providers who work together to provide team-based primary care in their communities.</p> <p><b>Southwest Ontario Aboriginal Health Access Centre (SOAHAC):</b> Aboriginal Health Access Centres are innovative, Aboriginal specific, Indigenous informed health care agencies. They provide a combination of health and social services to First Nations, Métis and Inuit communities.</p>

Strategies	Accomplishments
<p>✓ <b>3.6 Working with the South West Local Health Integration Network, use health equity lens to increase access to care for vulnerable people</b></p>	<p>In developing the Integrated Health Service Plan 2016-2019, the SWLHIN worked with individuals using the health system, health service provider leaders and governors, networks, municipal leaders and the public to design a plan that reflects the current needs and directions of the health system.</p> <p>In May 2018 the South West Local Health Integration Network (LHIN) announced a \$1.3 million funding boost from the province which will be used to expand the London InterCommunity Health Centre (LIHC). The goal of the expansion is to enhance equitable and timely access to primary care and further strengthen integration of primary care and other services, leading to easier system navigation and improved patient experience.</p>
<p>✓ <b>3.7 Advocate for the expansion of Community Health Centres<sup>15</sup></b></p>	<p>Health and social service partners worked together to improve support and access to services for French-speaking clients through a Regional Francophone Community Health and Social Services Hub effective June 4, 2018. The hub is an access point and source of information to help clients with service navigation as well as awareness of, and participation in culturally-sensitive activities and services. It is a pilot in London-Middlesex with the potential for expansion to other areas.</p> <p>In May 2018 the South West Local Health Integration Network (LHIN) announced a \$1.3 million funding boost from the province which will be used to expand the London InterCommunity Health Centre (LIHC). The goal of the expansion is to enhance equitable and timely access to primary care and further strengthen integration of primary care and other services, leading to easier system navigation and improved patient experience. Through this expansion, the London Intercommunity Health Centre's services now include:</p> <ul style="list-style-type: none"> <li>• A health clinic for Canadian newcomers, which is located at London's Cross-Cultural Learner Centre (CCLC);</li> <li>• A People in Need of Teams (PINOT) program that helps connect clients who have multiple barriers in receiving healthcare in accessing team-based care with "allied" health professionals, such as social workers, respiratory therapists, footcare nursing, senior supports, systems navigation and physiotherapists;</li> <li>• A new location has been established in East London, as this geographic area has the lowest access to allied healthcare in the City.</li> </ul>



Strategies	Accomplishments
<p>✓ 3.8 Support implementation of proven outreach-based family support program</p>	<p><b>Nurse-Family Partnership (NFP)</b> - is a free home visiting program run by the Middlesex London Health Unit (MLHU) where public health nurses visit young, first-time moms during their pregnancy and the first two years of their child's life.</p> <p><b>Outreach Team ("Street Nursing")</b> - The Middlesex-London Health Unit's Outreach Team participates in locating, engaging, educating, and ultimately linking people to care, treatment and basic needs programs</p> <p><b>Substance Abuse Outreach Program</b> - run by Addiction Service Thames Valley (ADSTV) meets clients within the community, in a mutually agreed upon location, that is comfortable and easily accessible for the client.</p> <p><b>Community Health &amp; Harm Reduction Outreach Program</b> - is a relational engagement strategy to connect priority populations with health education, social services and community resources.</p> <p><b>Health in Housing Initiative</b> - (HiHI) recognizes the need to bring Health Centre programs and services to reach people where they are at in their communities. The Health Centre's services benefit those who might feel isolated, marginalized, and vulnerable due to poverty and other health related factors.</p> <p><b>Integrated HIV/AIDS (Mycare)/Hepatitis C Care Programs</b> - Registered Nurses, Outreach Workers, and Social Workers provide street level and agency outreach, and onsite nursing/social support to people at risk or living with HIV/AIDS/HCV who are facing barriers to access to treatment and are significantly marginalized by poverty, drug addiction, mental health, and housing instability.</p> <p><b>North East London Community Engagement</b> - Supported by the Health Centre, the North East London Community Engagement (NELCE) is a resident-based, action-oriented community group focused on strengthening and improving the community of Northeast London.</p> <p><b>Psychology Services</b> - Psychologists offer psychometric testing and psychological assessment to people with intellectual/cognitive/adaptive impairment. This is an important class of assessment as many Health Centre clients have some form of complex challenges and may need social assistance.</p> <p><b>Seniors Wrap-Around Program</b> - This program supports isolated Canadian-born, immigrant, and francophone seniors.</p> <p><b>Social Work Services</b> - Social Workers provide services to individuals, couples, families, and groups in the form of instrumental supports, counselling, crisis intervention, therapy, advocacy, and coordination of resources.</p> <p><b>System Navigation Services</b> - System Navigators offer intake services for new clients and provided a comprehensive assessment of their strengths, capacities and needs across the social and physical determinants of health. They assist clients in navigating the broader health and social systems by providing information and supports to access resources that they need.</p> <p><b>Youth Outreach Services</b> - In various community settings in North East and East London, the Youth Outreach Workers (YOW) work together with youth, ages 12-21, to build their resiliency and skills.</p>
<p>✓ 4.1 Build a culture of practice around effective implementation of the Housing First approach</p>	<p>Homelessness begins in a home, in a neighbourhood, in our communities. The lasting or permanent solution to preventing and ending homelessness is housing with support. It has been the historical and often current practice, that individuals and families experiencing homelessness were expected to address the issues that led to their homelessness, such as addiction, trauma and mental illness, before they were housed.</p> <p>London's Homeless Prevention System focuses on: Securing Housing; Housing with Support; Housing stability; and Shelter Diversion. The priority of a Housing First approach is to move individuals and families experiencing homelessness quickly into housing with supports and then begin to work on the issues that contributed to their homelessness from the stability and safety of their own home.</p> <p>A Housing First or Housing with Support approach assists individuals and families by seeking out and supporting the right housing, at the right time, with the right level of support to develop lasting housing stability.</p> <p><b>City of London</b> - There are six Housing First programs in London supporting individuals experiencing chronic homelessness, youth, street involved sex workers, families, and individuals involved in the justice system. Over 400 individuals and families have solved their experience of homelessness in the last five years through the support of Housing First programs.</p> <p><b>CMHA Middlesex</b> - In June 2017 CMHA conducted an external review of their Housing First Program. The major finding from the evaluation was that the CMHA Housing First program is functioning very well relative to performance standards of Housing First programs in other jurisdictions.</p>




Strategies	Accomplishments
<p>✓ 4.2 Engage landlords in keeping more people housed</p>	<p><b>Landlord Engagement Toolkit: A Guide to Working with Landlords in Housing First Program</b>  This toolkit was developed in collaboration with a diverse group of stakeholders from 24 different organizations from communities across Canada. It is meant to be a practical “how to” guide to working with landlords in the context of a Housing First program. It will help program providers build effective, lasting relationships with landlords.</p> <p><b>RentSmart Ontario Training</b> - A consortium of five agencies providing housing services in Niagara came together to deliver the RentSmart curriculum to all Ontarians, an interactive education and support program designed to increase housing stability through successful tenancies for both tenant and landlord across the province. The Region of Niagara supported a pilot program which was the first of its kind in Ontario and provided the potential to lead the provincial rollout of the program model and initiate the development of a RentSmart Ontario training and support network. RentSmart Ontario is part of a national initiative led by Rent Smart Education and Support Society. RentSmart Ontario provides education and support to tenants and landlords with the goal of successful tenancies. RentSmart training is now being provided in the City of London in partnership with the London Property Management Association (LPMA) and London Middlesex Community Housing (LMCH) to educate tenants and landlords.</p> <p><b>London Cares Homeless Response Services</b> - Housing Selection Workers identify private-market landlords and property groups interested in making apartments available to individuals experiencing homelessness.  By participating in this program, landlords are supported by the Housing Selection Workers to ensure 24/7 response is available to the tenant, landlord and extended community.</p> <p><b>CMHA Middlesex Housing First program</b> – employs a housing selection worker whose role is to engage landlords. CMHA Middlesex is also participating in a 3-year pilot project – NO FIXED ADDRESS – finding housing for individuals on the psychiatric floors who would otherwise be discharged from LHSC or Parkwood to homelessness.</p> <p><b>Help Yourself Through Hard Times</b> is a guide to basic needs services for London and Middlesex County. It lists services that provide assistance to individuals and families on limited incomes during times of financial hardship. The booklet is updated once a year, and is available for download, or in print form from the City of London or at many social service locations in London.</p> <p><b>The London Homeless Coalition (LHC)</b> exists to advise, shape and coordinate community responses to homelessness, and related needs to the London area. The LHC is an open network of individuals interested in the issue of homelessness in London, Ontario. Anyone may attend and participate in Homeless Coalition meetings. The Coalition is led by a Steering Committee, which is an annually elected body, to which anyone can self-nominate.  The London Homeless Coalition has 5 priority focus areas including:  Affordable Housing Crisis – to include the following actions:  - Supporting measures that tangibly reduce poverty  - Building relationships with landlords  - Defining what ‘affordable’ housing is</p>
<p>✓ 4.3 Invest in housing allowances to support flexible, permanent housing stability for individuals and families</p>	<p><b>CMHA Middlesex</b> receives rent supplements from the Ministry of Health. In recent years CMHA received 2015/2016 = 19; 2016/2017 = 17; and 2017/2018 = 16 new rent supplements with the addition of some staffing from the LHIN for support within housing.  2018/2019 Housing Allowances – City of London provided an additional \$1.6M over 4 years to support additional housing allowances &amp; supplements.</p> <p><b>The National Housing Strategy</b> was announced in November 2017 which our community advocated strongly for. The National Housing Strategy is the largest and most ambitious federal housing program in Canadian history. Over the next decade, it will invest \$55+ billion to build stronger communities and help Canadians across the country access a safe, affordable home. As a component of the National Housing Strategy, the federal government committed to introducing a new \$4 billion Canada Housing Benefit (CHB) that would provide affordability support directly to families and individuals in housing need. At the time, the government estimated that once fully enacted in 2020, the Benefit would deliver an average of \$2,500 per year to eligible households.</p>



Strategies	Accomplishments
<p>✓ 4.4 Implement strategies that assist in housing women at risk of or experiencing homelessness</p>	<p><b>Street Level Women at Risk (SLWAR)</b> uses a Housing Stability approach to assist women who are experiencing homelessness and involved in street level sex work to secure permanent housing with supports. SLWAR is a collaboration of 24 organizations working to provide housing and supports to street-level sex workers. London's Community Plan Regarding Street Level Women at Risk focuses on addressing the housing, exit strategies, health and well-being of women who are involved in street-involved sex work, and/or trading sex for food, drugs or a place to stay. The Community Plan is grounded in the lived experience of street-involved women, and feedback from London service providers. A "Housing First" approach is the underlying approach of the Plan.</p> <p><b>Homes4Women London</b> was a two-year pilot project to provide housing for women in London who are experiencing homelessness. This pilot project took place between 2015 – 2017. Homes4Women was funded by the London Community Foundation. The program delivery partners were Women's Community House, Canadian Mental Health Association – Middlesex: My Sister's Place, and the Healthzone Nurse Practitioner Led Clinic.</p> <p><b>CMHA</b> began a new supportive housing program in July 2017. A partnership was formed to take on 29 units in a building plus one for a staff office. The program provides affordable housing for women experiencing homelessness, trauma, mental health, addictions, etc.</p> <p><b>Anova</b> provides short-term accommodation for women along with other supports, such as counselling, meals, recreation and emergency transportation. Second Stage Housing is a rent-geared-to-income 25-unit apartment complex in South London offering housing to women and children who require safe, medium security housing.</p> <p><b>Atlohsa Family Healing Services</b>  <b>Zhaawanong Women's Shelter</b> provides 24-hour emergency shelter for Indigenous women and their children who are at risk of violence and/or homelessness.  <b>St. George Street Transitional Housing</b> is an 11-unit apartment building that houses women and their children to support their transition to safe and secure housing. St. George Street transitional housing units provide shelter for up to one year in a safe, supportive communal living environment.</p> <p>While Atlohsa does not provide long-term housing, staff can help with providing information and necessary applications for Native housing.</p> <p><b>Rotholme Family Shelter</b> primarily accommodates families (two parent and single parent families, both male and female led). There is accommodation for approximately twenty families. The length of stay varies from one day up to thirty days.</p> <p><b>The London Homeless Coalition (LHC)</b> - exists to advise, shape and coordinate community responses to homelessness, and related needs to the London area. The LHC is an open network of individuals interested in the issue of homelessness in London, Ontario.</p> <p>The London Homeless Coalition has 5 priority focus areas including:  Women's Homelessness and Housing – to include the following actions:</p> <ul style="list-style-type: none"> <li>- Gender-based analysis of homelessness</li> <li>- Identify hidden factors related to women's homelessness</li> <li>- Diversify safe and affordable housing options for single women and women who are parenting and caregivers</li> </ul>

Strategies	Accomplishments
<p>✓ 4.5 Implement strategies that support housing youth at risk of or experiencing homelessness</p>	<p><b>Youth Opportunities Unlimited (YOU)</b> - The YOU Emergency Youth Shelter follows Housing First principles to ensure that all youth get what they need urgently – a safe place to sleep, eat and shower. Youth have access to trained staff who support them in accessing services to find long-term stable housing and address the underlying causes of homelessness. The YOU Emergency Youth Shelter gives YOU staff the opportunity to meet youth who need help sooner, meeting their immediate needs and providing a safe and supportive environment as YOU helps youth access housing, education, health care, employment and more.</p> <p>City of London provided \$2.2 M to build and operate a housing first emergency shelter for youth and an additional \$500K annually to operate – provide life skills</p> <p><b>CMHA</b> operates a transitional shared living program for youth offering a moderate level of support. CMHA also operates an 8 unit transitional supportive apartment program for youth.</p> <p><b>Project Home</b> is a housing stability/housing first program which is rooted in the City of London, Homeless Prevention System. Project Home focuses on housing and supporting adults and youth who have experienced chronic and persistent homelessness.</p> <p><b>Youth for Christ – Downtown Hub</b> - The Downtown Hub exists to be a consistent resource meeting the physical, social, emotional, and spiritual needs of at-risk youth in London. The goal is to provide a safe and consistent place for at-risk youth (16-25 years) to come to receive food, basic needs, support, advocacy, and a sense of community.</p> <p><b>Youth for Christ –Streetlight Mobile Youth Centre</b> - Streetlight aims to meet the physical, social, emotional and spiritual needs of at-risk youth in London. The goal is to provide a safe space for at-risk youth (16-26 years) to receive food, basic needs, advocacy and a sense of community.</p> <p><b>The London Homeless Coalition (LHC)</b> exists to advise, shape and coordinate community responses to homelessness, and related needs to the London area. The LHC is an open network of individuals interested in the issue of homelessness in London, Ontario.</p> <p>The London Homeless Coalition has 5 priority focus areas including:  Youth Homelessness and Prevention – to include the following actions:</p> <ul style="list-style-type: none"> <li>- Advocating for housing opportunities</li> <li>- Awareness and education for the community</li> <li>- Supporting member organizations through transition time</li> <li>- Addressing the youth to adult service cliff</li> </ul>
<p>✓ 4.6 Leverage funding and invest in the regeneration of existing London and Middlesex Housing Corporation properties</p>	<p>City Council enhanced investments to support the regeneration of social housing to a total of \$750,000. This was approved in the 2016-2019 multi-year budget.</p>
<p>✓ 4.7 Continue to implement London’s Homeless Prevention and Housing Plan<sup>16</sup> which includes increasing the stock of affordable housing and supportive housing</p>	<p><b>Housing Stability Action Plan – Housing Stability for All</b> - The City of London’s 2019-2024 Housing Stability Action Plan sets a new direction for the collective work of the community. The Plan sets a vision of Housing</p> <p>This five-year plan will call on all services, sectors, governments and residents to work collaboratively to prioritize and distribute actions that will have the greatest impact on addressing the rapidly changing and complex housing stability needs of individuals and families. The 2019-2024 Housing Stability Action Plan will help us to continue the work already being done to ensure every Londoners has a place to call home.</p> <p>Now that the City of London has a new community driven “Housing Stability for All Plan”, approved by Council and reviewed by the Province, there is a new set of deliverables that align with the City’s needs, Council’s strategies, and the recently approved budget. As part of the Stability Plan, there is a commitment to regular community reporting. A community report was submitted in January 2020 and another report is expected to be submitted in April or May 2020.</p>



Strategies	Accomplishments
<p> <b>4.8 Increase physical accessibility in affordable housing</b></p>	<p><b>Universal Design for New Housing Units</b> - Universal design creates housing accessible to those with disabilities. It also lets people stay in their homes as their circumstances change, without expensive renovations. Because a well-designed accessible unit doesn't look different from a standard unit, it appeals to those who need special features and to those who don't. Universal Design for new housing units was introduced by the Canada Mortgage and Housing Corporation (CMHC) and has been incorporated by the Housing Development Corporation (HDC) in London on new construction builds being mindful of our changing demographics.</p> <p><b>March of Dimes Canada (MODC)</b> - MODC's Home &amp; Vehicle Modification Program provides funding for basic home and/or vehicle modifications, and is intended to assist permanent Ontario residents with a substantial impairment expected to last one year or more, with their disability management. By reducing or eliminating life safety risks, these modifications enable children and adults with mobility restrictions to continue living in their homes.</p> <p><b>Housing Stability For All: The Housing Stability Action Plan for the City of London (2019-2024)</b>  The Housing Stability Action Plan (Plan) defines the current environment and future needs of London and area. The Plan sets the new direction for the collective work of the community to address housing stability.  Strategic Area of Focus 2: Create More Housing Stock  Strategic Initiative 2.3: Increase supportive and specialized housing options.  2.3.a. Develop a supportive and specialized housing model based on unique needs and local priorities.  2.3.b. Work across sectors and systems to create supportive housing solutions for individuals and families at risk of or experiencing homelessness.</p>
<p> <b>4.9 Support mixed income and intensification housing development policies to avoid creating large areas with low-income housing</b></p>	<p><b>The London Plan</b> - is a 20-year plan that sets out the vision, principles, priorities, strategies, policies and directions to the year 2035. It should be recognized that the Plan is not intended to necessarily reflect the use, intensity or form of development that currently exists today, but rather is intended to plan for what is envisioned over the next 20 years. The need to update the Plan will be reviewed within the first ten years and every five years thereafter to ensure that it is in keeping with changes in the social, economic and environmental context of the city. The Plan was last consolidated November 13, 2019.</p> <p><b>Homelessness Prevention and Housing:</b> for the purposes of The London Plan, providing accessible and affordable housing options for all Londoners is an important element of building a prosperous city.</p> <p><b>Affordable Housing Community Improvement Plan (CIP)</b> - Development of the Affordable Housing Community Improvement Plan (CIP) was directed by Council in June 2019, in coordination with other related affordable housing initiatives, including a broader "Affordable Housing Development Toolkit" and the update to the Housing Stability Plan. The City continues to seek input on the tools of the draft Toolkit and the draft Affordable Housing Community Improvement Plan.</p> <p><b>Strategic Plan for the City of London (2019-2023)</b> - sets the direction for the future. It identifies City Council's vision, mission, values and strategic areas of focus. It also identifies the specific outcomes, expected results, and strategies that Council and Civic Administration will deliver on together.</p>

Strategies	Accomplishments
	<p><b>Housing Stability For All: The Housing Stability Action Plan for the City of London (2019–2024)</b>  The Housing Stability Action Plan (Plan) defines the current environment and future needs of London and area. The Plan sets the new direction for the collective work of the community to address housing stability.  We need far more affordable housing stock in our community. The shortage of safe, affordable housing options is impacting the stability and health of people across our community.  Strategic Area of Focus 2: Create More Housing Stock  Strategic Initiative 2.1: Retain existing and create new affordable housing stock.  2.1.a. Work with the private market to retain existing affordability in rental market units.  2.1.b. Develop publicly owned and available lands for affordable housing.  2.1.c. Implement tools, policies, and programs (the municipal housing toolbox) to create new affordable housing through a Community Improvement Plan (CIP), zoning bylaw update, inclusionary zoning (IZ), bonusing, secondary units, etc.  2.1.d. Invest in affordable housing through development charges (growth paying for growth) through the creation of a community benefits charge and municipal assessment growth policy.  2.1.e. Explore opportunities to stimulate new affordable housing through government legislation.</p> <p><b>Housing Development Corporation, London (HDC):</b> The HDC centralizes the knowledge, skills, expertise, and tools required to support sustainable housing development, inclusive of affordable housing, throughout London and Middlesex. The mandate of HDC is to stimulate the development and sustainability of affordable housing throughout London and Middlesex.</p>
 <b>4.10 Enhance community safety in social housing</b>	<p>The City continues to focus on supporting housing providers in maintaining buildings in proper condition for the health and safety of residents. The City is finalizing the Building Condition Assessment and Reserve Fund Analysis studies for all of the community's social housing providers.</p> <p>The City has also implemented a Social Housing Sustainability Pilot to provide capital funding to support the energy efficiency upgrades of social housing providers.</p> <p>In July 2018, London Middlesex Community Housing (LMCH) issued a tender for:</p> <ul style="list-style-type: none"> <li>• proposed design of exterior lighting fixtures to enhance the safety / security and lighting aesthetic, as well as to reduce hydro consumption on 7 family town home sites within the city of London</li> <li>• proposed design of exterior lighting fixtures to enhance the safety / security and lighting aesthetic, as well as to reduce hydro consumption on 15 high rise sites within the city of London</li> <li>• proposed services for a complete solution to design, supply and install a new surveillance system at 39 Tecumseh Ave, London</li> </ul> <p>In September 2019, the Ontario Government changed regulations enabling community housing providers to ban tenants who had committed “serious crimes” from returning to a social housing unit for up to five years. The government wants to stop dangerous activity in community housing and enhance the safety of the tenants.</p>



Strategies	Accomplishments
<p>✓ 4.11 Create a coordinated response with supports and protections for vulnerable people living in the community</p>	<p><b>Coordinated Informed Response</b> – London’s Coordinated Informed Response works together with multiple service areas and organizations. This caring and compassionate response aims to support individuals who are street involved, sleeping rough and urban camping in finding safe alternative solutions focused on housing.</p> <p><b>By-Name List and Coordinated Access</b> - A By-Name List includes everyone currently experiencing homelessness in the community who has consented to share their information. The Coordinated Access List is a subset of the By-Name List that includes those that are active, eligible and interested in the housing support resources offered through the community’s Coordinated Access system. In April 2019, the Coordinated Informed Response began as a fulltime initiative. A City funded, coordinated, cross-functional team was put into place.</p> <p><b>London’s Homeless Prevention System</b> - focuses on: Securing Housing; Housing with Support; Housing Stability; and Shelter Diversion.</p> <p><b>Housing First</b> - The priority of a Housing First approach is to move individuals and families experiencing homelessness quickly into housing with support and then begin to work on the issues that contributed to their homelessness from the stability and safety of their own home.</p> <p><b>Behavioural Response Team – LHSC</b> - The Behavioural Response Team program is an assessment and consultation service for older adults presenting with responsive behaviours related to dementia, mental health or addiction. This service will provide quick assessment and support to individuals in the community or residential care.</p> <p><b>London’s Community Plan Regarding Street Level Women at Risk</b> - focuses on addressing the housing, exit strategies, health and well-being of women who are involved in street-involved sex work, and/or trading sex for food, drugs or a place to stay. The Community Plan is grounded in the lived experience of street-involved women, and feedback from London service providers. The Street Level Women at Risk Program is a collaboration of 24 organizations working to provide housing and supports to street-level sex workers.</p> <p><b>London Connectivity Situational Table</b> - In 2018 the London Police Service formed the London Connectivity Situational Table which provides a multi-partnership approach to wrap services around individuals at acute risk. Representatives from more than 20 local agencies meet once a week to better assess an individual’s needs and provide the best support.</p> <p><b>Project Home</b> - is a housing stability/housing first program which is rooted in the City of London, Homeless Prevention System. Project Home focuses on housing and supporting adults and youth who have experienced chronic and persistent homelessness.</p> <p><b>Resting Spaces</b> - Through the implementation of Resting Spaces, 20 daytime and overnight resting spaces have been made available to individuals experiencing homelessness who are demonstrating in-the-moment unpredictable and disruptive behaviours related to their substance use, mental health, and trauma that limits their eligibility to receive services.</p>
<p>✓ 4.12 Continue to support the evolution of emergency shelters to improve diversion, rapid housing, and specialization</p>	<p><b>Housing Stability for All: The Housing Stability Action Plan for the City of London</b> The Housing Stability Action Plan 2019-2024 (Plan) defines the current environment and future needs of London and area. The Plan sets the new direction for the collective work of the community to address housing stability. This Plan calls on all services, sectors, governments, and residents to address the rapidly changing and complex housing stability needs of individuals and families.</p> <p><b>London’s Emergency Shelters Progress Report: 2011-2016</b> - examines the use of London’s emergency shelters between 2011 and 2016. The analysis of billing data over this six-year period provided an opportunity to consider trends in emergency shelter use in London.</p> <p><b>Rotholme Shelter Diversion Initiative</b> - Lawson Health Research Institute, Western University, City of London, and Mission Services of London, Ontario, partnered on the Prevention of Homelessness Among Families (PHAF) project to assess the effectiveness of a shelter diversion pilot-program at Rotholme Women’s and Family Shelter (Mission Services). Rotholme’s shelter diversion program aims to divert family homelessness by working with families to maintain stable housing prior to eviction. In November 2019, the London Community Foundation announced a \$250,000 Community Vitality Grant to Mission Services in support of Rotholme Women’s &amp; Family Shelter’s Prevention of Homelessness Among Families (PHAF) Program.</p> <p><b>Point-in-Time Homeless Count</b> - There have been four enumeration events held in the City of London. During the most recent enumeration event, which occurred in 2018, 73 community volunteers and 20 team leaders from homeless serving agencies surveyed 406 individuals and families experiencing homelessness in 15 locations in London.</p>


Strategies	Accomplishments
<p> <b>4.13 Expand the capacity of the Housing Stability Bank, which provides emergency rental and utility assistance</b></p>	<p>The Housing Stability Bank offers financial assistance to low income Londoners to obtain and retain their housing and offers financial assistance to those at risk of homelessness to remain housed.</p> <p>All Housing Stability Bank loan application eligibility appointments completed as of April 1, 2018 were eligible for 50% loan forgiveness. To receive the 50% loan forgiveness, applicants were required to repay 50% of their loan (following which, the remaining 50% was forgiven). All Housing Stability Bank loan applications made prior to April 1, 2018 will remain owing per the original terms of the Applicant's loan arrangements.</p> <p>Rental Assistance - provides interest-free loans to assist with rental arrears, first month's rent (ODSP recipients only) and/or last month's rent.</p> <p>Emergency Utility Assistance - provides grants (until grants are exhausted annually) or interest-free loans to assist with utility arrears pertaining to gas, electricity or water. In May 2018, the Emergency Utility Assistance Program transitioned from a Limited-Time Grant Program to an Interest-Free Loan Program.</p> <p>Ontario Electricity Support Program - assists with the completion of applications to the Ontario Electricity Support Program.</p> <p>Money Coach Services - provides one-to-one coaching regarding financial matters such as budgeting, banking, direct deposits, credit and debit management, benefit entitlement, completing applications, and more.</p> <p>Connections and Referrals to Community Resources - provides relevant connections to community services.</p>
<p> <b>4.14 Expand supportive housing approaches for people with disabilities</b></p>	<p><b>Canadian Mental Health Association-Middlesex (CMHA)</b> - CMHA has increased support in housing first, has added a new supportive apartment program for women who have experienced trauma and violence, has piloted a transitional eating disorders residence, piloted a transition care home in partnership with London Health Sciences Centre and Parkwood Hospital and is involved in a 3 year Lawson research study – No Fixed Address version 2 – where CMHA provides a housing selection worker in the hospital to find housing and prevent discharge to homelessness (as of March 2018 they housed 120 individuals)</p> <p><b>Homes Unlimited</b> - Homes Unlimited (London) Inc. is a non-profit corporation formed in 1972 to provide affordable rental housing primarily for families of modest income. The corporation, and its sister organization Odell-Jalna Residences of London Ontario, own and operate 540 affordable, well-maintained housing units in nine locations. The properties are a mix of townhomes and apartments. Some accessible units are available at each location.</p> <p><b>Indwell</b> - Indwell is a Christian charity that creates affordable housing communities that support people seeking health, wellness and belonging. Indwell is Ontario's largest developer of new affordable housing with supports. In 2019, Indwell brought its transformational supportive housing model to London.</p> <p>In February 2019, Indwell finalized the purchase of Woodfield Gate, a new affordable housing building at 356 Dundas Street in downtown London. The new tenants include people who face challenges accessing quality housing, often due to mental health and other disabilities. The building opened in July 2019 and is now home to 69 individuals. London Community Foundation helped to fund the building's construction and provided a low interest loan to Indwell to purchase it from the developer.</p> <p>Indwell is partnering with the Mental Health Care Program at St. Joseph's Health Care London and the Canadian Mental Health Association-Middlesex to identify and welcome new tenants who are seeking supportive housing to continue their journey toward wellness. Indwell is working with neighbourhood groups, civic partners, and a growing community of donors to develop much-needed solutions for our community's housing crisis. Indwell is establishing a regional office in London and plan to create more affordable housing communities in London and southwestern Ontario.</p> <p>Indwell is also working on the development of the site of the former Embassy Hotel at Dundas and English into a three-storey, mixed used project. Indwell is currently in the planning stage of the project.</p>



Strategies	Accomplishments
<p> <b>4.15 Connect with healthcare to work with older adults with complex needs to develop attainable housing strategies responsive to their needs, creating spaces for those who are residing in hospital or do not qualify for long term care</b></p>	<p><b>Housing Stability For All: The Housing Stability Action Plan for the City of London (2019–2024)</b>  The Housing Stability Action Plan (Plan) defines the current environment and future needs of London and area. The Plan sets the new direction for the collective work of the community to address housing stability.  Strategic Area of Focus 3: Provide Housing Supports  Strategic Initiative 3.2: Implement coordinated access to mental health and addictions services and supports  Action 3.2b: Strengthen partnerships with the health sector to provide opportunities for continuity of care in the community</p> <p><b>Age Friendly London Action Plan (2017-2020)</b> - The Age Friendly London Action Plan represents the combined vision of older adult community members, service providers, organizations, working group Chairs, and City champions. The purpose of this plan is to guide the work to improve age friendliness in London. The Plan is comprised of eight focus areas, one of which is housing with a focus on “aging in place”.</p> <p><b>Cheshire Independent Living Services</b> - Cheshire is a non-profit, government funded organization that works to enable adults with significant physical disabilities and frail seniors to live actively, independently and with dignity in their own community. The majority of their services are provided through two programs which are funded by the Ministry of Health and Long-Term Care: Community Assisted Living and Attendant Outreach Services.</p> <p><b>Indwell</b> - Indwell is a Christian charity that creates affordable housing communities that support people seeking health, wellness and belonging. Indwell is Ontario’s largest developer of new affordable housing with supports. In 2019, Indwell brought its transformational supportive housing model to London.  In February 2019, Indwell finalized the purchase of Woodfield Gate, a new affordable housing building at 356 Dundas Street in downtown London. The new tenants include people who face challenges accessing quality housing, often due to mental health and other disabilities. The building opened in July 2019 and is now home to 69 individuals. London Community Foundation helped to fund the building’s construction and provided a low interest loan to Indwell to purchase it from the developer.</p> <p>Indwell is partnering with the Mental Health Care Program at St. Joseph’s Health Care London and the Canadian Mental Health Association-Middlesex to identify and welcome new tenants who are seeking supportive housing to continue their journey toward wellness. Indwell is working with neighbourhood groups, civic partners, and a growing community of donors to develop much-needed solutions for our community’s housing crisis. Indwell is establishing a regional office in London and plan to create more affordable housing communities in London and southwestern Ontario.</p> <p>Indwell is also working on the development of the site of the former Embassy Hotel at Dundas and English into a three-storey, mixed used project. Indwell is currently in the planning stage of the project.</p>
<p> <b>4.16 Partner with Indigenous community to create housing plan</b></p>	<p>The City of London has supported the development of a community driven, Indigenous-led housing and homelessness plan – the Giwetashkad Indigenous Homeless Plan by Atlohsa Family Healing Services. This plan represents culturally sensitive perspectives of community members with lived and/or living experience and sets out a vision of home as a place of safety and belonging for all peoples. The City has received the draft version of this plan and is continuing to support this process.</p> <p><b>The London Homeless Coalition (LHC)</b>  The London Homeless Coalition (LHC) exists to advise, shape and coordinate community responses to homelessness, and related needs to the London area. The LHC is an open network of individuals interested in the issue of homelessness in London, Ontario. Anyone may attend and participate in Homeless Coalition meetings. The Coalition is led by a Steering Committee, which is an annually elected body, to which anyone can self-nominate.</p> <p>The London Homeless Coalition has 5 priority focus areas including:  Supporting Our Community in Increased Understanding of Indigenous Homelessness – to include the following actions:  - Community engages with the definition of Indigenous Homelessness  - Understanding the commodification of housing and land and the “Push” out of spaces  - Understanding ‘regional’ specifics of Indigenous homelessness</p>

Strategies	Accomplishments
<p>✓ 4.17 Coordinate available supports for people transitioning between housing options</p>	<p><b>Coordinated Informed Response – City of London</b> - London's Coordinated Informed Response works together with multiple service areas and organizations to support individuals who are street involved, sleeping rough and urban camping in finding safe alternative solutions focused on housing.</p> <p>A 16-week pilot project ran for five months in 2018 known as The Core Area Informed Response. It focused on strategies to address the issues causing public concern and studied the situation to better understand what was happening, collect data and strengthen the Informed Response in the future. With the results of the evaluation, and knowledge gained by working in an integrated pilot program, strategies and actions were applied in forming a more committed initiative to better serve the needs in London.</p> <p>In April 2019, the Coordinated Informed Response began as a fulltime initiative. A City funded, coordinated, cross-functional team was put into place.</p> <p><b>By-Name List and Coordinated Access</b> - A By-Name List includes everyone currently experiencing homelessness in the community who has consented to share their information. The Coordinated Access List is a subset of the By-Name List that includes those that are active, eligible and interested in the housing support resources offered through the community's Coordinated Access system. A Priority List is a subset of the Coordinated Access List that identifies those with the highest priority for matching to an available housing resource.</p> <p><b>London's Homeless Prevention System</b> - focuses on: Securing Housing; Housing with Support; Housing Stability; and Shelter Diversion. Housing First - The priority of a Housing First approach is to move individuals and families experiencing homelessness quickly into housing with support and then begin to work on the issues that contributed to their homelessness from the stability and safety of their own home. "A Housing First or Housing with Support approach assists individuals and families by seeking out and supporting the right housing, at the right place, with the right level of support to develop lasting housing stability."</p> <p>Providing Housing Supports is a strategic area of focus within the 2019-2024 Housing Stability Action Plan. City of London funds seven Housing First programs that provide intensive case management, housing finding and housing stability supports, primarily to chronically homeless individuals with high acuity. Limited housing stability support exists for individuals only requiring light or moderate support, representing a significant gap in the housing stability system. An opportunity exists to rapidly house lower and moderate acuity individuals thereby significantly reducing the number of individuals experiencing homelessness in London.</p> <p>The City of London, Homeless Prevention requested proposal submissions from experienced and qualified proponents to provide the following Housing Stability Services and included two representatives from the</p> <p>London Homeless Coalition Steering Committee to serve on the RFP Evaluation Team:</p> <p>a) Rent Stability Program: The Rent Stability Program is designed to serve low acuity individuals and families experiencing homelessness. Lower acuity participants that do not require the level of housing stability support provided by Rapid Rehousing and Housing First programs, are eligible for enrollment into the Rent Stability Program where they are provided with light support to achieve financial sustainability and housing stability.</p> <p>b) Rapid Rehousing Program: The Rapid Rehousing Program is designed to serve moderate acuity individuals and families experiencing homelessness. Moderate acuity participants that do not require the level of housing stability support provided by Housing First programs, are eligible for enrollment into the Rapid Rehousing Program where they are provided with moderate case management support to achieve financial sustainability and housing stability. Rapid rehousing is time limited, facilitating households to move quickly out of homelessness and back into the community, where broader resources are available. Connecting participants to services and supports to address ongoing needs is critical to the long-term success of formerly homeless families.</p> <p>c) Housing Identification Program: The Housing Identification Program is designed to serve individuals and families experiencing homelessness that are enrolled into a Rent Stability Program or Rapid Rehousing Program. The Housing Identification Program staffing may include Housing Finders and Landlord Liaisons. Housing Finders establish and maintain relationships with landlords; build and maintain a housing stock; and support program participants in finding and securing housing. The Landlord Liaisons' role is to facilitate successful tenancy by monitoring rent payment and providing timely tenancy issue resolution support. The above division of responsibilities are suggestions only and can be modified as needed.</p> <p><b>Housing Stability For All: The Housing Stability Action Plan for the City of London (2019 – 2024)</b></p> <p>The Housing Stability Action Plan (Plan) defines the current environment and future needs of London and area. The Plan sets the new direction for the collective work of the community to address housing stability.</p> <p>Strategic Area of Focus 4: Transform the Service System</p> <p>Strategic Initiative 4.1: Redesign and implement a new housing system to better help individuals and families avoid homelessness and achieve housing stability</p> <p>Strategic Initiative 4.2: Use data to drive decision-making to respond in real-time to the housing stability needs of individuals and families</p>

Strategies	Accomplishments
<p> <b>4.18 Implement strategies to assist with start-up costs of housing (furniture, moving, household items)</b></p>	<p><b>Ontario Works Directives</b> -7.5 Housing-Related Benefits (as of February 2017) - Housing-related benefits are discretionary and are provided on a case-by-case basis at the discretion of the Administrator. Moving Expenses are a non-health-related discretionary benefit. The Administrator may approve payments to cover the cost of moving household furniture and personal effects from one place of residence to another.</p> <p><b>Impact Junk Solutions – Furniture Bank</b> - is primarily for people getting housed after experiencing homelessness. Furniture packages for an individual or couple (8 items) or a family (up to 14 items) are available. A fixed price of \$150 to \$225 is billed to agency or OW Discretionary Benefits. The idea is to offer free furniture to the client, while covering Impact Junk operating costs.</p> <p><b>Housing Stability Bank</b> - The Housing Stability Bank offers loans for rent arrears, first and last month's rent and utility arrears to support low-income Londoners.</p>
<p> <b>4.19 Encourage organizations (e.g. faith organizations, social entrepreneurs) to invest in attainable housing to increase housing supply</b></p>	<p><b>National Housing Strategy (NHS) and Canada Mortgage and Housing Corporation (CMHC)</b> Canada's first-ever National Housing Strategy was released in 2018. This \$55+ billion, 10-year plan will strengthen the middle class, cut chronic homelessness in half and fuel our economy. Most importantly, it will give more Canadians across the country a place to call home. Through the NHS, the federal government is bringing together the public, private and non-profit sectors to re-engage in affordable housing. Using a mix of funding, grants and loans, the strategy will create affordable, stable and livable communities. It will also create new opportunities for the federal government to innovate through partnerships with the community housing sector, co-operative movement, private sector, and research community.</p> <p><b>Housing Development Corporation (HDC)</b> - The HDC centralizes the knowledge, skills, expertise, and tools required to support sustainable housing development, inclusive of affordable housing, throughout London and Middlesex. HDC engages in a full range of services including development, new financial instruments, land acquisition and sale, affordable housing consultation and promotion with all partners and sectors.</p> <p><b>Indwell</b> - is a Christian charity that creates affordable housing communities that support people seeking health, wellness and belonging. Indwell is Ontario's largest developer of new affordable housing with supports. In 2019, Indwell brought its transformational supportive housing model to London.</p> <p>In February 2019, Indwell finalized the purchase of Woodfield Gate, a new affordable housing building at 356 Dundas Street in downtown London. The new tenants include people who face challenges accessing quality housing, often due to mental health and other disabilities. The building opened in July 2019 and is now home to 69 individuals. London Community Foundation helped to fund the building's construction and provided a low interest loan to Indwell to purchase it from the developer.</p> <p>Indwell is partnering with the Mental Health Care Program at St. Joseph's Health Care London and the Canadian Mental Health Association-Middlesex to identify and welcome new tenants who are seeking supportive housing to continue their journey toward wellness. Indwell is working with neighbourhood groups, civic partners, and a growing community of donors to develop much-needed solutions for our community's housing crisis. Indwell is establishing a regional office in London and plan to create more affordable housing communities in London and southwestern Ontario.</p> <p>Indwell is also working on the development of the site of the former Embassy Hotel at Dundas and English into a three-storey, mixed used project. Indwell is currently in the planning stage of the project.</p> <p><b>Habitat for Humanity</b> - Since its inception in 1993, the local chapter of Habitat for Humanity has built 80 homes across the region. In March 2019, two homes were completed as part on the non-profit's Manor project in London, where other homes have also been built on the site of the now-demolished Manor and Highland Park public school. The organization broke ground on two more homes on the same street in May 2019. Habitat for Humanity has embarked on 7 builds in the region in 2020. Due to COVID-19, 3 of the builds are temporarily on hold. Habitat also manages 7 ReStores in the region providing donated furniture, appliances, and building materials at an affordable price.</p> <p><b>London Affordable Housing Foundation</b> - The London Affordable Housing Foundation (LAHF) is a non-profit group of faith-based partners committed to making safe, affordable housing possible for people and families facing economic barriers to housing. They primarily use their funds for the purchase of land, which constitutes their single biggest expense. After securing lands for development, the foundation then seeks partnerships with governments and assistance from donors to fund the construction of affordable housing units.</p> <p><b>London Community Foundation (LCF)</b> - In response to London's growing housing crisis, the London Community Foundation has doubled its financial assistance to \$17 million to support the creation of affordable housing. For the past six years, LCF has demonstrated its leadership in this space through its Social Impact Fund – a \$10 million revolving loan fund that has enabled the creation of 341 units of affordable housing to date. With the support of LCF donors and community partners, LCF is deepening its commitment to addressing the affordable housing crisis with a dedicated affordable housing fund of \$17 million. Some of the organizations that have received assistance through LCF's Affordable Housing Fund include Indwell, the Italian Seniors Project, Homes Unlimited, and Youth Opportunities Unlimited.</p>

Strategies	Accomplishments
	<p>The Foundation also announced the establishment of a Housing Action Committee, chaired by London architect John Nicholson. The role of the committee will be to identify organizations, both community and for-profit, which have an interest and capacity to help create affordable housing but need more information and financial assistance to develop and deliver on their plans.</p> <p><b>Life Spin Housing Initiative</b> - Life Spin is one of the longest Community Economic Development (CED) organizations serving low-income citizens in Ontario. The Life Spin CED Housing Initiative is comprised of five commercial units, and 10 residential units. This sustainable housing initiative provides below market rents to an array of individuals with unique support needs.</p> <p><b>VERGE</b> - VERGE Capital is a social finance program of Pillar Nonprofit Network in collaboration with Libro Credit Union, London Community Foundation, Sisters of St. Joseph, SVX (an impact investing platform) and the Government of Ontario. VERGE Capital operates two social finance loan funds that provide capital to both new and established organizations across Southwestern Ontario.</p> <p><b>The City of London's Homeless Prevention Team</b> invited residents and community organizations to join community conversation and idea sharing meetings to help develop shared solutions towards ending homelessness and housing instability in London.</p> <p>The community meetings were an opportunity for the team to engage with residents and organizations to talk about their ideas and how the services they may already be providing can support more individuals in our community. The Homeless Prevention Team connected with residents and community organizations about important gaps in the system and existing supports that could possibly help fill these gaps. The team also used the meetings as an opportunity to provide insight into the homeless prevention and housing model the City is working towards and share updates on new and ongoing initiatives like the Housing Stability Week, Coordinated Informed Response and the Coordinated Access Centre.</p>
<p> <a href="#">4.20 Clear the social housing waitlist and reinvest resources in housing that keep the waitlist clear</a></p>	<p><b>Canada-Ontario Housing Benefit (COHB)</b></p> <p>In November 2017, the federal government released the National Housing Strategy (NHS), a 10-year, \$40 billion plan. The NHS sets out a renewed federal-provincial partnership to work together to achieve targets and outcomes, increase access to housing, reduce housing need and achieve better housing solutions across the spectrum.</p> <p>The NHS includes three provincially-administered initiatives that provide significant flexibility to support provincial housing priorities:</p> <ul style="list-style-type: none"> <li>• Ontario Priorities Housing Initiative: funding to address housing supply, repairs, and rental construction, affordability support, tenant supports and affordable homeownership. Program launched in fiscal 2019-20;</li> <li>• Canada-Ontario Community Housing Initiative: funding to preserve and expand community housing supply, protect housing affordability for tenants, and support repair and regeneration of community housing stock. Program launched in fiscal 2019-20; and</li> <li>• COHB: funding to provide portable housing payments directly to tenants to improve housing affordability.</li> </ul> <p>On April 30, 2018, as part of the NHS, the government of Ontario and the Canada Mortgage and Housing Corporation (CMHC) signed a Bilateral Agreement that outlines these provincially-administered NHS initiatives and their associated funding.</p> <p>On December 19, 2019, the federal and provincial governments announced the signing of an Addendum to the Bilateral Agreement that includes the mutually agreed-upon program design parameters for the COHB program.</p> <p>The COHB program is a provincially delivered, joint \$1.46 billion federal-provincial housing allowance program. The program helps to increase the affordability of rental housing for eligible households in housing need that are on, or are eligible to be on, social housing waiting lists and to households in housing need living in community housing by providing a direct income-tested Portable Housing Benefit (PHB).</p> <p>The COHB program will build on Ontario's Portable Housing Benefit – Special Priority Policy (PHB-SPP) program by providing housing assistance directly to additional priority household groups in need, and will reflect the diversity of housing markets in communities across Ontario.</p> <p>With the assistance of Service Managers, households will complete COHB applications which will be sent to the Ministry of Finance (MOF) to determine eligibility. Eligible applicants will receive a monthly PHB based on the difference between 80% of the Average Market Rent (AMR) of the relevant service area and 30% of their Adjusted Family Net Income (AFNI). PHB payments will be issued by MOF directly to households and subject to an annual renewal process. Households that have been found to be eligible may also receive first and last month's rent assistance directly from Service Managers, where appropriate.</p> <p>Households who are approved to receive benefits under this program must consent to be removed from the social housing waiting list of their local Service Manager.</p>






Strategies	Accomplishments
	<p><b>City of London - Housing Division</b></p> <ul style="list-style-type: none"> <li>• It is the Service Manager’s responsibility for identifying potential households to apply for the COHB.</li> </ul> <p>The province has identified priority groups for the Service Manager to target which includes (in no particular order):</p> <ul style="list-style-type: none"> <li>• Survivors of domestic violence and human trafficking</li> <li>• Person experiencing or at-risk of homelessness</li> <li>• Indigenous persons</li> <li>• Seniors</li> <li>• People with disabilities</li> </ul> <p>With the direction from the province, Civic Administration has recommended:</p> <ol style="list-style-type: none"> <li>1. Continue to support Survivors of domestic violence (through the legislative SPP priority) and human trafficking and</li> <li>2. Persons experiencing or at-risk of homelessness</li> </ol> <p>The existing Portable Housing Benefit for Survivors of Domestic Violence and Human Trafficking (PHB-SPP) will terminate/expire on March 31, 2020. The Ministry of Municipal Affairs and Housing will continue to support these current households directly when program transitions into the new COHB. Given the success of the PHB-SPP program in our community in moving vulnerable individuals and those at-risk households quickly to safe and appropriate housing, it is recommended that this priority group continue for new SPP households.</p> <p>Under the ‘persons experiencing or at-risk of homelessness priority group’, Civic Administration recommends utilizing the existing Homeless Prevention Coordinate Access System to target all the intended priority groups. Coordinated access is a way for communities to bring consistency to the process by which people experiencing or at risk of homelessness access housing and related services. Core components of a strong Coordinated Access System include a Housing First approach; real-time data about the supply of and demand for housing resources; and a streamlined service delivery approach with access points to service, a standardized workflow for triage and assessment; prioritization; and vacancy matching and referral.</p> <p>A Coordinated Access System makes it possible to take a comprehensive systems-based approach to addressing homelessness, rather than an agency-by-agency or program-centred approach. It supports better service integration, ensuring that service providers are working together to match clients experiencing homelessness with available resources in a consistent and transparent manner at the community level, regardless of where clients are being served.</p> <p>Currently, the Homeless Prevention Coordinated Access System is supporting approximately 663 individuals:</p> <ul style="list-style-type: none"> <li>• Persons experiencing or at-risk of homelessness 300</li> <li>• Indigenous persons 103</li> <li>• Seniors 123</li> <li>• People with disabilities 134</li> </ul> <p>Given that the potential demand within these priority groups greatly exceed funding available, Civic Administration’s recommended approach provides an opportunity to respond to the homelessness crisis in a meaningful and tangible way, ensures funding can be fully committed, expended, and meet the reporting requirements and timelines as outlined within COHB’s program guidelines.</p>

Strategies	Accomplishments
<p>✓ 4.21 Encourage private sector to increase supply of attainable rental housing</p>	<p><b>Housing Stability For All</b>  <b>The Housing Stability Action Plan for the City of London (2019–2024)</b>  The Housing Stability Action Plan (Plan) defines the current environment and future needs of London and area. The Plan sets the new direction for the collective work of the community to address housing stability.</p> <p>Strategic Area of Focus 2: Create More Housing Stock  Strategic Initiative 2.1: Retain existing and create new affordable housing stock.  2.1a: Work with the private market to retain existing affordability in rental market units.  2.1b: Develop publicly owned and available lands for affordable housing.  2.1c: Implement tools, policies, and programs (the municipal housing toolbox) to create new affordable housing through a Community Improvement Plan (CIP), zoning bylaw update, inclusionary zoning (IZ), bonusing, secondary units, etc.  2.1d: Invest in affordable housing through development charges (growth paying for growth) through the creation of a community benefits charge and municipal assessment growth policy.  2.1e: Explore opportunities to stimulate new affordable housing through government legislation.</p> <p>Strategic Initiative 2.3: Increase supportive and specialized housing options.  2.3.a. Develop a supportive and specialized housing model based on unique needs and local priorities.  2.3.b. Work across sectors and systems to create supportive housing solutions for individuals and families at risk of or experiencing homelessness.</p> <p><b>Affordable Housing Development: Planning Toolkit</b></p> <ul style="list-style-type: none"> <li>• Recent legislative changes have provided municipalities with new tools that can be used to support the development of affordable housing. The Province has also recently undertaken public consultation regarding increasing housing supply in Ontario.</li> <li>• The City currently has various tools, such as policies, incentives, and regulations, which can be used to support the development of housing and assist with the affordability of housing; however, these tools can be enhanced to better support the provision of affordable housing.</li> <li>• In November 2018, Council directed that the City's existing planning tools, as well as consideration of potentially introducing new tools, be coordinated through an affordable housing development strategy to promote the development of affordable housing</li> <li>• Since November 2018, City Planning, the Homeless Prevention and Housing Division, the Housing Development Corporation London (HDC), and London Middlesex Community Housing (LMCH) have identified that the affordable housing development “toolkit” may be prepared to support the framework of the City’s “Homeless Prevention and Housing Plan”.</li> <li>• The tools of the toolkit are intended to be used by private developers, non-profit organizations, and public agencies developing affordable housing units.</li> <li>• Bill 108, the “More Homes, More Choice Act, 2019” received royal assent in June 2019. The Bill proposes changes to various Provincial Acts, including the Planning Act and the Development Charges Act all intended to increase housing supply in Ontario.</li> </ul> <p>City Planning and the Homeless Prevention and Housing Division have been working collaboratively with housing-related agencies, such as the LMCH and the HDC, to determine an approach to coordinating housing policy framework and implementation tools. Through these discussions, it was recognized that a coordinated approach to the entire range of housing options is required by the City in order to address housing affordability. The Affordable Housing Development Toolkit is intended to be a set of tools to support the broader framework of the “Homeless Prevention and Housing Plan” that can also be used by private market developers creating affordable units.</p> <p>Implementing the Homeless Prevention and Housing Plan will be through tools and actions to be led by Homeless Prevention and Housing Services, Development Services, City Planning, as well as agencies such as the LMCH and HDC. The Affordable Housing Development Toolkit is a consolidation of planning-related tools that support the provision of affordable housing.</p>
<p>✓ 4.22 Streamline the process by which affordable housing is accessed to help people get housed more quickly</p>	<p><b>Housing Stability For All - The Housing Stability Action Plan for the City of London (2019–2024)</b>  The Housing Stability Action Plan (Plan) defines the current environment and future needs of London and area. The Plan sets the new direction for the collective work of the community to address housing stability.  A strong Housing Stability Action Plan needs to be managed as a system and all sectors and stakeholders need to be engaged. There is a need for a user-friendly system for individuals and families who require support to attain and retain housing. The system needs to be easier to navigate.</p>

Strategies	Accomplishments
	<p>Strategic Area of Focus 4: Transform the Service System</p> <p>Strategic Initiative 4.1: Redesign and implement a new housing system to better help individuals and families avoid homelessness and achieve housing stability.</p> <p>4.1.a. Articulate a clear vision for the delivery of housing stability for all.</p> <p>4.1.b. Create a community-based housing stability leadership working group to help guide the implementation of system change.</p> <p>4.1.c. Develop shared standards of practice within municipal housing services and homeless prevention and across the housing stability system.</p> <p>4.1.d. Align existing priority lists and services within the housing stability system.</p> <p>Strategic Initiative 4.2: Use data to drive decision-making to respond in real-time to the housing stability needs of individuals and families.</p> <p>4.2a. Develop a data culture to ensure decisions are informed by local intelligence.</p> <p>4.2d. Establish cross-functional teams that monitor changes to the housing market and determine the needs of priority populations.</p> <p><b>City of London - Housing Division</b></p> <ul style="list-style-type: none"> <li>• It is the Service Manager's responsibility for identifying potential households to apply for the COHB.</li> </ul> <p>The province has identified priority groups for the Service Manager to target which includes (in no particular order):</p> <ul style="list-style-type: none"> <li>• Survivors of domestic violence and human trafficking</li> <li>• Person experiencing or at-risk of homelessness</li> <li>• Indigenous persons</li> <li>• Seniors</li> <li>• People with disabilities</li> </ul> <p>With the direction from the province, Civic Administration has recommended:</p> <ol style="list-style-type: none"> <li>1. Continue to support Survivors of domestic violence (through the legislative SPP priority) and human trafficking and</li> <li>2. Persons experiencing or at-risk of homelessness</li> </ol> <p>The existing Portable Housing Benefit for Survivors of Domestic Violence and Human Trafficking (PHB-SPP) will terminate/expire on March 31, 2020. The Ministry of Municipal Affairs and Housing will continue to support these current households directly when program transitions into the new COHB. Given the success of the PHB-SPP program in our community in moving vulnerable individuals and those at-risk households quickly to safe and appropriate housing, it is recommended that this priority group continue for new SPP households.</p> <p>Under the 'persons experiencing or at-risk of homelessness priority group', Civic Administration recommends utilizing the existing Homeless Prevention Coordinate Access System to target all the intended priority groups. Coordinated access is a way for communities to bring consistency to the process by which people experiencing or at risk of homelessness access housing and related services. Core components of a strong Coordinated Access System include a Housing First approach; real-time data about the supply of and demand for housing resources; and a streamlined service delivery approach with access points to service, a standardized workflow for triage and assessment; prioritization; and vacancy matching and referral.</p> <p>A Coordinated Access System makes it possible to take a comprehensive systems-based approach to addressing homelessness, rather than an agency-by-agency or program-centred approach. It supports better service integration, ensuring that service providers are working together to match clients experiencing homelessness with available resources in a consistent and transparent manner at the community level, regardless of where clients are being served.</p> <p>Currently, the Homeless Prevention Coordinated Access System is supporting approximately 663 individuals:</p> <ul style="list-style-type: none"> <li>• Persons experiencing or at-risk of homelessness 300</li> <li>• Indigenous persons 103</li> <li>• Seniors 123</li> <li>• People with disabilities 134</li> </ul> <p>Given that the potential demand within these priority groups greatly exceed funding available, Civic Administration's recommended approach provides an opportunity to respond to the homelessness crisis in a meaningful and tangible way, ensures funding can be fully committed, expended, and meet the reporting requirements and timelines as outlined within COHB's program guidelines.</p>



Strategies	Accomplishments
<p>✓ 5.1 Reduce transit-related costs for people with low income through consideration of pricing and subsidy models</p>	<p>Effective January 1, 2018, a new income related transit program was launched. This program is for Londoners, 18 and over whose income is at or below the low income cut-off (after tax). This is a 2 year pilot project.</p> <p>The cost of a subsidized bus pass for eligible Londoners is \$52.00/month. The application process is available on line and in person through the City of London's Discretionary Benefits Program. Passes may be purchased at the 2 LTC locations and at 7 additional locations across the city.</p> <p>2020 Update: City of London Multi-Year Budget - Transit Subsidies Endorsed Discounted bus passes and other public transit subsidies were unanimously endorsed by city politicians, including reduced-cost passes for teens, low-income Londoners and free rides for kids 12 and younger. The London Transit Commission approved a fare increase, effective January 1, 2020, that impacted the Subsidized Transit Pass increasing the fee to \$61 per month.</p>
<p>✓ 5.2 Engage all stakeholders, including businesses and London Transit Commission, regarding timing, routes, and accessibility to help connect people to services, supports, and employment opportunities</p>	<p>In partnership with the LTC and the London Economic Development Corporation (LEDC), a Transit Summit "Getting People to Work Using Public Transit: Challenges &amp; Solutions" was held in London on May 15, 2018. Discussion topics included gaps in services; expanding routes into industrial areas; increasing route times on main routes; and identifying need.</p> <p>In February 2019, City Council directed staff to bring forward a list of projects that would be eligible for approximately \$370 million in federal and provincial funding designated for transit improvements in London.</p> <p>In March 2019, London City Council approved 10 transit and transit-supportive projects to submit for senior government funding consideration. Projects include elements of rapid transit, intersection improvements, and enhanced cycling and active transportation connections. To be considered, projects had to demonstrate they could improve the capacity of public transit infrastructure, the quality and/or safety of transit or access to public transit. Staff proposed 19 transportation projects that meet at least one of these outcomes and enhance transit and improve mobility for Londoners. Members of the public provided feedback on the proposed projects.</p>
<p>✓ 5.3 Allow children under 12 to ride public transit free to help families with transit costs and encourage ridership</p>	<p>This recommendation was implemented on January 1, 2017</p> <p>In May, 2017, fobs were distributed to LTC customers for use for any child between the ages of 5 and 12 wishing to ride the bus to get an accurate picture of ridership for this age category. The fobs are tapped on the smart card readers at the time of boarding, and each fob tap is recorded as a ride.</p> <p>As of January 1, 2018, LTC now has an accurate count of actual ridership. For the first quarter for 2018, child ridership has increased significantly with the introduction of free transit for children 12 and under (approximately 2 ½ fold).</p> <p>Ridership for children 12 and younger in 2018: 367,656 rides Ridership for children 12 and younger in 2019: 312,824 rides</p>
<p>✓ 5.4 Increase accessibility of transit for persons with disabilities</p>	<p>Great move forward for accessibility - every LTC bus is accessible. All new LTC buses have variant seating provided at the front of the bus. Some buses have 2 variant seating sections and newer buses have 3 sections - and these sections indicate that they are for persons with disabilities.</p> <p>Once registered at LTC, attendants and support workers are able to ride LTC and paratransit at no cost. This information is now advertised on the LTC website and the information is provided to LTC riders with disabilities. This provision is also included in the Disabilities Act which is coming in spring 2019.</p> <p>"Non-Peak Pass" - this bus pass is available at no cost to paratransit customers to ride LTC conventional transit during off-peak times Monday through Friday and all day Saturday and Sunday.</p> <p>Access to sidewalks is a big issue during the winter months. The City of London policies regarding sidewalk and bus stop clearing standards have been debated in council.</p> <p>2019 Update - A report going before the Civic Works Committee this month to enhance snow removal services in London. That means lowering the snowfall threshold for road plow deployment, for sidewalk plow deployment, and prioritizing school area sidewalks. It is recommended that the civic works committee reviews these options now as the road plow and sidewalk plow contracts expire in 2020-2021.</p>







Strategies	Accomplishments
 <p>5.5 Increase safe, affordable transportation options, such as improved cycling lanes and cycling infrastructure, that serve people who live, work, or seek services in London” at end of sentence</p>	<p>The Cycling Master Plan for the City of London was approved by City Council in September 2016. The final public review period extended into November 2016 and resulted in the submission of more constructive comments. The London ON Bikes Cycling Master Plan provides a series of recommendations to guide London’s cycling programs into the future.</p>
 <p>5.6 Explore innovative approaches to transportation, such as rideshare programs</p>	<p>In partnership with the LTC and the London Economic Development Corporation (LEDC), a Transit Summit “Getting People to Work Using Public Transit: Challenges &amp; Solutions” was held in London on May 15, 2018. Discussion topics included encouraging businesses to promote carpooling and rideshare programs.</p> <p><b>London’s Rideshare Program</b> – is a free of charge, self-serve website that automatically matches you to similar commuters. It is available to all Londoners and anyone who regularly commutes to and from London from surrounding communities.</p> <p><b>VRTUCAR - Community CarShare</b> – VRTUCAR members gain access to a fleet of cars that can be reserved at low cost for 30 minutes, an hour, a day or longer, according to your needs. Located in the heart of London, the cars are available 24/7.</p>
 <p>5.7 Introduce discounted bus pass for youth (13 to 18 years old)</p>	<p>A resolution was passed on October 17, 2017 to review / propose this discounted pass. A business case exploring options was presented to City Council during budget deliberations on November 27, 2017. A budget public participation meeting was held on November 22, 2017.</p> <p>In December 2017, as part of the annual budget update process, City Council approved a 22-month pilot that will provide youth ages 13-17 with a transit pass for \$52 per month. This new program rolled out September 1, 2018.</p> <p>2020 Update: City of London Multi-Year Budget - Transit Subsidies Endorsed. Discounted bus passes and other public transit subsidies were unanimously endorsed by city politicians, including reduced-cost passes for teens, low-income Londoners and free rides for kids 12 and younger. Ridership for 2019 = 593,728 rides.</p> <p>The London Transit Commission approved a fare increase, effective January 1, 2020, that impacted the Youth Transit Pass increasing the fee to \$61 per month.</p>
 <p>6.1 Increase the number of licensed childcare spaces</p>	<p>The City of London - Children's Services provided an additional 534 licensed childcare spaces (for ages 0 - 4 years) in 2017.</p> <p>Between December 2018 and September 2019 an additional 357 licensed childcare spaces were provided.</p> <p>An additional 176 spaces will be provided – 88 spaces in 2020 and 88 spaces in 2021.</p> <p>Fanshawe College has doubled their intake numbers for their Early Childhood Education program to increase the number of qualified ECE's available to meet the needs in our community. They have also adjusted their intake to three times per year and provide courses online and on weekends.</p> <p>In October 2019, an extensive ECE recruitment and retention plan was launched by the Licensed Child Care Network (LCCN) in partnership with the City of London, Middlesex County, and the province of Ontario. <a href="https://unsungheroesece.com/">https://unsungheroesece.com/</a></p>
 <p>6.2 Reduce the wait time to receive childcare subsidy</p>	<p>As of December 2018 there was no wait list for childcare subsidy. Applications were processed immediately upon receipt. The 2018 London-Middlesex Child Care and Early Years budget totaled \$65,356,114. Of that, \$58,503,801 was provided by the Province, \$6,628,282 was provided by the City of London, and \$224,031 was provided by Middlesex County. The City of London annually contributes \$1,076,034 above what is required by the Province, showing a strong commitment to enhancing supports for children and families across the community.</p> <p>Update: November 2019 - Since April 2019 the Province of Ontario has announced and implemented changes in the provincial allocation of childcare funding 3 separate times. Based on these changes the wait list has grown to 869. Of those on the wait list there are 200 clients currently being actioned on.</p> <p>The Child &amp; Early Years Plan contains a prioritization process and this policy was approved by London City Council in 2019. At present the wait list is addressed in order of receipt of application. LFA has followed up with the City regarding invoking the priority plan.</p> <p>Strategic Priority #1: Create a common experience for families accessing the service system - the first priority in this detailed action plan the City of London and community stakeholders is: Review and revise Fee Subsidy policies and procedures to streamline the process for families. This action is anticipated to occur with high involvement/action by the City of London in 2021.</p>

Strategies	Accomplishments
<p>✓ 6.3 Demonstrate active use of an equity lens in childcare quality strategies</p>	<p><b>Strive</b> (formerly <i>Quality Child Care Coordinating Committee</i>) is a collaborative group of Child Care and Early Years Practitioners who support learning and development in order to enhance quality practice. STRIVE incorporates an equity lens and is available to all Child Care providers. Strive promotes a collaborative approach to quality child care and professional learning across all early years and child care programs in our community. Strive leverages administrative support from a backbone organization; Childreach.</p> <p><b>Fanshawe College – Early Childhood Education Programs</b></p> <p>Regarding ECE Diploma Outcomes, the following program outcomes are included to address active use of an equity lens in childcare:</p> <p>Outcome 1: Design, implement and evaluate inclusive and play-based early learning curriculum and programs that support children’s holistic development and are responsive to individual children’s and groups of children’s observed abilities, interests and ideas. This outcome is embedded in 10 of the ECE courses</p> <p>Outcome 2: Establish and maintain inclusive early learning environments that support diverse, equitable and accessible developmental and learning opportunities for all children and their families.</p> <p>This outcome is embedded in 17 of the ECE courses.</p> <p>Outcome 9: Advocate for quality early learning environments and collaborate with member of the early learning team, families and community partners to establish and promote such settings.</p> <p>This outcome is embedded in 18 of the ECE courses</p> <p>Regarding ECL Degree Outcomes, the following program outcomes are included to address active use of an equity lens in childcare:</p> <p>Outcome 3: Exhibit leadership in the design and implementation of responsive curriculum based on critical analysis of pedagogy, historical perspectives and understandings of human development. This outcome is embedded in 21 of the degree courses</p> <p>Outcome 4: Design inclusive early childhood programs reflective of, and responsive to, children’s varied abilities and needs of young children and families</p> <p>This outcome is embedded in 13 of the degree courses</p> <p>Outcome 10: Advocate for and with children, families, colleague and the broader community, promoting the principles of quality in early childhood programs. This outcome is embedded in 17 of the degree courses</p>
<p>✓ 6.4 Increase capacity of childcare sector to address mental health issues</p>	<p>Detailed information is provided in the LFA recommendations write-up on the following programs:</p> <p>Local Youth Wellness Hub – Youth Opportunities Unlimited</p> <p>Merrymount Family Support and Crisis Centre – Community Outreach</p> <p>Ontario Centre of Excellence for Child and Youth Mental Health</p> <p>Connecting Families to Well-Being: Creating a Culture for Learning - Kings University College</p> <p>Vanier Children’s Services</p> <p>MLHU</p> <p>Strive</p>

Strategies	Accomplishments
<p>✓ <b>6.5 Advocate for increased investment by all levels of government in early years education and literacy programming</b></p>	<p><b>Encyclopedia on Early Childhood Development</b> - November 2018, the Minister of Families, Children and Social Development, announced funding of \$1,271,000 to Families Canada for its <i>Early Childhood Development Science to Practice: Knowledge Mobilization</i> project funded through the Social Development Partnerships Program. This project will promote the evidence-based Encyclopedia on Early Childhood Development through a variety of digital tools and e-learning products, to all Canadians, including families and services providers working directly with parents and children.</p> <p><b>Centres of Excellence for Early Years and Child Care</b> - In June 2017, Canada and Ontario signed the Early Learning and Child Care (ELCC) Agreement, as part of The National Early Learning and Child Care Multilateral Framework. Under the agreement, \$3 million per year is available to establish Centres of Excellence for Early Years and Child Care.</p> <p>In March 2018, the Ministry announced the following leads, working in collaboration with multiple partners from across the province, for each Centre of Excellence:</p> <ul style="list-style-type: none"> <li>• Provincial Centre of Excellence – Western University and Ontario Reggio Association</li> <li>• Indigenous Centre of Excellence – Ontario Aboriginal Head Start Association and Kenjgewin Teg Education Institute; and</li> <li>• Francophone Centre of Excellence – Collège Boréal and Association francophone à l'éducation des services à l'enfance de l'Ontario.</li> </ul> <p><b>The Child Care and Early Years - Service System Plan – City of London</b> - includes services such as child care, Family Centres, EarlyON programs, special needs resourcing, child care fee subsidy, new facilities, recreation programs, and training for professionals. In 2019, the City of London created its first Child Care and Early Years Plan that outlines how they will support families for the next 4 years.</p> <p><b>The Journey Together – Ontario's Commitment to Reconciliation with Indigenous Peoples</b> - To help promote healthy child development and support family well-being, Ontario will expand five existing child and family programs on-reserve. Working with Indigenous and federal partners to identify needs, the funding will also make more child and family programs available in more communities. Ontario will also help increase the number of off-reserve licensed child care spaces and culturally relevant programming for children and families. Programs will be delivered by urban Indigenous organizations working with municipal child care services.</p>
<p>✓ <b>6.6 Support development of national childcare strategy</b></p>	<p><b>Building an Early Years Policy Framework – Dr. Céline Bourbonnais-MacDonald</b> - The purpose of this research study (see attached) is to create an Early Years' policy framework that is co-constructed by those this particular policy would impact the most: parents, early years service providers, and practitioners. This policy-building process is based on using existing data provided by the City of London, along with Strive, a community partner who can provide access to ECE practitioners within the community.</p> <p><b>Licensed Child Care Network (LCCN)</b> - LCCN works collaboratively with the community to draft responses to proposed regulatory recommendations to ensure the voices of London &amp; Middlesex are heard at all levels of government. Collectively, LCCN expresses the ongoing needs of the early learning community to ensure their voices are heard so high quality child care remains a focus and a priority.</p> <p><b>London-Middlesex Child Care &amp; Early Years Service System Plan 2019-2023</b> - The Child Care and Early Years Service System Plan will serve as the roadmap for the next four years. As the Service System Manager (SSM) for London-Middlesex, the City of London has a mandate and directive from the Province of Ontario to engage in system-wide planning for licensed child care and early years. The service system plan provides a picture of the current services and opportunities for growth and development in London-Middlesex.</p> <p>The City of London's Neighbourhood, Children &amp; Fire Services Department has received no direction from either the Government of Canada or the Province of Ontario regarding the development of a national child care strategy.</p>


Strategies	Accomplishments
<p>✓ 6.7 Advocate for increases to childcare fee subsidy for low income families</p>	<p>The Ministry of Education identified 7 key initiatives in the Renewed Early Years and Child Care Framework (2017). One of the key initiatives is “ensuring a more affordable early years and child care system”. Through consultation with the community and system of child care providers, Children’s Services has continued to actively implement the key initiatives of the Renewed framework, with a focus on the issue of affordability.</p> <p>The document covers the provincial and federal commitment to early years and child care up to 2019.</p> <p>The following are highlights specifically regarding affordability and fee subsidies:</p> <ul style="list-style-type: none"> <li>• Page 4 speaks to the investment of the provincial government to affordability <ul style="list-style-type: none"> <li>o Tax credit</li> <li>o Providing fee subsidies to municipalities</li> <li>o Creating more affordable spaces- this area speaks to the changes in ratio for home-based child care and the expansion of recreational programs to include younger children- this was a strategy of the current provincial government to increase access and affordability of care for families- this direction has not had full support from the Early Years and Child Care community as it meant larger ratios and potentially less qualified child care providers. Through LCCN, feedback was provided to the province through their consultation process.</li> </ul> </li> <li>• Page 23- Part 3- speaks to the Canada-Ontario Early Learning and Child Care Strategy. Funding under this strategy provided full and partial fee subsidies - page 29-30 gives some great data including the percentage of children receiving fee subsidies.</li> <li>• Appendix - page 37-39 - provides a summary of the investment in all the Indicators, including Affordability, under the Agreement.</li> </ul>
<p>✓ 6.8 Expand elementary school initiatives that increase awareness of all post-secondary options</p>	<p>Information is provided in the LFA recommendations write-up on the following initiatives:</p> <p>myBlueprint Education Planner - TVDSB</p> <p>My Action Plan to Education (M.A.P.) - Boys and Girls Club of London</p> <p>CYN Literacy - Steering Committee</p> <p>Learning for Life - Local Employment Planning Council</p> <p>Pathways - LDCSB</p>

Strategies	Accomplishments
<p>✓ 6.9 Advocate for improved quality of parental leave benefits, including exploration of flexible leave times</p>	<p>On November 27, 2017, the <i>Fair Workplaces, Better Jobs Act</i> became law, resulting in a number of changes to the <i>Employments Standards Act (ESA)</i>.</p> <p>Pregnant employees have the right to take pregnancy leave of up to 17 weeks of unpaid time off work. In some cases the leave may be longer. Employers do not have to pay wages to someone who is on pregnancy leave.</p> <p>New parents have the right to take parental leave – unpaid time off work when a baby or child is born or first comes into their care. Birth mothers who took pregnancy leave are entitled to up to 61 weeks' leave. Birth mothers who do not take pregnancy leave and all other new parents are entitled to up to 63 weeks' parental leave.</p> <p>Parental leave is not part of pregnancy leave and so a birth mother may take both pregnancy and parental leave. In addition, the right to a parental leave is independent of the right to pregnancy leave. For example, a birth father could be on parental leave at the same time the birth mother is on either her pregnancy leave or parental leave.</p> <p>Employees on leave have the right to continue participation in certain benefit plans and continue to earn credit for length of employment, length of service, and seniority. In most cases, employees must be given their old job back at the end of their pregnancy or parental leave.</p> <p>An employer cannot penalize an employee in any way because the employee is or will be eligible to take a pregnancy or parental leave, or for taking or planning to take a pregnancy or parental leave.</p> <p><b>New five-week parental sharing – March 2019</b> - The Honourable Jean-Yves Duclos, Minister of Families, Children and Social Development, helped mark the first-ever Gender Equality Week by announcing that the Government of Canada intends to launch the new parental sharing benefit on March 17, 2019 promoting greater gender equality at home and in the workplace.</p> <p>This new measure will provide an additional five weeks of Employment Insurance parental benefits when parents—including adoptive and same-sex parents—agree to share parental benefits, or an additional eight weeks for those who choose the extended parental benefit option. Parents with children born or placed for adoption on or after March 17, 2019, will be eligible.</p> <p>As women make 85 percent of all parental claims and take longer leaves from the workplace, the Employment Insurance (EI) parental sharing measure is intended to promote greater gender equality by creating an incentive for all parents to take some leave when welcoming a new child and share the work of raising their children more equally.</p>
<p>✓ 6.10 Expand mentorship and support programs for new parents</p>	<p>Further information is included in the LFA recommendations write-up on the creation or expansion on the following programs providing mentorship and support for new parents:</p> <ul style="list-style-type: none"> <li>EarlyON Child and Family Centres</li> <li>London Children's Connection - Family Support Programs</li> <li>ChildREACH - Parent Connect / Young Parents Group / Mother Reach / Café Mom / Unpacking Parenthood</li> <li>Merrymount Family Support and Crisis Centre - Parenting Groups / Parent Talk / Therapeutic Parenting / Building Families / Circle of Security / Secure Connections / Mutual Aid Parenting Program (MAPP)</li> <li>Mother Reach Coalition - Mother Reach Support Group</li> <li>Middlesex London Health Unit- Pre-Natal Immigrant Program / Precious Moments / Nurse-Family Partnership</li> <li>Baby's Book Bag</li> <li>Healthcare Provider Outreach Initiative</li> <li>Healthy Words</li> <li>London Public Library</li> <li>Learning Disabilities Association of London Region</li> </ul>

Strategies	Accomplishments
<p> <b>6.11 Expand matched savings programs to help families save for education</b></p>	<p><b>SmartSAVER</b> - is a non-profit community project. Their goal is to make it easier for families to understand and access the government money that is available for education after high school using a Registered Education Savings Plan (RESP). SmartSAVER helps Canadian families start saving for their children's education with information on free government money and online access to get savings started. SmartSAVER has teamed up with Financial Institutions across Canada that will help applicants get an RESP started with \$0; no enrolment fee, no annual fee and no contribution required.</p> <p><b>Canada Learning Bond</b> - The Canada Learning Bond (CLB) is money that the Government adds to a Registered Education Savings Plan (RESP) for children from low-income families. This money helps to pay the costs of a child's full – or part-time studies after high school.</p> <p><b>Canada Education Savings Grant</b> - The Canada Education Savings Grant (CESG) is money that the Government adds to a Registered Education Savings Plan (RESP). This money helps to pay the cost of a child's full- or part-time studies after high school. The lifetime maximum amount of CESG a child can get is \$7,200.</p>
<p> <b>6.12 Create flexible childcare spaces outside of daytime working hours</b></p>	<p>The demand for flexible child care spaces which operate outside of traditional business hours is increasing. Children's Services continues to encourage operators to consider the offering of expanded hours to meet the needs of families in our community. It is understood that child care providers have reported and are experiencing operational challenges in connection with the offering of expanded hours (ie. staffing compliment).</p> <p>An extensive ECE recruitment and retention plan was launched by the Licensed Child Care Network (LCCN) in partnership with the City of London, Middlesex County, and the province of Ontario. <a href="https://unsungheroesece.com/">https://unsungheroesece.com/</a></p> <p>The London-Middlesex Child Care &amp; Early Years Plan 2019-2023 that was sent to the Ministry of Education in June 2019. The first 60 pages is the plan with a number of appendices rich with data related to child care and early years in our community. The Child Care and Early Years states: "explore the creation of evening and weekend access to licensed child care" – with a timeline of 2020 – 2023.</p>
<p> <b>6.13 Develop a community strategy to eliminate financial barriers for school-based extra- curricular activities</b></p>	<p>There is existing support for non-school-based activities in our community and school board foundations provide limited support on a case-by-case basis.</p> <p>LFA was unable to develop a community strategy to address the financial barriers for school-based extra-curricular activities. There is a real challenge to implement a community-based strategy in a public school environment.</p>
<p> <b>6.14 Implement coordinated approach to education, building on proven projects in London and other communities, to increase high school graduation rates</b></p>	<p><b>CYN</b> Partners will discuss, select and seek endorsement to develop a Pathways to Education™ parallel program for London with Ending Poverty partners, and subsequently seek endorsement from CYN membership.</p> <p><b>Youth Connector Training</b> - the CYN is moving forward with this initiative to develop a training program that can build on the skills and capacity of individuals working with youth across the community.</p> <p><b>School Within a College (SWAC)</b> - Fanshawe College has partnered with Thames Valley District School Board and London District Catholic School Board to offer sessions for disengaged, underachieving students who are in their last year of secondary school and require 8 to 10 credits to graduate.</p>
<p> <b>6.15 Develop a community strategy to eliminate financial barriers to achieving GED (General Educational Development)</b></p>	<p>City of London Ontario Works now provides funding to cover expenses for GED pre-testing and testing through multiple channels including Youth Opportunities Unlimited and Wheable Adult and Continuing Education School.</p> <p>Ontario Works has established an Under18 Caseworker dedicated as a trustee for clients under the age of 18.</p> <p>A youth-focussed Circles group was established in London. This is the 4th Circles group in London and the 1st youth Circles group in Canada. The City of London Social Services continues to support the Getting Ahead and Circles program as a way to break the cycle of generational poverty, by working with those that have spent some of the longest amounts of time on Social Assistance.</p>
<p> <b>6.16 Collaborate with post-secondary institutions to identify ways to support students living in poverty</b></p>	<p>There is existing support for students living in poverty in our post-secondary institutions and that support varies by institution.</p> <p>LFA was unable to collaborate with post-secondary institutions to identify ways to further supports for students living in poverty.</p>





Strategies	Accomplishments
<p>✓ 6.17 Increase availability of financial literacy and “basic life skills” training for all Londoners, including children and youth</p>	<p><b>Junior Achievement: More than Money</b> - JA has designed this program to prepare Grade 3-4 students for their financial futures. With the assistance of volunteers from the local business community, the program teaches elementary students about earning, spending, sharing and saving money.</p> <p><b>Dollars with Sense</b> - This program empowers Grade 7 students to make smart, lifelong financial choices. Students learn how to create and manage wealth and develop skills in areas such as budgeting, investing and creating financial plans. Personal Finance - Is a financial literacy program for Grade 9-12 students. The program teaches students personal money management skills including the key elements of personal finance such as spending wisely, budgeting, saving, investing and using credit.</p> <p><b>Community Volunteer Income Tax Clinics</b> - Through the Community Volunteer Income Tax Program community organizations throughout London and Middlesex County host FREE tax preparation clinics. Volunteers complete tax returns for eligible people with a modest income and a simple tax situation.</p> <p>In 2019, 21 locations were available, which in turn helped just over 13,000 low income people in London-Middlesex file their taxes free of charge. These clinics served mainly newcomers, students, seniors and other marginalized communities in the city. Two mobile clinics provided services in-home to people who are unable to leave due to health concerns. (2017/18 = 12,870 returns &amp; 2018/19 = 13,040 returns).</p> <p><b>TVDSB / LDCSB Curriculum</b> - Financial literacy has now been incorporated into • “careers” course will include financial literacy  • MEL 3E – grade 11 math now includes financial literacy</p>
<p>✓ 7.1 Support development of the London &amp; Middlesex Food Policy Council</p>	<p>The collaborative team of London Community Foundation, Middlesex-London Health Unit, City of London and Middlesex County, announced the development of the Middlesex-London Food Policy Council in June 2016.</p> <p>The goal of the Middlesex London Food Policy Council is to facilitate and support a safe, healthy and accessible local food system that is socially, economically, and environmentally sustainable.</p>

Strategies	Accomplishments
<p> <b>7.2 Support campaigns that promote healthy, local food</b></p>	<p>Campaigns that promote healthy local food include:</p> <p><b>London Food Bank</b> - In May 2018, the London Food Bank, in partnership with the City of London and the Middlesex-London Food Policy Council, along with participating stores, launched Community Refresh to formalize and ramp up the efforts that have been underway for over a decade. The rapid increase in these efforts helped to bring the London Food Bank to the 50% total.</p> <p><b>Healthy Kids Community Challenge (HKCC)</b> - London is one of 45 municipalities receiving HKCC funding and uses the funds to enhance the impact of London's Child and Youth Network (CYN), whose goals and aims closely align with the objectives of HKCC. The CYN addresses Ministry mandated themes which change every nine months.</p> <p><b>London Training Centre</b> - Combining 30 years of food skills training, advocacy for careers in foodservice and a commitment to a local, sustainable food system, London Training Centre offers programs to gain real skills and work with real food in a state of the art commercial kitchen.</p> <p><b>Food Families - Child and Youth Network (CYN)</b> - Food Families is a dynamic program in which a group of neighbourhood families come together on a regular basis to form a network that supports, encourages, and mentors one another using food – purchasing, growing, sharing, learning, and celebrating – as a galvanizing focus.</p> <p><b>Adaptive Cooking London</b> - Adaptive cooking classes are specifically developed for adults with physical, mental or learning disabilities. The emphasis of the program is on healthy eating while living successfully on a modest budget</p> <p><b>Good Food Box Program</b> - The London Good Food Box is a neighbourhood-based food distribution system that provides a variety of seasonal delicious and nutritious vegetables and fruits at an affordable price.</p> <p><b>Let's Get Cooking / Smart Start for Babies</b> - Smart Start for Babies is a free prenatal education and nutrition program for pregnant women and teens and their support persons who face barriers to accessing healthy food. Sessions are offered at different locations in London and Strathroy, which are led by Public Health Nurses and Registered Dietitians.</p> <p><b>Western Fair Market</b> - Effective October 2018, the famers' market at Western Fair expanded to Sunday openings. Market-goers can buy high-quality; farm-fresh goods directly from the person who produced them.</p> <p><b>Harvest Bucks</b> - Harvest Bucks are vouchers used to buy fresh vegetables and fruit at participating locations in London. Individuals, businesses and organizations may purchase Harvest Bucks and eligible community food programs may apply for funded Harvest Bucks.</p> <p><b>Urban Roots</b> - Urban Roots is a non-profit organization that revitalizes underused land in the City of London for agriculture.</p> <p><b>Nutrition Ignition</b> - Nutrition Ignition is a comprehensive school-based nutrition and physical education program for school-aged children and their families.</p> <p><b>Growing Chefs</b> - Growing Chefs! Ontario is a registered charity based in London that unites chefs, growers, educators and community members in children's food education projects.</p> <p><b>Neighbourhood Resource Centres</b> - Programs promoting healthy, local food are offered through the London Neighbourhood Resource Centres to build the capacity of neighbourhoods to develop local and sustainable food systems. Programs include healthy eating, food budgeting and preparation of healthy, affordable meals.</p> <p><b>Middlesex London Food Policy Council (MLFPC)</b> - The Middlesex London Food Policy Council is compiling a directory of local food literacy programming in the city. This directory will enhance networking and the sharing of information about food skills and food literacy programming and resources.</p>

Strategies	Accomplishments
<p>✓ 7.3 Until emergency food sources are no longer required, ensure fresh, high quality food is easily available (convenient locations and hours) to those who need it</p>	<p><b>London Food Bank</b> - In May 2018, the London Food Bank, in partnership with the City of London and the Middlesex-London Food Policy Council, along with participating stores, launched Community Refresh to formalize and ramp up the efforts that have been underway for over a decade. The rapid increase in these efforts helped to bring the London Food Bank to the 50% total. In August 2018, the London Food Bank reached an important goal. For the first time in its 32-year history, 50% of the food it received was perishable.</p> <p><b>Meals on Wheels</b> - Meals on Wheels London provides service to adults with disabilities and seniors (55+) in need of nutritional support. Meals on Wheels assists those who need short term (caregiver relief, recuperation, seasonal) or long term assistance.</p> <p><b>London Food Coalition</b> - The London Food Coalition is a group of more than 20 organizations that work with members of our community who are at risk of poverty and food insecurity. The Coalition is a coordinated food alliance that rescues high-quality fresh food and redistributes it to Londoners in need.</p> <p><b>Good Food Box Program</b> - The London Good Food Box is a neighbourhood-based food distribution system that provides a variety of seasonal delicious and nutritious vegetables and fruits at an affordable price.</p> <p><b>Harvest Bucks</b> - Harvest Bucks are vouchers used to buy fresh vegetables and fruit at participating locations in London.</p> <p><b>“All About Food”</b> – Neighbourhood Mapping Through the Child and Youth Network (CYN) 6 neighbourhoods were identified in 2018 for neighbourhood mapping for low or not cost food sources such as food cupboards; community gardens; and community kitchens.</p> <p><b>Salvation Army</b> -The Salvation Army operates a food bank that services over 1,000 households with emergency food assistance.</p> <p><b>Hydroponic Growing Towers</b> - In partnership with United Way Elgin Middlesex, the London Police Association and the Child and Youth Network (CYN) 17 Hydroponic Growing Towers were provided to the following agencies in our community.</p>
<p>✓ 7.4 Expand programs that support residents shopping and cooking together to save money, such as collective kitchens</p>	<p><b>Food Families</b> - Food Families is a dynamic program in which a group of neighbourhood families come together on a regular basis to form a network that supports, encourages and mentors one another using food – purchasing, growing, sharing, learning, and celebrating – as a galvanizing focus. The goal of Food Families is to build skills that increase families’ buying power and increase the sharing of practical and affordable ways to eat well.</p> <p><b>Collective Kitchens</b> - Collective Kitchen is an opportunity for individuals in our community to pool their resources with others and collectively plan, shop and prepare home cooked meals to take home. Individuals come together in a centralized kitchen to prepare a nutritious meal, which they can then share with friends on-site and have plenty left over to take home.</p> <p><b>Good Food Box Program</b> - The London Good Food Box is a neighbourhood-based food distribution system that provides a variety of seasonal delicious and nutritious vegetables and fruits at an affordable price.</p> <p>The London Good Food Box is committed to creating socially and economically sustainable neighbourhoods by offering affordable, fresh vegetables and fruits through collective purchasing and making them available throughout London. The Good Food Box Program has grown from 2 to 14 host sites and now distributes over 350 boxes of food monthly.</p> <p><b>Growing Chefs</b> - Growing Chefs! Ontario is a registered charity based in London that unites chefs, growers, educators and community members in children’s food education projects.</p> <p><b>Supports available:</b></p> <p><b>Equipment lending program</b> - The Neighbourhood Basic Needs working group through the CYN Ending Poverty priority table established the equipment lending program in 2018. The equipment lending program allows organizations to run food programming when they would not typically have basic kitchen supplies to offer the program.</p> <p><b>Safe Food Handler Training – London Training Centre</b> - The London Training Centre is pleased to provide Safe Food Handler training and certification in partnership with Middlesex/London Health Unit and County of Lambton Community Health Services Department. This certificate meets mandatory provincial food safety training requirements and is recognized by all health units in Ontario.</p>

Strategies	Accomplishments
<p>✓ 7.5 Expand local food literacy programs for all ages to increase knowledge of affordable, healthy food options</p>	<p><b>London Good Food Box</b> - The London Good Food Box is a neighbourhood-based food distribution system that provides a variety of seasonal delicious and nutritious vegetables and fruits at an affordable price. In 2018, the London Good Food Box expanded from 2 host sites to 12 across the City of London. An average of 350 boxes are ordered every month and participants are receiving about \$15-\$20 worth of fresh produce for only \$10. Preliminary evaluation results show that this program is providing the opportunity for families to purchase fresh fruits and vegetables that were seen as too expensive before.</p> <p><b>Hydroponic Garden Towers</b> - Hydroponics is a method of gardening that doesn't use soil, but rather a rich nutrient solution that cycles through from a reservoir. These automated soilless growing systems increase efficiency, maximize space, leading to higher yields, and potentially better quality produce. Currently, 17 hydroponic garden towers have been distributed to priority neighbourhoods across London and are located in Family Centres, Community Centres, and Libraries.</p> <p><b>Growing Chefs</b> - Growing Chefs! Ontario is a registered charity based in London that unites chefs, growers, educators and community members in children's food education projects.</p> <p><b>Middlesex London Food Policy Council (MLFPC)</b> - The Middlesex London Food Policy Council is compiling a directory of local food literacy programming in the city. This directory will enhance networking and the sharing of information about food skills and food literacy programming and resources.</p> <p><b>Supports available:</b>  <b>Equipment lending program</b> - The Neighbourhood Basic Needs working group through the CYN Ending Poverty priority table established the equipment lending program in 2018. The equipment lending program allows organizations to run food programming when they would not typically have basic kitchen supplies to offer the program.  <b>Food Literacy best practices</b> - in development by MLHU</p>
<p>✓ 7.6 Support local policies and strategies that encourage more community gardens and urban farms on public and private land to provide space for residents to come together, volunteer, and grow their own food</p>	<p><b>Urban Agriculture Strategy</b> - The City of London has developed an Urban Agriculture Strategy. The primary goal of the Urban Agriculture Strategy is to direct urban agriculture efforts within the City of London by both the community and the City.</p> <p><b>Friends of Urban Agriculture</b> - Friends of Urban Agriculture is a network of London citizens who are passionate and dedicated to pushing the agenda of urban agriculture forward. They engage and empower Londoners by organizing specific events to raise awareness, facilitating the successful implementation of urban agriculture projects and coordinating a network of organizations and individuals invested in urban agriculture. They are also focused on promoting urban agriculture friendly policy change at City Hall.</p> <p><b>Community Gardens Strategy</b> - London is home to 17 community gardens located on municipally owned land. Over 450 gardeners are active within the gardens, which are located on green space in neighbourhoods across the city.</p>
<p>✓ 7.7 Work with farmers to provide more fresh food to people who need it most</p>	<p><b>London Food Bank</b> - Community Harvest Program In August 2018, the London Food Bank reached an important goal. For the first time in its 32-year history, 50% of the food it received was perishable. Eight years ago, the London Food Bank worked with the OAFB to start a province-wide pilot program with area farmers and growers called <i>Community Harvest</i>. Hundreds of thousands of pounds of food have come to the food bank through their efforts. Special thanks to the Western Fair Association for their help in reaching out to these growers.</p> <p><b>Good Food Box Program</b> - The London Good Food Box is a neighbourhood-based food distribution system that provides a variety of seasonal delicious and nutritious vegetables and fruits at an affordable price. The Good Food Box Program has grown from 2 to 14 host sites and now distributes over 350 boxes of food monthly.</p> <p><b>London Food Coalition</b> - The London Food Coalition is a group of more than 20 organizations that work with members of our community who are at risk of poverty and food insecurity. The Coalition is a coordinated food alliance that rescues high-quality fresh food and redistributes it to Londoners in need.</p> <p><b>Urban Roots London</b> - is a non-profit organization that revitalizes underused land in the City of London for agriculture.</p> <p><b>FoodFund</b> - source recovered fruit and vegetables from local farmers.</p>
<p>✓ 7.8 Reclaim quality, usable food from grocery stores and restaurants in a cost-effective way</p>	<p><b>London Food Coalition / Second Harvest</b> - The London Food Coalition is dedicated to creating food prosperity initiatives that assert fresh food as a fundamental right. This initiative provides essential resources for family cooking programs, nutritional and educational programming, camp programs, and healthy meals for children and families. Furthermore, this coalition reduces the costs of food for London organizations. Over the span of its first year, the coalition has rescued close to 130,000 pounds of fresh food and distributed it to over 20 member agencies. The London Food Coalition rescues the fresh food and distributes it to over 20 member partners, mainly agencies and church groups.</p> <p><b>London Food Bank / Community Harvest Program</b> - Since the Community Harvest program's inception in 2010, nearly 1.7 million pounds (771 tonnes) of produce has been rescued, with about 38% of those donations being shared with other agencies in the London region and across Ontario. Not only has this rescued food gone to families in need of assistance, it has also avoided nearly 1,500 tonnes of greenhouse gas emissions (CO2-e) by diverting perfectly edible food from becoming landfill.</p>


Strategies	Accomplishments
<p>✓ 7.9 Increase availability of gift cards, food cards, coupons, price-matching, and fresh food vouchers that provide healthy, culturally appropriate food</p>	<p><b>Harvest Bucks</b> - Harvest Bucks are vouchers used to buy fresh vegetables and fruit at participating locations in London. Individuals, businesses and organizations my purchase Harvest Bucks and eligible community food programs may apply for funded Harvest Bucks.</p> <p><b>Food Families – Child and Youth Network (CYN)</b> - Food Families is a dynamic program in which a group of neighbourhood families come together on a regular basis to form a network that supports, encourages, and mentors one another using food – purchasing, growing, sharing, learning, and celebrating – as a galvanizing focus.</p> <p><b>Food voucher system</b> - City of London Social Services moved from the food voucher system to giving grocery store gift cards instead.</p>
<p>✓ 7.10 Work with local growers and service providers to distribute seeds and soil during growing season, paired with education on growing food</p>	<p><b>Seedy Saturday</b> - In partnership with the City of London, the London Middlesex Master Gardeners host “Seedy Saturday” every spring. Seedy Saturday is a fun, inexpensive event where you can swap and exchange seeds, get exciting varieties that other seed savers are sharing (as well as the stories that come with them), attend workshops and talks, meet vendors and obtain seeds from seed companies.</p> <p><b>Friends of Urban Agriculture</b> - Friends of Urban Agriculture is a network of London citizens who are passionate and dedicated to pushing the agenda of urban agriculture forward. They engage and empower Londoners by organizing specific events to raise awareness, facilitating the successful implementation of urban agriculture projects and coordinating a network of organizations and individuals invested in urban agriculture.</p> <p><b>Compost Value Day</b> – London Food Bank Compost Value Day offers Londoners an opportunity to help their garden and two local charities at the same time. The compost is produced from the City’s leaf and yard waste.</p> <p><b>Hydroponic Garden Towers</b> - Hydroponics is a method of gardening that doesn’t use soil, but rather a rich nutrient solution that cycles through from a reservoir. Currently, 17 hydroponic garden towers have been distributed to priority neighbourhoods across London and are located in Family Centres, Community Centres, and Libraries.</p>



Strategies	Accomplishments
<p> <b>7.11 Build on research on “food deserts” (areas of the city with little or no access to grocery stores) and support business models that address them (e.g. markets, fresh food in convenience stores, etc.)</b></p>	<p><b>The Healthy Kids Community Challenge (HKCC)</b> is an initiative funded by the Ontario Ministry of Health and Long-Term Care to support the well-being of children. The challenge focuses on promoting healthy eating, physical activity, and healthy behaviours for children under the age of twelve, using social media marketing tools, training, and funding for community projects. Forty-five communities across Ontario were chosen to participate in the challenge over the three year funding period.</p> <p>London and Middlesex were both chosen to be a part of this initiative to help children lead healthier lives. The Human Environments Analysis Laboratory (HEAL) worked with the HKCC to execute their goals of the challenge in the most efficient and effective way. A community needs assessment was created by the HEAL for both London and Middlesex in order to gain a greater understanding of the individual neighborhoods and townships as well as the communities as a whole.</p> <p>Thirteen neighbourhoods were chosen based off a priority designation made by the Child and Youth Network (CYN) London representing 78 elementary schools in the city. The funds available through this initiative help the CYN create a greater impact in the London community.</p> <p><b>London Good Food Box:</b> Priority neighbourhoods have been identified as having minimal access to fresh produce, yet an increased access to less healthy food, such as junk food. Due to these neighbourhoods historically being considered food deserts, both adults and children may have negative attitudes towards fruit and vegetables and may be reluctant to try new produce items. Therefore, an opportunity exists through promotion of, and participation in Food Box programs.</p> <p>The Good Food Box Program has grown from 2 to 14 host sites across the City of London. An average of 350 boxes are ordered every month and participants are receiving about \$15-\$20 worth of fresh produce for only \$10. Preliminary evaluation results show that this program is providing the opportunity for families to purchase fresh fruits and vegetables that were seen as too expensive before.</p> <p><b>“All About Food” – Neighbourhood Mapping:</b> Through the Child and Youth Network (CYN) 6 neighbourhoods were identified in 2018 for neighbourhood mapping for low or no cost food sources such as food cupboards; community gardens; and community kitchens. The 6 neighbourhoods identified are:</p> <ul style="list-style-type: none"> <li>• Family Centre Westmount</li> <li>• Glen Cairn Community Resource Centre</li> <li>• South London Neighbourhood Resource Centre</li> <li>• Northwest London Resource Centre</li> <li>• Argyle Family Centre</li> <li>• Crouch Neighbourhood Resource Centre</li> </ul> <p><b>The Old East Village Grocer (OEVG)</b> is dedicated to bringing fresh, affordable and healthy food and grocery items to the East London community. The store is an employment training platform for individuals with disabilities or barriers to employment. As an ATN initiative, the store and its training programs are designed to integrate clients into the workforce. This grocery store offers quality products at prices the community can afford.</p>
<p> <b>8.1 Review supports and services to understand which to scale up and which to stop</b></p>	<p>The London Poverty Research Centre (LPRC) at King’s was commissioned by the London For All implementation team to develop a framework based on the Sustainable Development Goals (SDG’s).</p> <p>The main purpose of this report is to present a set of local indicators based on the Sustainable Development Goals (SDG’s) framework integrating social, environmental, and economic targets for change. Through this work we aim to contribute to a shared language among different sectors (public, private, not-for-profit) and different fields (environment, social justice, and economy).</p> <p>The localization of this framework is intended to provide relevant information for assessing collaborations, gaps, duplications, and needs across key decision-makers, agents of change, funders and stakeholders in general.</p> <p>LPRC employs a range of research, knowledge mobilization, and community organizing approaches that are intended to move our community toward positive systemic changes. This includes the task of better understanding the context and consequences of poverty in London, exploring/implementing best-practices in creating change, and cultivation opportunities for collective impact.</p>

Strategies	Accomplishments
<p>✓ 8.2 Bring poverty-focused planning tables together to coordinate, collaborate, and streamline efforts</p>	<p>London for All is about long-term solutions and systems change. Through LFA, United Way convened 60+ stakeholder organizations and over 160 volunteers from diverse backgrounds to come together to ignite change.</p> <p>Groups represented at the London For All tables are listed in the LFA infographic and on the website.</p> <p>London For All acted as a coordinating body to bring groups together to collaborate on LFA recommendations. Other tables are strongly identified as fulfilling specific roles such as:</p> <ul style="list-style-type: none"> <li>OW / ODSP Advocates Group – advocacy regarding municipal and provincial legislation</li> <li>London Homeless Coalition – homelessness in the City of London</li> <li>CYN – child and family poverty</li> <li>Circles – people with lived / living experience in poverty – especially Ontario Works</li> <li>London Poverty Research Centre – research related to poverty</li> <li>Southern First Nations Secretariat – Indigenous people and poverty</li> </ul>
<p>✓ 8.3 Engage people with lived experience in democratic processes and institutions</p>	<p><b>London For All (LFA)</b> - More than 160 volunteers from diverse backgrounds are engaged in the work of London for All. 38 individuals have identified with lived/living experience in poverty and are involved as key decision-makers in the work of London for All.</p> <p>All individuals with lived experience are eligible for compensation of their time, travel, expenses to participate in our work. Several individuals have represented LFA at conferences, meetings and various speaking engagements. They have also been interviewed / profiled / published through local media and Tamarack Institute.</p> <p><b>Circles Guiding Coalition</b></p> <p>The Guiding Coalition provides the inspiration, support, planning and leadership necessary for Circles to be successful. It is a potent force for changing the mindset of our community and addressing issues that require systemic change.</p> <p>Each member is committed to attending weekly dinners frequently enough to become "known" to the Leaders and Allies. These relationships are the very foundation of the model, providing community members from all classes with direct access to one another.</p> <p>The Guiding Coalition is comprised of several sub-committees and is responsible to modify the Circles model to best fit the unique needs and resources of our community.</p> <p><b>NEET Youth</b> - While most youth in Ontario are experiencing success in school and work, there remains a significant proportion of Ontario's youth population that is not in employment, education or training (NEET). There was little research on the needs, perspectives, and challenges faced by these NEET youth, or on the costs associated with the disconnection of youth from school and work. This initiative was launched to generate new knowledge about NEET youth in London and ensure that future policies and programs are informed by a better understanding of their needs and experiences.</p> <p><b>The Child and Youth Network (CYN)</b> - The Child and Youth Network (CYN) is composed of over 170 agencies and individuals that span the education, health, recreation and social services sectors. Individuals with lived experience across the community are engaged in this initiative and serve as co-chair of the CYN Ending Poverty priority area.</p> <p><b>London Youth Advisory Council (LYAC)</b> - The London Youth Advisory Council is an organization by youth, for youth that strives to ensure young people have decision-making power in public processes. LYAC believes young people's priorities, perspectives and experiences matter just as much as anyone else's.</p> <p><b>Tamarack Institute – Cities Reducing Poverty</b> - Living / Lived Experience Community of Practice is designed to engage individuals who are currently living in poverty or who have lived experience of it, and who want to connect with like-minded others in a supportive, online learning community. Meetings will be focused on the sharing of experiences and advancing the value of lived experience in poverty reduction.</p> <p>By joining this unique community of practice individuals are able to share their experiences and knowledge in a community of individuals who are working on similar challenges or issues. By engaging in facilitated conversations with peers, individuals uncover new approaches to problems, build their professional skill set, access new ideas and contribute to the transfer of best practices.</p> <p>Engaging People with Lived/Living Experience in Poverty Reduction - People with lived/living experience deeply understand the realities of poverty. Their stories and experiences serve as powerful tools for building compassion, and for disrupting and clarifying a community's understanding of its root causes and scope. The invaluable expertise of these individuals adds strength and resiliency to poverty-reduction work, and their first-hand knowledge of systemic barriers is invaluable in co-creating innovative solutions to overcome them.</p>



Strategies	Accomplishments
	<p>The recognition of people with lived/living experience as context experts alongside government, business, and non-profit counterparts challenges power imbalances and counters the tendency for practitioners in leadership positions to dominate agendas, discussions, and ultimately, decisions.</p> <p><b>10 - Engaging People with Lived/Living Experience</b> was written to support the social justice and human rights imperative that people with lived/living experience of poverty must be included as equal partners in the development, implementation, and evaluation of solutions that affect their lives. Content for this guide was generated primarily by the 10 Lived/Living Experience Advisory Committee – a team of experts with lived/living experience of poverty and their Cities Reducing Poverty counterparts from across the network. London For All is proud of its participation in this project.</p>
<p>✓ <b>8.4 Use these recommendations as London’s mandate to advocate for policy change from provincial and federal governments</b></p>	<p>In the following advocacy activities, the LFA recommendations were used as a foundation for messaging and developing policy positions.</p> <p>The LFA Accountability Tables worked in partnership with other organizations to advocate about:</p> <ul style="list-style-type: none"> <li>• Ontario provincial election</li> <li>• National Poverty Reduction Strategy</li> <li>• Housing as a human right</li> <li>• Ontario social assistance review</li> <li>• Ontario provincial budget</li> </ul> <p><b>Government relations</b></p> <ul style="list-style-type: none"> <li>• 12+ one on one meetings with elected officials and public servants at all levels of government</li> <li>• Presentation to City of London – Community and Protective Services Committee regarding year-one and year-two progress of London for All project</li> </ul> <p><b>Public consultations</b></p> <ul style="list-style-type: none"> <li>• Took public position on Supervised Consumption Site at 446 York St and shared position in three public meetings</li> <li>• Provided feedback on Ontario provincial budget to Vic Fedeli, Minister of Finance and local Ministry of Finance budget consultation • Presented at local roundtable on National housing strategy attended by Hon. Jean-Yves Duclos, Minister - Children, Community and Social Services</li> <li>• Pillar Nonprofit Network / ONN - Policy Conversation: Navigating the New Economic Realities ..\June Policy Conversation Report_FINAL 2019 Pillar.pdf</li> </ul> <p><b>Coalition building</b></p> <ul style="list-style-type: none"> <li>• Worked in partnership with others on five issues at provincial and federal level: Ontario provincial election, National Poverty Reduction Strategy, Housing as a human right, Ontario social assistance review, Ontario provincial budget</li> <li>• Two in-person meetings with senior staff from Ontario Minister of Children, Community and Social Services</li> <li>• Ten letters written to elected officials outlining positions on above policies and calls to action.</li> </ul> <p><b>Letters written</b></p> <ul style="list-style-type: none"> <li>• Letter sent to Honourable Charles Sousa, Minister of Finance, regarding Roadmap For Change recommendations</li> <li>• Submission to the Human Rights-Based Approach to Housing Team – Canada Mortgage and Housing Corporation regarding Human Rights-Based Approach to Housing</li> <li>• Letter sent to Honourable Lisa MacLeod, Minister of Children, Community &amp; Social Services, regarding Basic Income Pilot project cancellation</li> <li>• Letter sent to Honourable Diane LeBouthillier, Minister of National Revenue, regarding the Disability Tax Credit (DTC) and Registered Disability Savings Plan (RDSP).</li> <li>• Letter to Todd Smith, Ontario Ministry of Children, Community and Social Services re. ODSP Disability definition; sent to Terence Kernaghan and Lisa Gretzky – Opposition critic for Community &amp; Social Services</li> <li>• City of London – signed letter from Crouch NRC re urgent need to address homelessness</li> <li>• Support letter re provincial funding for affordable housing – sent to Terence Kerhaghan to support his effort in partnership with P Sattler and T Armstrong <a href="https://lfpress.com/news/local...">https://lfpress.com/news/local...</a></li> </ul>

Strategies	Accomplishments
	<ul style="list-style-type: none"> <li>• Letter to City Council in support of Anova/LAWC City of London strategic plan recommendations re. violence against women and girls – recommendations were approved for inclusion in strategic plan</li> </ul> <p><b>Media relations</b></p> <ul style="list-style-type: none"> <li>• Pitched two policy story ideas to media and were profiled in both: Ontario social assistance review, Developed of supervised consumption site on York St</li> <li>• Participated as a speaker or panelist in 7 public events regarding advocacy (e.g. media roundtables, conference presentations)</li> <li>• Federal election – Op-Ed – written by Kelly Ziegner and sent week of October 14</li> <li>• LFP – pre-election op-ed - <a href="https://lfpres.com/opinion/co...">https://lfpres.com/opinion/co...</a></li> </ul> <p><b>Public presentations</b></p> <ul style="list-style-type: none"> <li>• Development of Supervised Consumption Site at 446 York St in London • Feedback to Ministry of Finance on Ontario provincial budget • National housing strategy at local roundtable attended by Hon. Jean-Yves Duclos, Minister - Children, Community and Social Services</li> </ul> <p><b>Other</b></p> <ul style="list-style-type: none"> <li>• Sara Middleton, Director, Community Impact, attended Maytree Policy School which is a 6-month professional development opportunity focused on the development of an organizational strategy regarding public policy and advocacy.</li> <li>• Using tools from the Maytree Policy School, a cross-departmental staff working group was convened and identified opportunities within our organization for advocacy and public policy work.</li> <li>• London for All project profiled in Tamarack publication 10 – Engaging with People with Lived/Living Experience</li> </ul>
<p> <b>8.5 Build strong, engaged, community-driven neighbourhoods by continuing to implement the London Strengthening Neighbourhoods Strategy17</b></p>	<p>In early 2018, London residents attended the Good Neighbourhood Conference to explore the London Strengthening Neighbourhoods Strategy (2017-2020). Residents identified 11 Actions that were to be implemented in 2018. Resident leaders, supported by City staff, have been meeting and implementing the identified actions including:</p> <p>Action 1: Target under or non-represented neighbourhoods with engagement opportunities and support, including communication, events and facilitation.</p> <p>Action 2: Create opportunities to celebrate neighbourhood identities both at the neighbourhood level and city-wide.</p> <p>Action 3: Increase outreach to new neighbourhoods - make it intentional, fun and easy through supporting events such as movie night in the park.</p> <p>Action 4: Identify volunteers within community associations to act as expert advisors for other associations.</p> <p>Action 5: Create opportunities for residents to regularly share information with City Staff and Councillors, at the neighbourhood level with town hall meetings, monthly exchanges of info, etc.</p> <p>Action 6: Create opportunities for Action 6: City Staff and Councillors to share timely information with neighbourhoods/wards in a variety of ways including email, newsletters, community bulletin boards, web apps, mail.</p> <p>Action 7: City of London, Urban League of London, and neighbourhood associations to hold annual Neighbourhood Conference to share tools, resources, how-to's and expert advice through a variety of workshops and trade fair-style booths.</p> <p>Action 8: Create a "Welcome Wagon" toolkit which connects residents to their neighbourhood</p> <p>Action 9: Develop a funding model with a clear process and guidelines to support the start-up costs of new NA's to support:</p> <ul style="list-style-type: none"> <li>• The start-up costs of new neighbourhood associations to support engagement and communication (such as initial mail out to all residents in an association's boundaries)</li> <li>• Ongoing needs of neighbourhood associations, such as: space, technology, accessibility, translation services, communication strategies, signage and neighbourhood activities</li> </ul> <p>Action 10: Have neighbourhood associations work together and share common assets.</p> <p>Action 11: Partner with community stakeholders to broaden engagement with diverse communities</p>

Strategies	Accomplishments
<p> <b>8.6 Promote London's "community hubs" (such as Family Centres, resources centres and libraries) and online resources to help families connect to supports</b></p>	<p><b>City of London</b></p> <p>The City continues to leverage existing space at community centres across the city to promote other city hubs to residents, such as family centres.</p> <p>City of London community centre supervisors are also responsible for community development across neighbourhoods; City staff actively support residents across all planning districts, supporting them to access our community spaces, plan and host community events, and help to build the capacity of the residents they work with.</p> <p>The City continues to leverage community centres to share information about neighbourhood initiatives, community groups and other information pertaining to the neighbourhood. Community centres are a place where neighbours can come together and build new relationships, socialize and recreate.</p> <p>The City's Child and Youth Network (CYN) is a collaborative of more than 170 local organizations and individuals from the education, health, recreation and social service sectors. The CYN is dedicated to working together to change outcomes for children, youth and families in our city.</p> <p>The City of London promotes community centres through Spectrum, social media, City of London website and through community partners.</p> <p><b>FamilyInfo.ca</b> - FamilyInfo.ca is a web portal for parents, caregivers and service providers that links information on programs, services and resources in the London and Middlesex area for children. FamilyInfo.ca is not intended to reproduce or duplicate anything that already exists.</p> <p><b>Community Connector Training</b> - Community Connector Training opportunities are provided at no cost for licensed child care educators in London and Middlesex. The workshops are developed for the Family-Centred Service System, and are provided through the City of London's 2018 Licensed Child Care Affordability Pilot - Capacity Building/Special Projects.</p> <p><b>Youth Connector Training</b> - several youth-focused initiatives related to high school graduation were brought forward in the 2017-2021 Child &amp; Youth Agenda including a training program that can build on the skills and capacity of individuals working with youth across the community.</p> <p><b>211 Ontario</b> - a helpline and website that provides information on and referrals to Ontario's community, social, health-related and government services. 211 connects people to the right information and services, and helps people become more engaged with their communities.</p>
<p> <b>8.7 Develop strategies and services to address unmet needs identified through the review of supports and services</b></p>	<p>The London Poverty Research Centre (LPRC) at King's was commissioned by the London For All implementation team to develop a framework based on the Sustainable Development Goals (SDG's).</p> <p>The main purpose of this report is to present a set of local indicators based on the Sustainable Development Goals (SDG's) framework integrating social, environmental, and economic targets for change. Through this work we aim to contribute to a shared language among different sectors (public, private, not-for-profit) and different fields (environment, social justice, and economy).</p> <p>The localization of this framework is intended to provide relevant information for assessing collaborations, gaps, duplications, and needs across key decision-makers, agents of change, funders and stakeholders in general.</p> <p>The London Ontario SDG Indicators report was completed in early 2020 and the next steps of identifying unmet needs and developing strategies has been postponed due to other emerging issues.</p>

Strategies	Accomplishments
<p>✓ 8.8 Identify ways to streamline and simplify access to support</p>	<p>Further Information is provided in the report on the following services implemented to streamline and simplify access to support:</p> <ul style="list-style-type: none"> <li>Familyinfo.ca</li> <li>Community Connector Training</li> <li>Community Hubs</li> <li>Coordinated Access System / Coordinated Informed Response</li> <li>Reach Out</li> <li>Walk-in / Talk-In Clinics</li> <li>ConnexOntario</li> <li>Middlesex-London Community Drug &amp; Alcohol Strategy</li> <li>SouthWesthealthline.ca</li> <li>Information London - Community Services Directory</li> <li>Information Lodnon - Help Yourself Through Hard Times</li> <li>"All about Food" Neighbourhood Food Map Initiative</li> <li>Local Jobs Hub / Local Jobs Map</li> </ul>
<p>✓ 8.9 Strengthen the culture of collaboration across all organizations and sectors</p>	<p><b>London For All</b> - United Way recruited more than 120 volunteers from diverse backgrounds to sit on the London for All Leadership Table or one of its 7 accountability groups, making it a truly community-based strategy.</p> <p>Under the leadership of Indigenous leader Luke Nicholas and disability advocate Jeff Preston, these groups have developed work plans with appropriate measurement to provide milestones for progress.</p> <p>United Way is leveraging its position and relationships to secure funding for evaluation and measurement efforts.</p> <p>United Way has been able to leverage its power of its provincial and national networks to lead a number of advocacy efforts contributing to the:</p> <ul style="list-style-type: none"> <li>• National Poverty Reduction Strategy</li> <li>• National Housing Strategy</li> <li>• Ontario Income Security Reform</li> </ul> <p>The Leadership Table and Accountability Groups are working with existing poverty reduction organizations and community collaboratives to implement the 112 recommendations in London for All.</p> <p><b>Innovation Works</b> - London's co-working space was launched to encourage cross-collaboration between agencies. By bringing entrepreneurs, businesses, government, nonprofits and charities under one roof and literally removing the barriers between them, Innovation Works creates a condition whereby their differences will collide.</p>

Strategies	Accomplishments
<p>✓ <b>8.10 Research the viability of Neighbourhood Economic Development Corporations that provide community-driven opportunities to access resources that strengthen neighbourhoods and encourage community participation</b></p>	<p><b>London Calling – London Poverty Research Centre (LPRC)</b> - The LPRC launched an initiative Inclusive Economy London which focused on local neighbourhood-based economic development projects. London Calling – Community Wealth Building is a collaborative action research and community mobilization project aimed at embedding, accelerating, and contributing to equitable economic development practices in London. The project seeks to create decent work opportunities, identify current and emerging projects of this new economy, and bridge between larger national and provincial networks working in the same area.</p> <p>The Inclusive Economy working group is focusing on a basic question: How do we look at the economy and economic development in a way that is going to benefit a broader segment of the population. The working group, which includes Libro Credit Union, the London Economic Development Corp. and several large community organizations, has identified three tasks.</p> <ul style="list-style-type: none"> <li>• Understand and advocate for a living wage in London.</li> <li>• Ensure large public investments from all levels of government, include purchasing and work policies that benefit the city and its residents.</li> <li>• Help build and retain local small and medium-sized businesses and the employment they offer.</li> </ul> <p><b>Urban League of London</b> - The Urban League is an umbrella group whose members include neighbourhood associations, community groups and individuals from across the city of London. Any Londoner can join the Urban League as an Individual Member and become part of a growing coalition of citizens and community organizations advocating for positive and sustainable change in this city.</p>
<p>✓ <b>8.11 Promote charitable gift-giving toward programs with sustained, transformative impacts on poverty</b></p>	<p>As key partners, anchor fundraising organizations, and leadership table members, United Way Elgin Middlesex and London Community Foundation have included LFA recommendations in recent fundraising campaigns and in the development of cases for support directed at donors. For example:</p> <p><b>United Way Unignorable Campaign</b> - United Way in Canada and the Pantone® Colour Institute™ have joined forces in a national campaign to help make local issues unignorable. With a shared goal of raising awareness of local issues that are easily ignored, the organizations have come together to help motivate individuals to support their local communities. The Unignorable campaign, in tandem with the United Way's ongoing Local Love campaign, aims to encourage people to act and address core issues affecting their local communities.</p> <p><b>London Community Foundation – Vital Signs Campaign</b> - This biennial report measures the vitality of our community by examining a variety of issues that are significant to well-being and quality of life. Creating awareness of our community's most pressing issues, Vital Signs allows the Foundation to connect philanthropy with our community's needs. A catalyst for change, Vital Signs inspires civic engagement, provides focus for public debate and inspires Londoners to dream of what London can be.</p>

Strategies	Accomplishments
<p>✓ <b>8.12 Build more public gathering spaces (e.g. recreation centres, parks) to increase access to space for unstructured recreation and space for community to come together</b></p>	<p><b>Family Centre Fox Hollow</b> - opened in December 2017. It is located in the Sir Arthur Currie Public School and is designed to make life easier for all families and residents by offering a single door to many opportunities in their neighbourhood and city. Family Centre Fox Hollow is part of a network of Family Centres being developed in neighbourhoods by London's Child and Youth Network, a collective of over 150 organizations committed to strengthening children, youth and families.</p> <p><b>Bostwick Community Centre, YMCA and Library</b> - The Bostwick Community Centre opened in September 2018 and was developed in partnership with the City of London, YMCA of Western Ontario, and London Public Library. With a multi-purpose community space, indoor pool and gymnasium, double pad arena, YMCA fitness facility and Library Branch, the Bostwick Community Centre has something for every ability, age and life stage.</p> <p><b>Fanshawe Family Centre</b> - The Fanshawe Family Centre opened in April 2019 and is designed to make life easier for all families and residents by offering a single door to the many opportunities in your neighbourhood and city. The EarlyON Child and Family Centre is a part of the Fanshawe Family Centre.</p> <p><b>Family Centre Blessed Sacrament</b> - Family Centre Blessed Sacrament will be located in Blessed Sacrament Catholic School and is anticipated to open in fall 2019.</p> <p><b>Dundas Place</b> - is London's first flexible street; a space shared by pedestrians, cyclists and motorists. It was identified as a top priority in the Our Move Forward: London's Downtown Plan, as part of the revitalizing downtown strategy. The City of London had a vision to transform Dundas Street in downtown London into Dundas Place, a key public space and cultural hub that will encourage residential intensification in the core, showcase the built heritage of the area and shape downtown London for decades to come. Dundas Place represents an opportunity to build community and make our entire core stronger.</p> <p><b>London Community Gardens Program</b> - Community gardens build and nurture community capacity, which is defined as the sum total of commitment, resources, and skills that a community can mobilize and deploy to address community problems and strengthen community assets. London is home to 14 gardens (on municipally owned land) encompassing over 400 plots where gardeners grow vegetables, fruit and other plants. The gardens are part of the London Community Gardens Program (LCGP), as they sit on City owned land in various London neighbourhoods.</p> <p><b>Indigenous-led Licensed Child Care and EarlyON Child and Family Centre</b> - The City of London and the Southwest Ontario Aboriginal Health Access Centre (SOAHAC) have partnered on a new Indigenous-led Licensed Child Care and EarlyON Child and Family Centre. As the first of its kind in London, the Centre will provide culturally relevant early years programming that is based in language and Spirit, serving families in London and Middlesex County. The Indigenous-led Child Care and Family Centre addresses concerns heard during engagement with Indigenous families and service providers in London and Middlesex. Through the engagement process, Indigenous families expressed that access to culturally relevant, quality Indigenous-led programming that supports families is critical. The Centre will be built at 449 Hill Street, within the shared territory of the Anishinaabe (Ojibwe), Haudenosaunee (Oneida) and Leni-Lenape (Delaware) peoples. Construction of the Centre is expected to be complete in 2020.</p> <p><b>Parks and Recreation Master Plan</b> - The City of London offers high quality parks, recreation programs, sport services, and facilities that engage residents of all ages and abilities. The Parks and Recreation Master Plan provides an overall vision and direction for making decisions. The Master Plan is a living document that is based on public input, participation trends, utilization levels, best practices, demographic changes, and growth forecasts. It guides the City's investment in parks, recreation programs, sport services, and facilities over the next ten years and beyond. A Vision for Parks and Recreation: In London, all residents – regardless of age, ability, culture, gender, income, or where they live – have opportunity to participate and share in meaningful and accessible parks, recreation, and sport experiences. In 2018, the City collected surveys and input from over 2,300 London residents and stakeholders. Based on this input, as well as extensive background research, recommendations were developed.</p> <p><b>London Environmental Network</b> -The London Environmental Network provides member organizations with shared resources, and training, outreach and collaboration opportunities so they can become stronger and work more effectively together. It also connects groups to the London community, recruits volunteers, and promotes environmental events, initiatives and successes.</p> <p><b>LEN - Green Economy London</b> - The Green Economy Hub launched in London in May 2019 to support local businesses to set and achieve sustainability targets, joining 6 other Hubs across Ontario. Green Economy London helps businesses and organizations realize the competitive advantage of becoming environmentally sustainable.</p>

Strategies	Accomplishments
<p>✓ <b>8.13 Recognize Londoners' commitment to volunteerism and a caring community and build upon these efforts</b></p>	<p>Numerous volunteer recognition programs exist in our city acknowledging Londoners' commitment to volunteerism including the Mayor of London's Volunteering Awards; our local MP's / MPP's Community Recognition Awards; and the newly introduced Atlohsa Peace Awards (established in 2018) to name a few.</p> <p><b>London and Area Association For Volunteer Administration (LAVA)</b> - LAVA is an organization that offers networking, education, and advocacy to those managing volunteers. LAVA's vision is a community of professionals adhering to recognized standards of practice, who provide outstanding leadership in the experience and impact of volunteers on the organization and individuals they serve. LAVA's mandate is to provide an opportunity for individuals in the field of Volunteer Management and Administration, either as a professional or on a volunteer basis, to meet with others in the field to share successes, work on challenges, explore opportunities and gain valuable skills and knowledge offered by LAVA members and partners in London and area. LAVA brings together in an association, persons in the City of London and surrounding areas, who have a common interest in providing the best possible leadership in volunteer management by:</p> <p><b>Pillar Nonprofit Network</b>  Pillar Nonprofit Network strengthens individuals, organizations and enterprises invested in positive community impact. Pillar supports more than 610 nonprofits, social enterprises and social innovators by sharing resources, exchanging knowledge and creating meaningful connections across the three pillars of nonprofit, business and government. Pillar's mission is to strengthen individuals, organizations and enterprises that are invested in positive community impact. Its vision is an engaged, inclusive and vibrant community.</p> <p>Pillar supports voluntarism through capacity building, training and diversity &amp; inclusion programming. Whether you are looking for volunteer opportunities, networking events or a job in the nonprofit sector, Pillar Nonprofit Network can help. Pillar Innovation Awards – since launching in 2006, the Pillar Community Innovation Awards has evolved into one of the biggest celebrations of positive community impact in our city. Storytelling is at the core of this event where individuals and organizations that are doing exceptional work to help create a more engaged, more vibrant, more inclusive community are honoured. The Pillar Community Innovation Awards celebrates how individuals, organizations and enterprises are investing in positive community impact in the categories of Innovation, Leadership, Impact, Collaboration and Community Choice. It is an opportunity to recognize those who are doing exceptional work in these areas.</p> <p><b>National Volunteer Week</b> - Volunteer Canada provides national leadership and expertise on volunteerism to increase participation, quality, and diversity of volunteer experiences. Volunteer Canada annually supports National Volunteer Week during the month of April to celebrate, thank and recognize the impact of volunteers and how they lift our communities. A number of organizations in the City of London regularly celebrate National Volunteer Week and acknowledge the exponential impact of volunteers in our community.</p>