



March 25, 2025

County of Brant

Sent via email: clerks@brant.ca

Dear County of Brant:

Please be advised that Brantford City Council at its meeting held March 25, 2025 adopted the following:

12.1.8 2024 Annual Summary Report for the City of Brantford Drinking Water System, 2025-71

- A. THAT Report No. 2025-71 titled "2024 Annual Summary Report for the City of Brantford Water System" BE RECEIVED; and
- B. THAT the Clerk BE DIRECTED to forward this Report (No. 2025-71) to The Corporation of the County of Brant; and
- C. THAT capital project "000119-Water and Wastewater System Financial Sustainability Plan" BE APPROVED in 2025; and
- D. THAT funding in the amount of \$75,000 from the Water reserve (RF0542) and \$75,000 from the Wastewater reserve (RF0540) BE APPROVED.

12.2.1 Live Well Brantford-Brant (LWBB) 2024 Annual Report [Financial Impact: None], 2025-96

- A. THAT Report 2025-96, Live Well Brantford-Brant (LWBB) 2024 Annual Report, BE RECEIVED; and
- B. THAT the City Clerk BE DIRECTED to forward a copy of the final resolution and staff report to the County of Brant.

I trust this information is of assistance.

Yours truly,

Chris Gauthier
City Clerk, cgauthier@brantford.ca



Alternative formats and communication supports available upon request. Please contact accessibility@brantford.ca or 519-759-4150 for assistance.

Date March 4th, 2025 **Report No.** 2025-71

To Chair and Members
Committee of the Whole - Operations

From Inderjit Hans, P. Eng., PMP
Commissioner, Public Works Commission

1.0 Type of Report

Consent Item	<input checked="" type="checkbox"/>
Item For Consideration	<input type="checkbox"/>

2.0 Topic 2024 Annual Summary Report for the City of Brantford Drinking Water System

3.0 Recommendation

- A. THAT Report No. 2025-71 titled "2024 Annual Summary Report for the City of Brantford Water System" BE RECEIVED; and
- B. THAT the Clerk BE DIRECTED to forward this Report (No. 2025-71) to The Corporation of the County of Brant; and
- C. THAT capital project "000119-Water and Wastewater System Financial Sustainability Plan" BE APPROVED in 2025; and
- D. THAT funding in the amount of \$75,000 from the Water reserve (RF0542) and \$75,000 from the Wastewater reserve (RF0540) BE APPROVED.

4.0 Executive Summary

The City of Brantford is committed to providing our customers with a safe and adequate supply of drinking water that either meets or surpasses applicable

regulations and legislation in the Province of Ontario. The information in the Annual Summary Report is intended to inform members of Council and the public about the current state of the Drinking Water System and demonstrate that high quality drinking water is continually supplied to consumers.

The 2024 Annual Summary Report attached in Appendix A shows that the City met the drinking water regulatory requirements outlined in the Safe Drinking Water Act (2002) and Ontario Regulation 170/03. The drinking water was tested for various operational, biological and chemical (inorganic and organic) parameters using a certified lab and all the parameters were within the regulatory limits. In 2024, 1704 bacteriological samples were taken throughout the City and 3 sample results were adverse and one sample was adverse for a chemical parameter, N-nitrosodimethylamine, or NDMA. Appropriate corrective actions were taken under the oversight of the Brant County Health Unit following provincial regulations. The quantity of raw water taken under the Permit to Take Water and the treated water produced under the Municipal Drinking Water License were in compliance with the Provincial regulations.

A gradual increase in nitrate levels in the source water (Grand River water) was observed in the recent years. The 2024 nitrate level was in the range of 5-6.7 mg/L in the winter months where the Provincial drinking water limit is 10 mg/L. The City has proactively evaluated treatment options in case the nitrate levels in the Grand River water reach drinking water limit and selected addition of reverse osmosis treatment process at the Brantford water treatment plant as a suitable solution. In the interim, the City has installed mobile reverse osmosis units to address high nitrate levels and the temporary units will be in operation from March to May 2025. The City is also working with the Grand River Conservation Authority, Brant County Health Unit and the Ministry of Environment, Conservation and Parks to keep the nitrate levels in the Grand River water lower than the drinking water limit.

The Tutela Heights water distribution system was assumed by the City in December of 2024. The project was completed within the scheduled timeframe and within the approved budget. Assumption of the Tutela Heights Water System by the City provides several benefits to the area, including:

- **Increased Fire Protection:** according to hydraulic analysis, connection to City water supply provides residents with approximately 50% increase in Fire Flow on average.
- **Integration into the City's Water Meter Upgrade Project:** residents will benefit from leak detection and consumption monitoring features of the City's

Advanced Metering Infrastructure.

- **Reduced Costs:** in 2023, the average water bill (cost per 17 cubic meters) in the City was approximately \$48; the average water bill (cost per 17 cubic meters) in the County was approximately \$80. Water billing will switch over to the City in the billing cycle following connection of each residence to the City's system.
- **Increased Capacity for Growth:** The City's water system has adequate capacity to meet the needs of residents and facilitate growth in Tutela Heights.

The Ministry of Environment, Conservation and Parks (MECP) performs an annual inspection of the City's water treatment plant and the distribution system. Our Drinking Water System received a score of 100% in 2024.

In accordance with Schedule 22 of Ontario Regulation 170/03 under the Safe Drinking Water Act, the City is required to inform Council of the status of drinking water compliance by March 31 of every year. A copy of this report will be available to the public at City Hall and the City's website upon Council approval. A copy of this report will be provided to the Corporation of the County of Brant as it receives drinking water in bulk from the City to supply to the Cainsville area. It is recommended that the 2024 Annual Summary Report for the City of Brantford Water System, as prepared by the staff be received.

The Water and Wastewater Financial Plan update was planned to be undertaken in 2026. However, this update would provide efficiencies if it is carried out along with the Development Charges Study in 2025. This combined delivery of projects in 2025 will address water and wastewater capital funding needs sooner and will enable delivery of the Financial Plan project more efficiently. Staff recommend the capital project "000119-Water and Wastewater System Financial Sustainability Plan" with a funding of \$150,000 (funded equally from water and wastewater reserves) be advanced from 2026 to 2025.

5.0 Purpose and Overview

To inform Council about the operation and performance of the municipal water treatment and distribution system as required by Schedule 22 of Ontario Regulation 170/03 under *the Safe Drinking Water Act*. The 2024 performance is outlined in the attached report titled, "2024 Annual Summary Report for the City of Brantford Drinking Water System".

6.0 Background

Schedule 22 of Ontario Regulation 170/03 under the *Safe Drinking Water Act* requires that a Drinking Water Annual Summary Report be prepared and submitted to the members of municipal Council by March 31st of each year relating to the operation and performance of the municipal drinking water system for the preceding calendar year. The report must list any non-compliance issues, which occurred in the previous year related to the drinking water regulation, drinking water works permit, municipal drinking water license and any orders applicable to the system. The report must also specify the duration of failure(s) and measures taken to correct the issue(s). Other information that must be featured in the report includes the quantity of water supplied for the purpose of enabling the owner of the system to assess the capability of the system to meet existing and future uses of the system. The regulation requires that a copy of the report be provided to The Corporation of the County of Brant, which is a municipality that receives water from the City.

7.0 Corporate Policy Context

The Water Operations 2023 Annual Summary Report documents how the division's activities are in line with Council's 2023-2026 priorities which is "Strategic Theme #10 –Building a Greener Brantford" by:

- Monitoring the raw water taking from the Grand River and the discharge of effluent from Residual Management Facility to the Grand River to ensure the impact on the Grand River ecosystem is minimal; and
- Maintaining all equipment to ensure that the Water Treatment Plant, Pumping Stations and Reservoirs can operate to their full capabilities and minimize the carbon footprint.

8.0 Input From Other Sources

Staff from the Environmental Services and Finance Departments and the Climate Change Officer were consulted in the development of the Water Operations 2024 Annual Summary Report.

9.0 Analysis

The 2024 Annual Summary Report (Attached as Appendix 1) outlines the performance of the City of Brantford Water System (including Treatment Plant & Distribution System) for the calendar year.

Specifically, the report outlines:

-
- Background and Description of Drinking Water System
 - List of Water Treatment Chemicals Used
 - Major Expenses
 - Summary of Reporting Adverse Test Results and Other Problems (Schedule 16)
 - Holmedale Water Treatment Plant Flows
 - Summary of Test Results Required Under On. Reg. 170/03
 - Summary of Test Results Required Under the Municipal Drinking Water License (MDWL)
 - MECP Annual Inspection Summary: 100% final inspection rating achieved during the annual inspection, which occurred from July 23rd to September 20th, 2024.

Copies of this report will be available for the public at City Hall and the City's website upon Council approval. A copy of the report will be provided to the Corporation of the County of Brant by March 31, 2024.

10.0 Financial Implications

There are no financial implications resulting from this report.

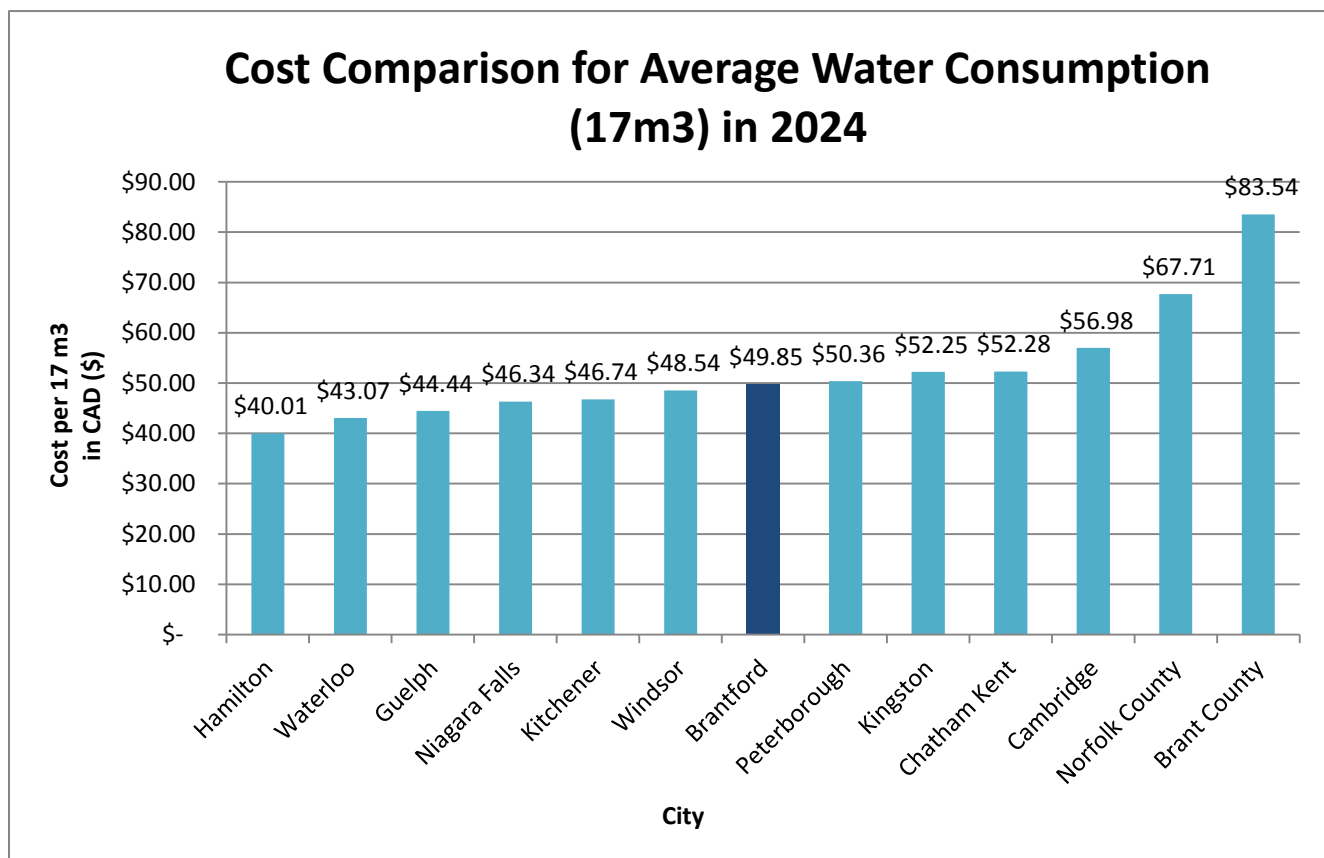
The Water Operations division is 100% funded from the revenue generated from user fees and water rate. The 10-year forecast of the capital and operating expenses shows that there are insufficient funds in the water reserves to fund the water infrastructure improvements from 2029 onwards. This deficit is due to increased labour, and material costs and supply chain issues affecting many capital projects and operating contracts such as chemical supply and sludge hauling. Addition of the reverse osmosis treatment process to address the increasing nitrate levels in the Grand River will require \$50-\$100 million in the next 4 years. Staff are seeking funds from provincial and federal grant programs to address the funding deficiency and minimize impact on the rate payers.

The Water and Wastewater Financial Plan must be updated once every 5 years. The last update of the Financial Plan was completed in 2022. The next update was planned to be undertaken in 2026. However, the City is undertaking an update of the Master Servicing Plan and the Development Charges Study in

2025. If the Financial Plan is developed along with the Development Charges Study in 2025, the project can be delivered more efficiently, and the financial needs will be addressed sooner. Staff recommend the capital project 000119- Water and Wastewater System Financial Sustainability Plan with a funding of \$150,000 (funded from water and wastewater reserves) be advanced from 2026 to 2025.

A comparison of Brantford's monthly average water cost for a single-family home (17 cubic meters per month) to other local municipalities is trended in Figure 1. The comparison shows that Brantford water rate is in the middle of the comparator municipalities.

Figure 1 Cost Comparison for Average Water Consumption (17m3) in 2024



11.0 Climate and Environmental Implications

Water treatment and supply are important functions of a municipality. However, these works are energy intensive to consistently provide safe drinking water throughout the City's Distribution System. In 2024, water treatment produced an estimated total of 717T of carbon dioxide equivalent from electricity and natural gas usage. This is an increase in greenhouse gas emissions by approximately

3% compared to 2023. This increase is likely due to an increase in the amount of water being pumped and consumed.

Water Treatment activities include administration, treatment, storage and pumping to the water distribution network. Water Operations continually monitors its processes and is committed to reducing energy consumption and carbon emissions through various optimization approaches such as investigating and implementing new pumping systems, replacing old equipment with new energy efficient alternatives and ensuring that capital projects take into account technologies that reduce energy consumption and carbon emissions. An energy audit was completed in 2024. Recommendations will be considered by staff and implementation will start in 2025.

12.0 Conclusion

In accordance with Schedule 22 of Ontario Regulation 170/03 under the Safe Drinking Water Act, it is recommended that the 2024 Annual Summary Report for the City of Brantford Water System, as prepared by the Environmental Services Department be received.



Inderjit Hans, P.Eng., PMP
Commissioner, Public Works Commission

Prepared By:
Amie Rutherford, DWQMS Specialist
Lindsay Chapin, Superintendent of Water Treatment

Attachments

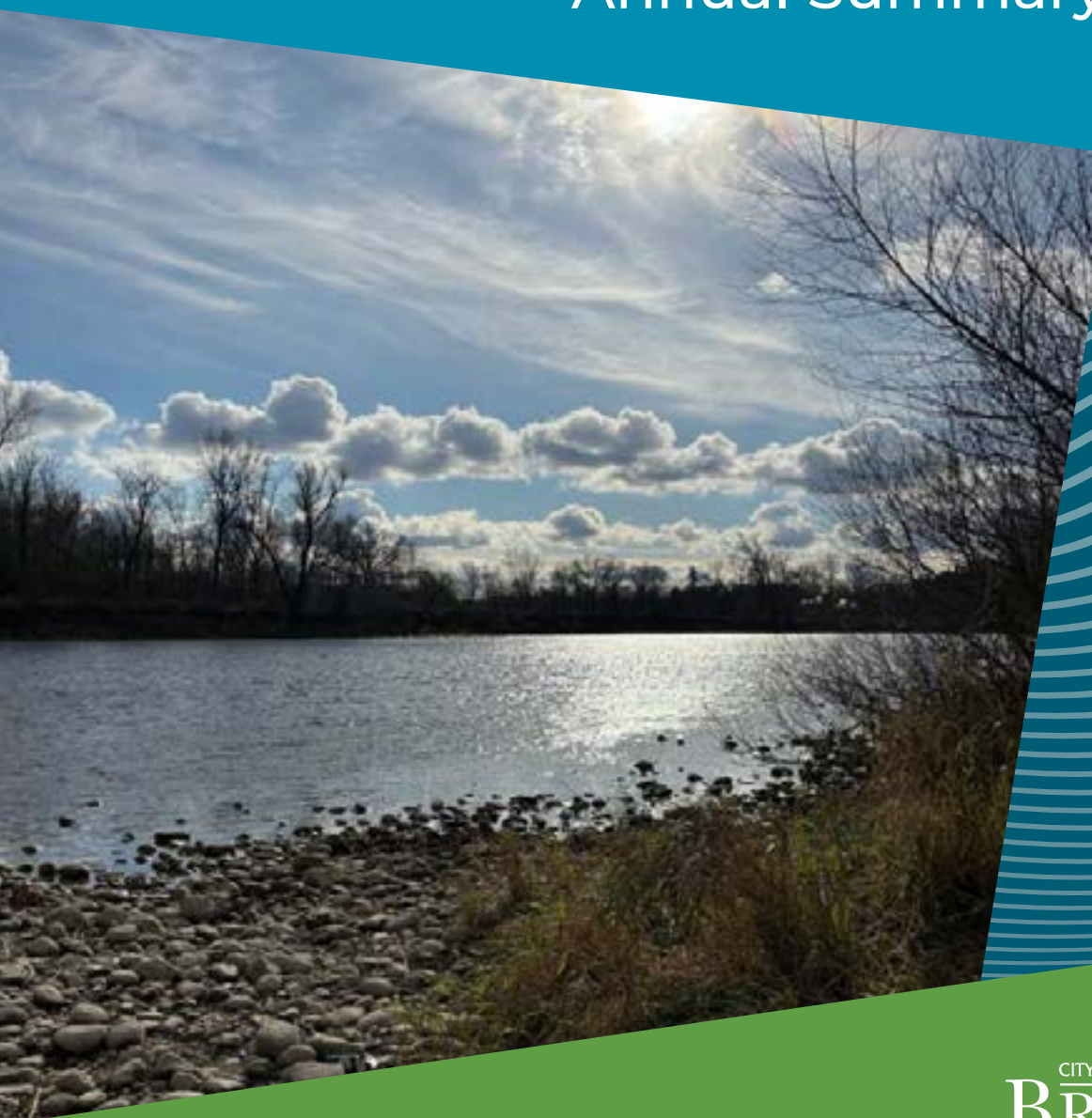
Appendix 1 - City of Brantford Water System - 2024 Annual Summary Report

In adopting this report, is a by-law or agreement required? If so, it should be referenced in the recommendation section.

By-law required	<input type="checkbox"/> yes <input checked="" type="checkbox"/> no
Agreement(s) or other documents to be signed by Mayor and/or City Clerk	<input type="checkbox"/> yes <input checked="" type="checkbox"/> no
Is the necessary by-law or agreement being sent concurrently to Council?	<input type="checkbox"/> yes <input checked="" type="checkbox"/> no

2024 City of Brantford Water System

Annual Summary Report



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2024 Annual Summary Report

– Executive Summary

The City of Brantford is committed to providing our residents with a safe and adequate supply of drinking water that meets or surpasses applicable regulatory requirements in the Province of Ontario. The information in the Annual Summary Report is intended to inform the members of Council and the public about the current state of the Drinking Water System and to demonstrate the high quality of our drinking water.

The Brantford Water System is owned and operated by the Corporation of the City of Brantford. The raw water supply to produce drinking water is withdrawn from the Grand River through the Holmedale Canal. The raw water is treated at the Holmedale Water Treatment Plant before it is distributed through the extensive underground water pipe network. The water treatment plant is a state-of-the-art facility with the highest Class IV rating and is designed to produce up to 100 million liters per day (MLD) of drinking water. There are three reservoirs in the network in addition to an in-plant reservoir, one booster pumping station and two elevated tanks that are used in the distribution system to equalize water demand, to reduce pressure fluctuations and to provide adequate reserves for firefighting, power outages and other emergencies.

The municipal drinking water must satisfy the provincial requirements of O. Reg. 170/03 under the Safe Drinking Water Act, 2002 and additional requirements outlined in the Municipal Drinking Water License. The drinking water was tested for various operational, biological and chemical (inorganic and organic) parameters using a certified laboratory and all the parameters were within the regulatory limits. In 2024, 1704 bacteriological samples were tested throughout the city and 3 sample results were adverse and one sample was adverse for a chemical parameter, N-nitrosodimethylamine, or NDMA. Appropriate corrective actions were taken under the oversight of the Brant County Health Unit (now Grand Erie Public Health) following provincial regulations.

The quantity of raw water taken under the Permit to Take Water and the treated water produced under the Municipal Drinking Water License were in compliance with Provincial regulations.

The Ministry of Environment, Conservation and Parks (MECP) performs an annual inspection of the City's water treatment plant and the distribution system. Brantford's Drinking Water System received an impressive score of 100% in 2024.



A. Background

The information in the Annual Summary Report is intended to inform members of Council and the public about the current state of the Drinking Water System and demonstrate that high quality drinking water is continually supplied to consumers.

This report has been prepared in accordance with the terms and requirements set out in the Safe Drinking Water Act (2002), as Section 11 – Annual Reports and Schedule 22 – Summary Reports of Ontario Regulation 170/03. It covers the period from January 1st to December 31st, 2024.

The 2024 Annual Summary Report will be available to the public without charge, beginning March 31st, 2025. A copy of this report can be obtained via the Internet (www.brantford.ca) and at Brantford Customer Service by contacting (519)759-4150.

B. Description of Drinking Water System

Table 1: Description of the City of Brantford Drinking Water System

Water System Element	Details
Drinking Water System Number	#220003564
Owner	The Corporation of the City of Brantford
Classification	Large Municipal Residential
Treatment	Class IV
Distribution	Class III
Raw Water Supply	Grand River (Holmedale Canal)
DWS Location	324 Grand River Ave.
Municipal Drinking Water License (MDWL)	063-101 Issue # 9, Issued: October 30th, 2024
Drinking Water Works Permit (DWWP)	#063-201 Issue # 7, Issued: October 30th, 2024
Permit to Take Water	#2375-BLHMW5
Bulk Water Receiving Customer	The Corporation of the County of Brant. Town of Cainsville Distribution System (Drinking Water System #: 260002616, Class I) which is owned and managed by the County of Brant.

The City of Brantford Water System is owned and operated by the Corporation of the City of Brantford. The Drinking Water System is a Large Municipal Residential System consisting of a Class IV Water Treatment Plant (Holmedale Water Treatment Plant) and a Class III Distribution System. (Drinking Water System Number: 220003564, Municipal Drinking Water License (MDWL) 063-101 Issue # 9, Issued on October 30th, 2024, Drinking Water Works Permit (DWWP) #063-201 Issue # 7, Issued on October 30th, 2024).

The Holmedale Water Treatment Plant is located at 324 Grand River Avenue in Brantford, Ontario. The City's raw water supply is drawn from the Grand River through the Holmedale Canal. The City is responsible for the overall management of the production and distribution of Brantford's drinking water to homes and businesses across the city. Specifically, this includes treatment of Grand River water, maintenance of the plant, distribution and metering systems, expansion of the network systems and meeting and/or exceeding the applicable regulatory requirements. The water treatment plant is designed to produce drinking water up to 100 million liters per day (MLD). The volume of water permitted to be taken from the Grand River for drinking water supply is up to 260 million liters per day (MLD) (Permit to Take Water #2375-BLHMW5 Issued on May 8th, 2017, expires on May 31st, 2027). The water treatment plant contains the following process units: Screening, coagulation, sand-ballasted flocculation (John Meunier's Actiflo®), sedimentation, ozonation, biological filtration, UV disinfection, chlorination, chloramination and fluoridation.

Three reservoirs (in addition to an in-plant reservoir), one booster pumping station and two elevated tanks are used in the distribution system to equalize water demand, to reduce pressure fluctuations and to provide reserves for firefighting, power outages and other emergencies. A Residue Management Facility (RMF) treats the wastewater generated in the water production process for disposal in an environmentally sound manner. Wastewater treatment consists of concentrating the wastewater by three gravity settler thickeners and dewatering by two belt filter presses. Dewatered waste (sludge) is disposed at the Brantford Landfill.

The City of Brantford Water System is the water service provider to the Town of Cainsville Distribution System (Drinking Water System #:260002616, Class I) which is owned and managed by the County of Brant. The Tutela Heights area annexed by the City in 2017 was served by the County of Brant from their Mount Pleasant well water system for the majority of 2024. Connection of the Tutela Heights area to the City's water distribution system (disconnect from the Mount Pleasant well water system) was completed in January 2025.

C. List of Water Treatment Chemicals Used

Table 2: Water Treatment Chemicals

Chemical Name	Chemical Use
Polyaluminum chloride	Primary Coagulant
Flopam AN 934 PWG	Settling Aid
Microsand	Settling Aid
Liquid oxygen	Primary Chemical for Ozone Generation
Chlorine gas	Primary Disinfectant
Ammonia gas	Used in combination with free chlorine for secondary disinfection
Hydrofluosilicic Acid	Fluoridation
Sulfur dioxide gas	Dechlorination Chemical

D. Major Expenses

To maintain the water assets in optimal condition, the City regularly evaluates the condition and performance of the assets and plans upgrades accordingly with the 10-year capital program. Various critical capital projects delivered in 2024 are listed below.

Table 3: Major Expenses

Description of the Project	Cost
SCADA cybersecurity, infrastructure, and process upgrades	\$293,477
Northwest reservoir inspection and remedial work	\$35,495
Ozone analyzer replacements	\$34,507
Actiflo improvements	\$78,012
Total Expenses	\$474,906

E. Summary of Test Results Required Under O.Reg 170/03

i) Operational Testing Required Under Schedule 7

Appendix A summarizes the Operational Testing required under Schedule 7. Water quality tests were conducted at the required frequency and all results were within compliance limits in 2024.

ii) Bacteriological Testing Required Under Schedule 10

Table 4 summarizes the Bacteriological Testing required under Schedule 10. Bacteriological tests were conducted at the required frequency. Adverse results are summarized in Section F of this report. All corrective actions were taken as per provincial requirements and guidelines.

Table 4: Results from Bacteriological Testing Required Under Schedule 10

Source	Number of Samples	Range of Total Coliform (colonies per 100mL)	Range of E.Coli (colonies per 100mL)	Range of Background (colonies per 100mL)	Range of HPC (colonies per mL)	Number of Samples Tested for HPC	Percentage of Samples Tested for HPC
Raw	55	60-152,000	0-2,000	80-228,000	80-100,000	55	100%
Treated	55	0	0	0	0-3	54	100%
Distribution	1651	0-2	0	0-65	0-11	831	50.3%

*General bacteria population expressed as Background

**HPC – Heterotrophic Plate Count – General bacteria population expressed as colony counts on a heterotrophic plate count
Regulatory Limits for Treated and Distribution Samples: Total Coliform <1 colony/100mL, E. Coli <1 colony/100mL, E. Coli - <1colony/100mL

iii) Summary of Inorganic Results Required Under Schedule 23

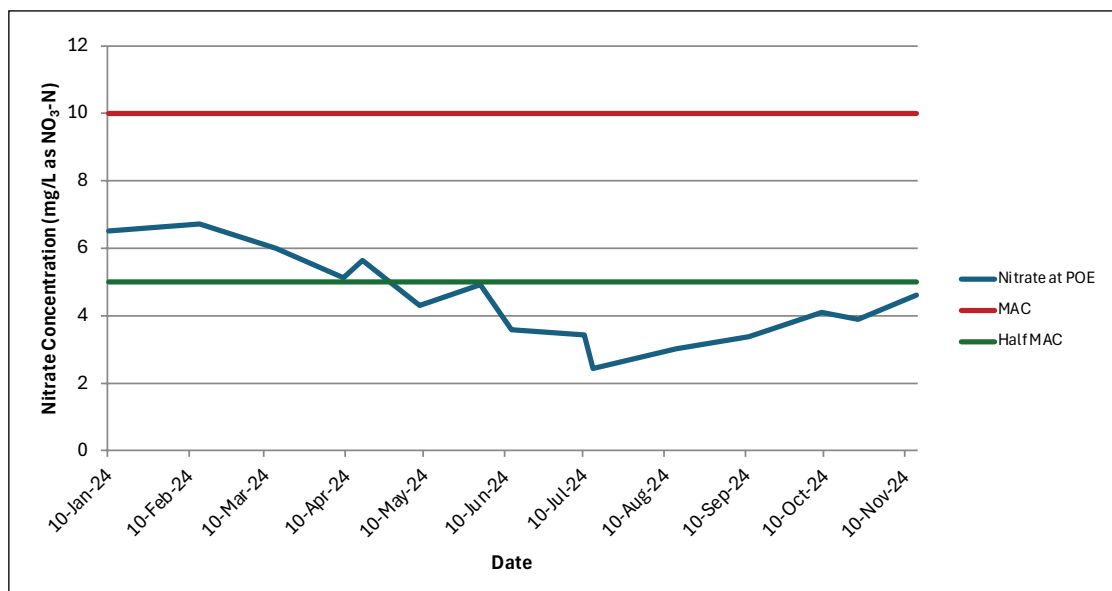
Appendix B summarizes the Inorganic parameter testing results required under Schedule 23; Samples were tested at the required frequency and all results were within compliance limits in 2024.

Nitrates

After a gradual rise in quarterly nitrate sampling results exceeding half of the Maximum Acceptable Concentration (MAC-10 mg/L, half-MAC 5 mg/L), the City voluntarily increased the frequency of Point of Entry (POE) and distribution system sampling. Data trending demonstrates nitrate levels tend to be higher in the cold winter months due to the reduced biological activity in the river that consumes nitrate.

The 2024 monthly nitrate sampling data indicates that the nitrate concentration in the river exceeded half of the MAC during six months (6 samples) in 2024, from January until May and increased again in December. The average nitrate concentration at the POE was 4.58 mg/L and the maximum was 6.72 mg/L.

Figure 1: Nitrate Concentration at the Point of Entry



Nitrates in the Grand River are a result of the cumulative inputs from rural non-point sources, urban runoff and wastewater discharges upstream of the City of Brantford water treatment plant.¹

No corrective actions are required by the City when a water quality parameter level is between half its MAC and the MAC. However, as a proactive measure, City staff is planning for the possibility that the nitrate concentration in the river could exceed the MAC at some point in the future. An emergency response procedure has been developed that includes an online nitrate analyzer that will be installed at the head gates in early 2025. Furthermore, daily process nitrate sampling has been added to the required tests for the treatment operator in 2025 and staff are in the process of securing a secondary water source or treatment methodology to remove nitrates from the water to further mitigate the risk of exceeding the MAC.

A detailed summary of important information related to nitrate levels in drinking water and actions being taken to protect public health can be accessed at [Brantford.ca/Nitrate](https://brantford.ca/Nitrate).

iv) Summary of Organic Results required under Schedule 24

Appendix C summarizes the Organic parameters testing results required under Schedule 24; Samples were tested at the required frequency and all results were within compliance limits in 2024.

v) Summary of the results of tests required under the Municipal Drinking Water License (MDWL):

Under the City of Brantford Water System's Municipal Drinking Water License, several parameters are required to be tested at varying frequencies and locations throughout the water treatment process and distribution system. Parameters tested include Lead, N-Nitrosodimethylamine (NDMA), Bromate, Microcystin and Total Suspended Solids (TSS).

Health Related Parameter - Lead

Table 5 summarizes the lead samples tested before service line replacement and the regulatory lead sampling requirement detailed in the License. The distribution system lead sample result was representative of the drinking water with results well below the MAC of 10 µg/L, while the residential samples taken from homes supplied by lead water service pipes had variable results with some of the results exceeding the MAC.

The City's Lead Reduction Plan (LRP) main strategy for mitigating lead in drinking water is replacing old lead water service pipes. After replacement, a lead sample is tested to assess the performance of this strategy. The results unequivocally demonstrate that replacing lead water services reduces the concentration of lead in the tap water well below the provincial limit. It is to be noted that the City provides free funding of up to \$1500 per water service to help with the cost of replacing a lead water service on the private property. The City also offers a loan of up to \$3,000 for eligible work. In 2024, forty-one (41) residents benefited from the LRP financial incentives. In total, the grant cost \$61,500 and the loan cost \$32,218 in 2024. Of the forty-one (41) residents who applied for the grant, only eleven (11) also opted for the loan.

Table 5: Lead Sampling Results Summary

Sampling Locations	Number of Sampling Points Tested	Number of Sampling Points Required by Licence	Minimum (µg/L)	Maximum (µg/L)	Average (µg/L)	pH	Alkalinity (mg/L as CaCO ₃)
Distribution	1	1	0.45	0.45	0.45	7.38	190
Non-residential	1	0	2.36	4.07	2.77	7.53	N/A*
Residential	85	20	0.03	58.2	6.65	7.39	N/A*
After Replacement	46	N/A*	0.04	5.44	0.60	7.45	N/A*

* N/A =Not Applicable

Health Related Parameter – Bromate

The monthly bromate testing at the POE is a requirement under the License. The results are summarized in Table 6. All the results were below the MAC of 0.01 mg/L.

Table 6: Summary of Bromate Test Results

Month	Bromate (mg/L)	Within Regulatory Limit?
January	0.005*	Yes
February	0.005*	Yes
March	0.005*	Yes
April	0.005*	Yes
May	0.005*	Yes
June	0.006	Yes
July	0.005*	Yes
August	0.005*	Yes
September	0.005*	Yes
October	0.006	Yes
November	0.005*	Yes
December	0.005*	Yes
Annual Average	0.005	Yes

*result was less than the method detection limit

Health Related Parameter – N-Nitrosodimethylamine (NDMA)

The quarterly NDMA testing from the distribution system is a requirement under the License. The NDMA results for 2024 include additional precautionary sampling from the water transfer in Tutela Heights. The results are summarized in Table 7 with the POE for comparison. Testing result for one sample, taken prior to supplying water to homes, showed above the regulatory limit, however, flushing and resampling result showed that the water met the regulatory limit.

Table 7: Summary of NDMA Test Results

Sample	POE (µg/L)	Distribution (µg/L)	Within Regulatory Limit?
First Quarter	0.0009*	0.0009	Yes
Second Quarter	0.0009*	0.0015	Yes
Third Quarter	0.0009*	0.0023	Yes
Fourth Quarter	0.0009*	0.0011	Yes
Tutela Heights 1	N/A	0.0095	No
Tutela Heights 1 Resample	N/A	0.0012	Yes
Tutela Heights 2	N/A	0.0009*	Yes
Tutela Heights 3	N/A	0.0010	Yes
Tutela Heights 4	N/A	0.0016	Yes
Tutela Heights 5	N/A	0.0018	Yes
Minimum	0.0009	0.0009	Yes
Maximum	0.0009	0.0095	No
Average	0.0009	0.0022	Yes

*result was less than the method detection limit

Algae Management Plan – Microcystin

Microcystin testing frequency is weekly on raw water and monthly at the POE from June 1 until October 31st. All results measured in 2024 had a microcystin concentration lower than the method detection limit.

Environmental Discharge Parameter - Residue Management Facility – Total Suspended Solids (TSS)

Under the City of Brantford Water System's License, the annual average concentration of TSS discharged from the RMF thickeners must be below 25 mg/L. Table 8 outlines the Monthly Average TSS for 2024. Each month was well below the 25 mg/L compliance limit with an annual average of 3.53 mg/L for 2024.

Table 8: Monthly Average TSS (mg/L)

Month	TSS (mg/L)	Within Regulatory Limit?
January	3.90	Yes
February	2.30	Yes
March	4.10	Yes
April	2.80	Yes
May	3.40	Yes
June	3.00	Yes
July	3.80	Yes
August	3.60	Yes
September	3.60	Yes
October	4.00	Yes
November	3.20	Yes
December	4.60	Yes
Annual Average	3.53	Yes



F. Summary of Reporting Adverse Test Results and Other Problems (Schedule 16)

i) Adverse Bacteriological or Combined Chlorine Residual Results and Corrective Actions Results

In 2024, out of the 1704 bacteriological samples tested throughout the City, 14 sample results were adverse in 10 different incidents. Corrective actions were taken as per Ontario Regulation 170/03 and under the direction of the Brant County Health Unit. Details of the adverse sample results and corrective actions to ensure safe drinking water quality are described below:

Table 9: Summary of Adverse Water Quality Incidents, Bacteriological or Combined Chlorine

Location	Date	Adverse Water Quality Indicator (AWQI)	Corrective Actions
Colborne St. W	April 15th, 2024	Total Coliform 2 cfu/100mL	The sample collected following a permanent connection failed with 2 cfu/100mL. The water main was flushed and resampled and all subsequent resamples passed.
15-17 Webling St.	August 26th, 2024	Total Coliform 2 cfu/100mL	The sample collected following the installation of a new water service failed with 2 cfu/100mL. The water main was flushed and resampled and all subsequent resamples passed.
Macklin Sample Station	December 2nd, 2024	Total Coliform 1 cfu/100mL	A routine sample collected on December 2nd, 2024, was adverse for total coliform with 1 cfu/100mL. The water main was flushed and resampled and all subsequent resamples passed.

Bacteriological samples were collected until all results were negative and the drinking water was confirmed safe. "cfu" stands for colony-forming unit which is a unit used to measure viable bacterial cell numbers.

ii) Adverse Chemical Results and Corrective Actions

Sodium

Samples collected from treated water and distribution system had an annual sodium average of 49.8 mg/L and 54.0 mg/L respectively. According to O.Reg 170/03, despite an aesthetic objective of 200 mg/L, any concentration above 20 mg/L is considered an adverse result. The City of Brantford Water System is required to report the results to the Ministry of Environment, Conservation and Parks (MECP) and the Brant County Health Unit (BCHU) once every 57 months. The sodium results were reported to both agencies in August 2022. Sodium concentration in the City's drinking water supply reflects the level found in the Grand River and cannot be removed by conventional water treatment methods.

N-Nitrosodimethylamine (NDMA)

During the transfer of water source to the Tutela Heights area, water quality samples were collected at the various stages of the transfer. NDMA was tested on the samples collected from the initial phase of the transfer to assess disinfection byproduct formation since the city uses a different form of secondary disinfectant than the County of Brant (Mount Pleasant). A sample collected on October 28th, 2024, from a fire hydrant had test results for NDMA of 0.0095 µg/L. The maximum acceptable concentration for NDMA is 0.009 µg/L. Additional samples were collected and tested according to O. Reg 170/03, and all resamples were low and comparable to city water.

iii) Non-Compliance Events with Provincial Regulations, Municipal Drinking Water License, Municipal Drinking Water Works Permit, and Other Official Documents

No non-compliance events were reported in 2024.

After reviewing the Drinking Water System, the MECP issued a score of 100.00% for the 2024 Brantford Drinking Water System Annual Inspection.

G. Holmedale Water Treatment Plant Flows

i) Drinking Water Flows

According to the City of Brantford Water System's Municipal Drinking Water License (Schedule C), the maximum daily volume of treated water that flows from the Holmedale Water Treatment Plant into the distribution system must not exceed 100 MLD.

At the Holmedale Water Treatment Plant, the treated water flow is measured by continuous on-line flow meters and monitored and controlled via a Supervisor Control and Data Acquisition (SCADA) computer system. The daily average flow for 2024 was 33.31 MLD.

Figure 2 outlines the monthly average daily flow and maximum total daily flow of treated water for the Holmedale Water Treatment Plant in 2024. The monthly average daily flow was calculated by averaging the total daily flows for a given month. The monthly maximum daily flow corresponds to the highest daily average flow for that month.

Figure 2: Drinking Water Flows (Million Liters per day or MLD)

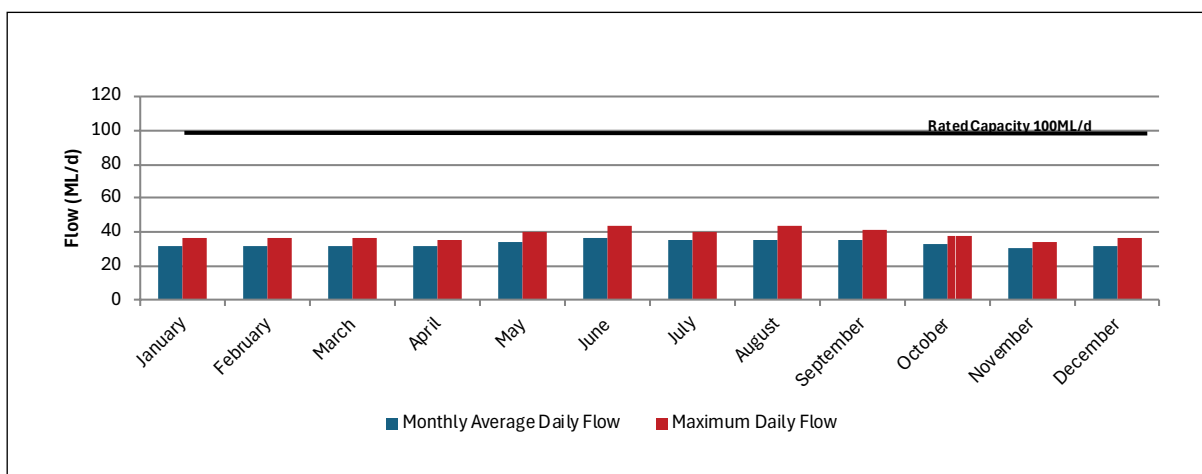


Figure 2 indicates that the monthly average daily flow and maximum total daily flow never exceeded the rated capacity in 2024. The highest monthly average daily flow was 36.68 MLD, which occurred in June. The highest maximum daily flow was 43.59 MLD, which occurred in August.

ii) Grand River Flow Intake

The City of Brantford Water System's Permit to Take Water (#2375-BLHMW5) for the water treatment plant allows the City of Brantford to withdraw up to 260 MLD of raw water from the Grand River daily at a peak flow not to exceed 181,000 L/min. At the Holmedale Water Treatment Plant, the raw water flow is measured by continuous on-line flow meters and monitored and controlled via a SCADA computer system. The daily average raw water flow for 2024 was 38.75 MLD.

Figure 3 outlines the monthly average daily flow, maximum daily flow and % Grand River flow taken for the Holmedale Water Treatment Plant in 2024. The monthly average daily flow was calculated by averaging the total daily flows for a given month. The monthly maximum daily flow corresponds to the highest daily average flow for that month. The City's Permit to Take Water requires monitoring of the water taking impact has on the Grand River. To ensure there are no negative effects to the Grand River, the City monitors the % of Grand River Flow Taken. The % Grand River Flow Taken is calculated by dividing the daily average flow taken from the Grand River by the Grand River flow measured at the Grand River Conservation Authority (GRCA) Brant Park monitoring station.

Figure 3: Raw Water Flows (million liters per day or ML/day)

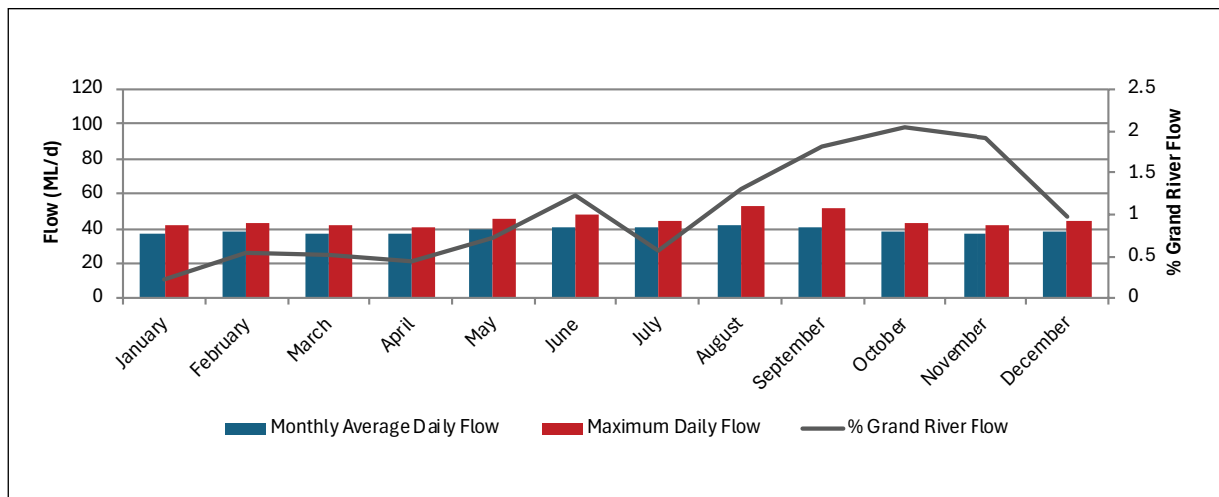


Figure 3 indicates that the highest monthly average daily flow was 42.30 MLD which occurred in August and the highest maximum daily flow was 53.28 MLD which also occurred in August. The maximum daily flow was well below the daily flow limit of 260 MLD as outlined in the City's Permit to Take Water.

The peak percentage of river flow taken from the Grand River was at 2.05% in October followed by a second peak at 1.91% in November. The peak in October and November can be attributed to lower flows in the Grand River due to a very dry and warm summer and fall. There were no reported complaints to the City of Brantford as a result of its water taking activities.

Appendix A-Operational Parameter Summary

Table 10: Operational Parameter Summary-Water Treatment

Location	Parameter	Unit	MAC	O.Reg 170/03 Limit	Minimum	Maximum	Average	Within Regulatory Limit?
Grand River	Turbidity	NTU	N/A	N/A	4.60	15.42	7.24	NRL
Filter 1	Turbidity	NTU	N/A	less than 1.00	0.028	0.047	0.037	Yes
Filter 2	Turbidity	NTU	N/A	less than 1.00	0.026	0.049	0.037	Yes
Filter 3	Turbidity	NTU	N/A	less than 1.00	0.028	0.047	0.040	Yes
Filter 4	Turbidity	NTU	N/A	less than 1.00	0.031	0.052	0.043	Yes
Filter 5	Turbidity	NTU	N/A	less than 1.00	0.026	0.048	0.037	Yes
Filter 6	Turbidity	NTU	N/A	less than 1.00	0.031	0.053	0.043	Yes
Filter 7	Turbidity	NTU	N/A	less than 1.00	0.027	0.054	0.041	Yes
Filter 8	Turbidity	NTU	N/A	less than 1.00	0.030	0.054	0.046	Yes
CCC Effluent	Log Removal (Giardia)	N/A	N/A	more than 3.0	8.85	28.74	16.20	Yes
Brantford POE	Combined Chlorine	mg/L	3.00	N/A	2.52	2.61	2.58	Yes
Brantford POE	Turbidity	NTU	N/A	N/A	0.030	0.067	0.050	NRL
Brantford POE	Pressure	psi	N/A	more than 20	97.07	97.38	97.29	Yes
Brantford POE	Fluoride	mg/L	1.50	N/A	0.65	0.74	0.70	Yes

Definitions: POE - Point of Entry to the Distribution System (Treated Water)

CCC - Chlorine Contact Chambers

Log Removal – a shorthand term for \log_{10} removal, used in reference to the physical-chemical treatment of water to remove, kill, or inactivate pathogenic organisms.

Combined Chlorine -Combined chlorine residual is the chlorine species that exists in water in chemical combination with ammonia or other organic nitrogen compounds for the purpose of disinfection.

MAC - Maximum Acceptable Concentration

NTU - Nephelometric Turbidity Units

N/A - Not Applicable

NRL - No Regulatory Limit

Table 11: Operational Parameter Summary – Water Distribution

Location	Parameter	Unit	MAC	O.Reg 170/03 Limit	Minimum	Maximum	Average	Within Regulatory Limit?
Tollgate Reservoir	Total Chlorine	mg/L	3.00	N/A	2.00	2.42	2.23	Yes
Park Rd. Reservoir	Total Chlorine	mg/L	3.00	N/A	2.00	2.47	2.22	Yes
Northwest Reservoir	Total Chlorine	mg/L	3.00	N/A	2.11	2.58	2.35	Yes
Albion St. Booster	Pressure	psi	N/A	more than 20	89.79	90.68	90.31	Yes
Tollgate Reservoir	Pressure	psi	N/A	more than 20	57.83	58.62	58.32	Yes
Park Rd. Reservoir	Pressure	psi	N/A	more than 20	78.30	78.86	78.60	Yes
Northwest Reservoir	Pressure	psi	N/A	more than 20	83.92	86.46	85.29	Yes
Bell Lane	Pressure	psi	N/A	more than 20	50.65	50.91	50.79	Yes
Fifth Ave.	Pressure	psi	N/A	more than 20	96.15	96.74	96.38	Yes
Lawren Harris	Pressure	psi	N/A	more than 20	64.35	65.52	64.63	Yes
St. Andrews	Pressure	psi	N/A	more than 20	91.76	93.59	92.76	Yes
Empey St.	Pressure	psi	N/A	more than 20	81.96	82.64	82.37	Yes
Stauffer Rd.	Pressure	psi	N/A	more than 20	76.77	77.96	77.48	Yes

Definitions: Combined Chlorine - Combined chlorine residual is the chlorine species that exists in water in chemical combination with ammonia or other organic nitrogen compounds

MAC - Maximum Acceptable Concentration

PSI - Pounds per square inch

N/A - Not Applicable



Appendix B – Inorganic Parameter Summary

Table 12: Inorganic Parameter Summary

Parameter	Recent Sample	Unit of Measure	MAC	MDL	Treated Water	Within Regulatory Limit?
Bromate	14-August-24	mg/L	0.01	0.005	<MDL	Yes
Bromide	14-August-24	mg/L	N/A	0.001	0.027	NRL
Nitrite (as Nitrogen)	14-August-24	mg/L	1	0.003	<MDL	Yes
Nitrate (as Nitrogen)	14-August-24	mg/L	10	0.006	3.01	Yes
Antimony	14-August-24	ug/L	6	0.60	<MDL	Yes
Arsenic	14-August-24	ug/L	10	0.2	0.4	Yes
Barium	14-August-24	ug/L	1000	0.02	39.7	Yes
Boron	14-August-24	ug/L	5000	2	50	Yes
Cadmium	14-August-24	ug/L	5	0.003	0.003	Yes
Chromium	14-August-24	ug/L	50	0.08	0.25	Yes
Mercury	14-August-24	ug/L	1	0.01	<MDL	Yes
Sodium	14-August-24	mg/L	20	0.01	60.3	No
Selenium	14-August-24	ug/L	50	0.04	0.17	Yes
Uranium	14-August-24	ug/L	20	0.002	0.328	Yes

Definitions: MAC – Maximum Acceptable Concentration

MDL – Method Detection Limit

NRL - No Regulatory Limit



Appendix C – Organic Parameter Summary

Table 13: Organic Parameter Summary

Parameter	Recent Sample	Unit of Measure	MAC	MDL	Treated Water	Within Regulatory Limit?
1,1-Dichloroethylene	14-August-24	µg/L	14	0.33	< MDL	Yes
1,2-Dichlorobenzene	14-August-24	µg/L	200	0.41	< MDL	Yes
1,2-Dichloroethane	14-August-24	µg/L	5	0.35	< MDL	Yes
1,4-Dichlorobenzene	14-August-24	µg/L	5	0.36	< MDL	Yes
2,3,4,6-tetrachlorophenol	14-August-24	µg/L	100	0.2	< MDL	Yes
2,4,6-trichlorophenol	14-August-24	µg/L	5	0.25	< MDL	Yes
2,4-dichlorophenol	14-August-24	µg/L	900	0.15	< MDL	Yes
2,4-dichlorophenoxyacetic acid (2,4-D)	14-August-24	µg/L	100	0.19	< MDL	Yes
Alachlor	14-August-24	µg/L	5	0.02	< MDL	Yes
Atrazine	14-August-24	µg/L	N/A	0.01	0.02	NRL
Atrazine + N-dealkylated metabolites	14-August-24	µg/L	5	0.01	0.03	Yes
Azinphos-methyl	14-August-24	µg/L	20	0.05	< MDL	Yes
Benzene	14-August-24	µg/L	1	0.32	< MDL	Yes
Benzo(a)pyrene	14-August-24	µg/L	0.01	0.004	< MDL	Yes
Bromoacetic Acid	14-August-24	µg/L	N/A	2.9	< MDL	NRL
Bromodichloromethane	14-August-24	µg/L	N/A	0.26	14	NRL
Bromoform	14-August-24	µg/L	N/A	0.34	0.81	NRL
Bromoxynil	14-August-24	µg/L	5	0.33	< MDL	Yes
Carbaryl	14-August-24	µg/L	90	0.05	< MDL	Yes
Carbofuran	14-August-24	µg/L	90	0.01	< MDL	Yes
Carbon tetrachloride	14-August-24	µg/L	2	0.17	< MDL	Yes
Chloroacetic Acid	14-August-24	µg/L	N/A	4.7	< MDL	NRL
Chloroform	14-August-24	µg/L	N/A	0.29	19	NRL
Chlorpyrifos	14-August-24	µg/L	90	0.02	< MDL	Yes
Desethyl atrazine	14-August-24	µg/L	N/A	0.01	0.02	NRL
Diazinon	14-August-24	µg/L	20	0.02	< MDL	Yes
Dibromoacetic Acid	14-August-24	µg/L	N/A	2	< MDL	NRL
Dibromochloromethane	14-August-24	µg/L	N/A	0.37	7.4	Yes
Dicamba	14-August-24	µg/L	120	0.2	< MDL	Yes
Dichloroacetic Acid	14-August-24	µg/L	N/A	2.6	9.8	NRL
Dichloromethane	14-August-24	µg/L	50	0.35	< MDL	Yes



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Date March 5, 2025 **Report No.** 2025-96

To Chair and Members
Social Services Committee

From Mary Musson, Senior Director
Community Services and Social Development

1.0 Type of Report

Consent Item	<input checked="" type="checkbox"/>
Item For Consideration	<input type="checkbox"/>

2.0 Topic **Live Well Brantford-Brant (LWBB) 2024 Annual Report [Financial Impact: None]**

3.0 Recommendation

- A. THAT Report 2025-96, Live Well Brantford-Brant (LWBB) 2024 Annual Report, BE RECEIVED; and
- B. THAT the City Clerk BE DIRECTED to forward a copy of the final resolution and staff report to the County of Brant.

4.0 Executive Summary

The Live Well Brantford-Brant (LWBB) Program provides housing with intensive case management supports to individuals ages 16 and up who are struggling with housing stability. The program consists of an adult component and a youth component.

In 2024, the LWBB Program - Youth Component:

- Provided services to 136 youth;
- Completed six (6) program intakes; and
- Had five (5) successful program completions.

In 2024, the LWBB Program - Adult Component:

- Provided housing to 11 new tenants at 5 Marlene Ave with the majority (64%, n=7) having previously resided in encampments or in the emergency sheltering system,
- Supported three (3) tenants in transferring to more independent living at Winston Court;
- Had six (6) successful program completions; and
- Completed 25 new intakes into the LWBB Program for existing tenants at Winston Court requiring more intense case management supports.

The LWBB Program strives to work with the most vulnerable and chronically homeless individuals in the City of Brantford and the County of Brant by first stabilizing their housing and other basic needs and then by providing connections to relevant community resources and ongoing intense, individualized case management. These wraparound supports try to ensure that long term housing and wellness goals are achieved.

5.0 Purpose and Overview

The purpose of this report is to provide Social Services Committee the 2024 annual update on the Live Well Brantford-Brant Program.

6.0 Background

The Live Well Brantford-Brant (LWBB) Program is currently fully funded through the provincial Homelessness Prevention Program (HPP) provincial grant funding stream. HPP is a consolidation of three former housing program funding streams: Community Homelessness Prevention Initiative (CHPI); Strong Communities Rent Supplement Program (SCRSP); and Home for Good Program (HFG).

The 2024-25 Fiscal Year (FY) HPP funding allocation to the City of Brantford was \$7,019,400 of which \$1,550,000 was allocated to funding the LWBB Program in its entirety.

The LWBB Program's main objective is to decrease homelessness by focusing on individuals that have generally experienced chronic homelessness and/or have experienced difficulty obtaining and maintaining housing.

The Live Well Brantford-Brant (LWBB) Program consists of three components:

- Live Well – Youth (High-Medium Support) provides funding for rent supplements and supports for up to 20 youth, for up to two years, to help them transition to successful independent living.
- Live Well – Adults (High Support) at 5 Marlene Avenue, a supportive housing site, which provides thirty (30) self-contained studio units (five accessible) with staff space to provide on-site support; and
- Live Well – Adults (Medium Support) at the Winston Court community housing site which provides supports for up to 75 tenants.

7.0 Corporate Policy Context

City Council's 2023-2026 Strategic Theme 6 (b): invest in a long-term strategy and plan to manage the homelessness crisis, inclusive of the related issues of mental health and addiction issues and safety and security concerns.

County of Brant Strategic Plan 2024 – 2027, Strategic Priority 3: Healthy, Safe and Engaged Communities.

[Brantford-Brant Housing Stability Plan \(2014-2024\)](#)

8.0 Input From Other Sources

SOAR Community Services

9.0 Analysis

9.1 LWBB Youth Component

SOAR Community Services is currently contracted to deliver the Live Well Brantford-Brant Program – Youth Component until December 31, 2026.

The Youth Component age demographic for service is 16-29 years old.

Since 2020, 55 youth have been successfully housed through the LWBB program.

In 2024:

- 136 youth were provided services;
- 21 clients were ongoing clients from the previous year;
- 68 referrals to the program were received;
- Five (5) youth entered the program;
- Five (5) youth successfully completed the program; and
- Eight (8) youth exited the program.

At the time of this report, 18 youth are receiving a rent subsidy through the LWBB Youth Program and as of December 31, 2024:

- Two (2) youth have been successfully housed for 1-6 months;
- Three (3) youth have been successfully housed for 6-12 months; and
- 13 youth have been successfully housed for over 12 months.

SOAR Community Services provides intensive case management to youth participating in the LWBB Program and utilizes partnerships with various internal and external organizations to meet the unique needs of each individual youth.

Established successful community partnerships include: SOAR Community Services Housing Resource Centre, Transitional Housing, Brant Employment Centre – WRAP and COAST, Nova Vita, Developmental Services Ontario, Community Living Brant, Brantford Native Housing, Passport/Guiding Hands, City of Brantford Housing and Homelessness Services (Service Manager's centralized housing waitlist), Ontario Works, Ontario Disability Support Program, and Child and Family Services of Grand Erie.

In addition, youth in the program and on the waitlist are eligible to receive Rent Smart certification, which is a six-week program that provides information on how to be a responsible renter, including rights and responsibilities required to

maintain a successful tenancy. In 2024, seven (7) youth received Rent Smart Certification.

9.2 LWBB Adult Component

For individuals struggling with housing stability, the LWBB - Adult component can be a critical step in the housing continuum. Eligible clients are provided with safe, affordable housing along with intensive case management and supports tailored to their specific needs and goals. Often tenants have been chronically homeless and have complex concerns and situations. The goal of the LWBB program is to reduce homelessness by ensuring populations who have experienced the most difficulty obtaining and maintaining housing are provided with an opportunity to be housed successfully.

Staff continue to utilize the Homeless Individuals and Families Information System (HIFIS) to maintain and update the LWBB housing waitlist regarding progress towards placement. This practice allows Housing Resource Centre staff to access updated client information and effectively support the client through the entire application process for tenancy at 5 Marlene Ave. Individuals experiencing chronic homelessness who are active on the By Name List, meet program eligibility requirements, and qualify for placement on the Centralized Housing Waitlist can be offered tenancy.

The LWBB Adult Program pathway has all new tenants to the program starting at 5 Marlene Avenue. In working closely with the Housing Stability Division, seven (7) of the 11 new tenancies at Marlene Ave in 2024 were individuals from the By-Name List who were previously residing in encampments or in the emergency sheltering system.

Once an individual has been in the LWBB Adult Program for a minimum of 12 months with demonstrated successes and having achieved housing stability, they may become eligible to transfer to more independent living at Winston Court.

This program pathway ensures that tenants maintain their community supports and connection with the assigned LWBB Tenant Support Coordinator as they transition to more independent living and simultaneously allows for new occupancies at 5 Marlene Avenue for eligible individuals experiencing chronic homelessness.

A tenant is successfully exited from the LWBB Adult Program when the individual has been housed for 12 months or more and has demonstrated ability

and desire to move to more independent living. Tenants are ideally connected to ongoing supports in the community as required and have demonstrated the ability to reside independently with minimal support while maintaining a successful tenancy.

Staff and security personnel respond to critical situations on a regular basis. A critical incident could include but is not limited to an overdose or other medical emergency, de-escalation of aggressive behaviours, threats to physical and emotional safety, and mental health crises.

LWBB staff are offered appropriate regular training opportunities to ensure they are safe and have the resiliency to continue the work they do. Peer to peer debriefing, ongoing support from the LWBB Supervisor and all Housing and Homelessness Services Managers, and from the Health and Safety Division of the Human Resources Department are readily offered to ensure staff feel safe, supported and equipped to work with high acuity people and situations. Staff are formally trained on incident debriefing when starting in the TSC role and are provided refresher training on a quarterly basis.

Staff also debrief with and encourage tenants to seek proper assistance following any critical incident.

9.3 LWBB Adult Component (5 Marlene Ave)

Occupancy and Vacancies

In 2024, the LWBB Adult Program provided housing to 11 new individuals and successfully transitioned three (3) tenants from Marlene Ave to more independent living at Winston Court. These tenants continue to participate in, and access supports from, the LWBB Program.

The average length of tenancy for people engaged in the LWBB program continues to increase. This is a positive metric for the LWBB program as it is indicative of the successes of the program in helping chronically homeless individuals obtain and maintain housing. In 2024, the average length of tenancy was 26 months which is 37% longer than the average length of tenancy in 2023 (n=19 months).

In 2024, there were three (3) evictions from Marlene Ave. Eviction is always the final option that staff pursue to address tenancy concerns. In the LWBB program, program staff work closely with property management staff to try to mitigate any tenant concerns that could result in an application to the Landlord

Tenant Board (LTB) and lead to eviction (e.g. nonpayment of rent, severe behavioural concerns, etc.). This includes collaboration and joint case planning for LWBB clients to jointly address challenges influencing their tenancy that may lead to eviction.

Often tenants with LTB notices or concerns are placed on mediated agreements which provides them with an opportunity to work with LWBB staff to improve the concern that led to the LTB notice. The three (3) tenancies that resulted in eviction in 2024 were due to breached mediated agreements and involved ongoing verbal and physical violence and repeated violation of the fire code.

In 2024, with the advocacy of the Tenant Support Coordinators, seven (7) tenants were able to avoid eviction and instead establish mediated agreements at their respective LTB hearings while they continue to work with LWBB staff towards achieving their housing goals.

Table 1 - Client Tracking Data, 5 Marlene Ave.

Client Tracking	2021	2022	2023	2024
New Occupancies (Total)	7	9	8	11
Average Length of Tenancy ¹	13	18	19	26
Move Outs (Total)	10	11	8	6
move outs by type:				
- Deceased	2	2	5	0
- Evicted	2	4	0	3
- Internal Transfers ²	2	5	3	3
- To Community or Other ³	4	0	0	0

9.4 LWBB Adult Component (Winston Court)

Caseload

Two Tenant Support Coordinators (TSCs) work out of the Winston Court housing site. Referrals to the LWBB program can be made by the Property

¹ In months.

² To Winston Court.

³ Includes clients who choose not to disclose next place of residence.

Manager when a tenant is identified to be struggling with general wellness and/or are experiencing situations that are putting their tenancy at risk.

In 2024, 25 existing households residing at Winston Court completed intakes for the LWBB program bringing the total number of participants in the LWBB Adult program at Winston court to 43, with 10 households awaiting intakes.

Staff utilize the Service Prioritization Decision Assistance Tool (SPDAT) when assessing eligibility for the LWBB program. The total number of program participants at Winston Court can vary based on the acuity levels of individuals accessing support. When a household's acuity numbers are higher, staff are required to provide more intensive supports, which may result in a lower number of individuals/households being brought into the program.

Of the 43 households currently engaged in the LWBB program at Winston Court;

- 8 (19%) have high acuity;
- 20 (47%) have medium acuity; and
- 15 (35%) have low acuity.

Having the Tenant Support Coordinator staffing positions at Winston Court has allowed for:

- Current tenants already residing at Winston Court who are requiring higher level supports to be screened into the LWBB program as soon as the need for support is identified;
- Consistent onsite staff presence allowing for overall program enhancements such as routine programming, along with more time to encourage engagement;
- Individualized and more intense case plans for each participant;
- Increased engagement with Property Management and community partners to bring more services to all tenants at Winston Court; and
- Increased capacity to work with Property Management to identify and screen individuals/households who are struggling to maintain their housing.

Twenty-one (21) LWBB clients residing at Winston Court exited the program in 2024:

- 10 successful program completion;
- Two (2) move outs to the community;
- Two (2) deceased;
- Six (6) program withdrawal for non-participation; and
- One (1) eviction.

9.5 Programming and Community Partnerships

Community partnerships and barrier free access to services are critical to a successful tenancy and aid individuals in reaching their wellness goals.

As of April 1, 2024, SOAR Community Services is the contracted service provider to deliver regular, ongoing physical health, mental health and substance use support to LWBB clients at Marlene Ave and Winston Court.

Since April 1, 2024:

- 31 new patients have been receiving supports at Marlene Ave;
- 39 new patients have been receiving supports at Winston Court;
- 172 addictions assessments have been completed;
- 104 at Marlene Ave;
- 68 at Winston Court;
- 173 physical health assessments have been completed; and
- Individual and group counselling is offered to tenants at both locations.

Other organizations that offer on-site services to the LWBB Program include:

- Brant Skills Centre - provides support with education options and budgeting;
- Brantford Food Bank - offers weekly food pick up and drop off for tenants on a regular rotation at Marlene Ave;

-
- CMHA - offers Court Diversion support and a Health and Wellness Group;
 - Equal Grounds - offers interaction and support with community gardens;
 - Grand Erie Public Health - provides health education, harm reduction information, healthy meals, snacks, and activities to encourage social connection;
 - Grand River Community Health Centre - provides social connection through resources and crafts with snacks at both sites along with a periodic ID clinic and on-site access to a Nurse Practitioner;
 - Hep Cure – the mobile bus attends both sites as needed for barrierfree access to those involved in their care;
 - Rapid Access Addiction Medicine (RAAM) Clinic - Nurse Practitioner and Physician provide addiction medicine and mental health supports at both sites;
 - Seniors Resource Centre - supports clients to complete income taxes;
 - SOAR Community Services - Justice Services attends as needed for those involved in the justice system; and
 - SPCA - offers a pet wellness clinic at Winston Court and pet food drop off at both sites.

LWBB staff try to offer engaging activities on a regular basis to promote rapport building, social skills and to help build a sense of community among the tenants at both housing sites. For the Winston Court site, this planning is done in close collaboration with property management and is open to all tenants.

For example: Trivia and Treats, Breakfast and Movies, Movie and Popcorn, BINGO, Halloween Crafts and Candy, Ice Cream Sundae making, Coffee and Cereal, Art Therapy and Apple Cider, Pizza and Movie, Snacks/Movie and Conversation, Decorate a Cupcake, Muffins and Music, Noodles and New Years Resolutions, an annual holiday meal, and informal barbeques in the summer.

9.6 Success Stories

An individual who was living between the streets and occasional stays within the emergency sheltering system was referred by the Encampment Response team to supportive housing. Since moving into Marlene Ave, they have had access to physicians, occupational therapists and specialists, which has led to improved

physical health immensely. This individual has consistently and meaningfully participated in programming while forming positive relationships and rapport in the community. This individual expresses gratitude to staff on a regular basis and has reported that it is the first time in a long time that they feel they have been able to make healthy and significant progress in their life.

A youth client accessed SOAR Community Services at age 15 after living in an unstable environment since childhood. Their parents abandoned them, and they were raised by various family members who were abusive. During this time, they were exposed to multiple traumatic situations. Once connected with Station House they demonstrated focus and motivation to make positive changes. On their 18th birthday, they were successfully discharged from the Station House program and entered the LWBB program where the client continues to show resilience and determination to accomplish their individualized goals and maintain housing.

10.0 Financial Implications

There are no direct financial implications associated with this report.

11.0 Climate and Environmental Implications

There are no direct climate or environmental implications associated with this report.

12.0 Conclusion

The Live Well Brantford-Brant (LWBB) Program provides ongoing supportive housing that combines safe, affordable rental housing with intensive, individualized and flexible support services for individuals experiencing homelessness. Chronically homeless individuals with high needs related to physical or mental health, developmental disabilities or substance are more likely to maintain housing stability with appropriate supports in place.

Since the Live Well Brantford-Brant Program commenced in 2020 a total of 115 individuals have been successfully housed: 64 youth and 68 adults. A total of 28 youth and 17 adults have successfully exited the supportive housing program and 11 adults have successfully transitioned to more independent living at Winston Court.