Regina Open Door Society Inc.

Interim Executive Director's Report

3-2-1 Board Report – April 2022

Overview

- With Darcy’s retirement, work continues on the final transition of processes, documents and files from Darcy to the Shelly and myself.
- The return to the office planning continues, emphasizing vulnerable clients access to onsite services.
- Challenges with contract year end have arisen with IRCC, I will provide details
- There continue to be ongoing discussions regarding service provision to temporary residents arriving from Ukraine.

Highlight #1: IRCC contract issues

- March 31, 2022 was the end of all IRCC contracts, will all departments rolling into year three of the five year agreement.
- Following numerous amendments to the IRCC RAP agreement to support additional expenses for GAR arrivals (accommodation, staffing, meals) our final claim to IRCC for RAP is $66,000 over contract for accommodation costs primarily for arrivals from Afghanistan
- In correspondence with IRCC Project Officers, they have responded that IRCC will not support this additional expense. After numerous calls and emails to other SPOs and IRCC, this refusal to cover additional accommodation costs is happening to other RAP providers.
- After numerous attempts at gaining clarity, IRCC has now stated that the current structure of their contracts with agencies prohibits them from covering accommodation expenses that exceed budget given in a new fiscal year.

Highlight #1:IRCC contract issues

- As of Monday, IRCC has requested that we submit the final RAP claim capped at the amended total budget amount, with the balance owing of $66,000 awaiting the results of discussion in Ottawa.

Strategic initiatives:

S3: Enhance effective management, utilization and renewal assets

Highlight #2: Temporary Residents from Ukraine

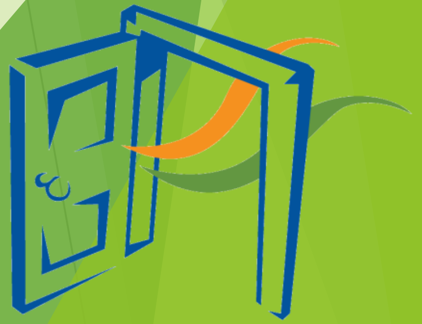
- Discussions continue with the Federal and Provincial Governments regarding the provision of services and support to temporary residents arriving from Ukraine
- From IRCC, temporary residents will be eligible for:
  - 2 weeks of hotel accommodation
  - 6 weeks of income support
  - access to all IRCC settlement programming with the exception of RAP
  - open work permits
- From The Government of Saskatchewan:
  - access to income support and health care
  - access to provincially funded settlement, language and employment programs

Highlight #2 – Temporary Residents from Ukraine

- Community coordination, volunteer host housing, defined referral processes to Settlement Agencies and information on charter flights/arrivals are the ongoing outstanding issues.

Highlight #3:Pandemic Response/return to the office

- Efforts continue surrounding the planning and roll out of a gradual return to the office for staff and clients. May 9th is the tentative date for the opening the Settlement doors at the Donahue Building, and May 16th is the tentative date for the lifting of the vaccine requirement. Masks will be required for the foreseeable future.
- As with the increased number of Covid-19 Omicron infections in the community, RODS has also experienced a significant number of positive cases with staff/families.
- The staff return to the office will continue to be based on those who must have access to facilities to successfully complete their work, with those who are able to work from home continuing to do so. Vulnerable clients, including literacy students, will gradually return for on site support and classes in limited numbers.



Challenge #1:Banking

- We continue to experience challenges with our current financial institution Scotia Bank
- Our ability to add our new Finance Manager Linda Zeng to the online Scotia Connect system has been hampered by limited access to the call centre, lack of process to set up Linda on the system, and a lack of customer service.
- Given that we were in the midst of transitioning our business to the Royal Bank when Michael resigned, we will return to that process in May following discussions with the Finance Committee.

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