



REQUEST FOR EXPRESSION OF INTEREST:

OPERATION AND MANAGEMENT OF FACILITIES FOR WOMEN AND CHILDREN AFFECTED BY FAMILY VIOLENCE

REOI #: 2019-MHFVPP-001

Issued By: Manitoba Housing

Issue Date: Thursday, June 6, 2019

Submission Deadline: Friday, August 9, 2019
4:00 P.M. Central Time

Proposals must be enclosed in a sealed envelope addressed to:

**Attention: Portfolio Management
Manitoba Housing
Room 600-352 Donald Street
Winnipeg, MB R3B 2H8**

Delivery:
Same as above, to be received by Manitoba Housing no later than the Submission Deadline.

The Proponent's name must appear on the face of the sealed envelope, as well as the REOI number, and Submission Deadline: Friday, August 9, 2019, 4:00 pm Central

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1. INTRODUCTION

The purpose of issuing this Request for Expression of Interest (EOI) is to gather information from experienced proponents to operate and manage up to 50 units of housing owned by The Manitoba Housing and Renewal Corporation (Manitoba Housing), for women and their children (including individuals who identify as female and trans) who are leaving situations of family violence, including a current stay at a women's emergency shelter or a second stage program, and are eligible to access Manitoba Housing and who wish to reside in Winnipeg. The selection process includes this EOI stage and may include a subsequent Request for Proposal (RFP) stage, at Manitoba Housing's discretion, in consultation with Manitoba Status of Women.

Manitoba Housing is a crown corporation with a mandate that includes specialized housing for those with specialized needs. Manitoba Housing invites proponents to submit their ideas, concepts, or specific proposals to operate and manage a housing facility for women and their children who are leaving situations of family violence. Manitoba Housing is requesting expressions of interest from proponents willing to partner and act as the sponsor in the management and operations of rental housing for this vulnerable population in Manitoba.

Manitoba Housing recognizes that due to the complex and interrelated nature of the issues that impact vulnerable individuals who have barriers to finding and keeping accommodation, there is no single formula for the provision of housing and supports. Under this REOI, the proponent can either provide supports or partner with agencies that provide the supports to provide the requirements of both property management and programming services to achieve successful tenancy. Allowing clients access to safe and affordable housing and level of support is key in providing the best opportunities for them to reintegrate into their communities and pursue wellness at their own pace.

Through this REOI Manitoba Housing is targeting the conversion of up to 50 units to be allocated for the purpose of the REOI.

Expressions of interest must be received by Manitoba Housing no later than Friday, August 9, 2019, 4:00 p.m. Central Standard Time.

A competitive project selection process is being used to ensure that the most appropriate, sound and cost-effective projects proceed to commitment.

2. PROJECT SPECIFICATIONS

2.1 *Client Group*

This REOI is targeted towards women and their children (including individuals who identify as female and trans) who are leaving situations of family violence, including a current stay at a women's emergency shelter or a second stage program, and are eligible to access Manitoba Housing. The client populations represent victims of family violence.

Vulnerable populations may be currently living in a range of housing situations. They may be: not housed, inappropriately housed, or precariously housed but have the functional capacity to live independently with supports, if required.

2.2 Housing Models

Housing model will include units within a single apartment block, scattered sites within the community with limited number of units (single detached or semi-detached housing, duplex, etc.), or combination of both. No specific property has been selected at this time. This activity will be conducted following the conclusion of the selection process (the EOI, and any such processes, including a RFP, that follows), in collaboration with the selected provider.

2.3 Support Models

Eligible projects under this REOI must offer services and/or supports to assist the client group. Housing services and psycho-social/health supports may both be necessary to assist someone to achieve tenancy success. These services will be made available off-site at the existing agency which would have family violence and housing support programming

Based on individual need and choice, housing services may include assistance with daily functioning (budgeting, maintaining a home, accessing food/furniture, safety); understanding and fulfilling responsibility as a tenant (noise disturbances, pet management, paying rent, limiting damage, visitors); help with social interactions; and connections to resources to prevent health and social challenges from interfering with successful tenancy.

2.4 Proponent

Eligible proponents include municipalities and private and public/municipal non-profit corporations. These proponents may partner with other organizations to provide the required support services designed for the intended client group.

2.5 Income Limits, Tenant Selection and Tenure

To ensure that units produced as a result of this REOI are made available to low income individuals, tenants of Rent Geared-to-Income (RGI) units must have a total income at or below the Social Housing Program Income Limits as set out in Appendix “D” and tenants of Affordable units must have a total income at or below the Affordable Housing Program Income Limit as set out in Appendix “D”.

Proponents must ensure a fair selection process. Proponents will be responsible for locating eligible tenants and allocating units from its waiting list to those in the greatest need as determined by a rating system. Accepted proponents must verify the income of a prospective tenant as a condition of signing a lease with the tenant to ensure compliance with this requirement.

The unit must be governed by a contractual agreement between the landlord and the tenant as defined by the Residential Tenancies Act and the tenant must be accountable for the terms and conditions of tenancy. Housing clients must have leases and all the rights of a tenant, but there may be house rules and restrictions due to the need to share space with others.

Security of tenure must not be determined by a client's participation in services or supports.

3. EOI PROCEDURE

The selection process includes this REOI stage and likely a subsequent detailed Request for Proposals ("RFP") stage. Manitoba Housing reserves the right not to conduct a further RFP or to proceed further with this REOI in the event of insufficient response to this REOI or other circumstances at Manitoba Housing's sole discretion.

Submitted expressions of interest will be reviewed by Manitoba Housing with an aim of gauging the general viability of the proposed housing initiative, alignment with the desirable criteria, and how it meets Manitoba Housing's mandate and strategic priorities.

Once this initial review is complete, Manitoba Housing may proceed to the RFP stage and request detailed proposals from those proponents who have expressed a project interest and with whom Manitoba Housing wishes to further explore project development opportunities.

Detailed proposals will be reviewed by a Manitoba Housing led evaluation committee with the intent to enter into a Property Management Agreement/Service agreement (with Status of Women) for the project, and a Sponsor Management Agreement for the long-term operation of the project.

Submission Deadline:

Interested parties are invited to submit a response to this REOI **no later than 4:00 P.M. Central time on Friday, August 9, 2019.**

3.1 Method of Submission:

EOIs must be received by Manitoba Housing in a sealed envelope before the submission deadline, by mail, courier, or in person to:

Portfolio Management
Manitoba Housing
Room 600-352 Donald Street
Winnipeg, MB R3B 2H8

REOIs submitted by facsimile transmission (fax) or electronic mail (e-mail) **will not be accepted.**

3.2 Freedom of Information and Protection of Privacy Act

Submissions must be signed by the appropriate signing officer or officers of the proponent. Proposals, once submitted, become the property of Manitoba Housing. All proposals will be kept in the strictest of confidence, subject to such disclosure as may be

required under the provisions of The Freedom of Information and Protection of Privacy Act (FIPPA), or as may otherwise be required by law.

3.3 Inquiries

All inquiries related to this EOI are to be made, in writing, **at least 5 working days prior** to the submission deadline as noted above. Inquiries received after this date may not be answered. Written inquiries are to be directed to:

Attention: REOI Coordinator
Manitoba Housing
Room 600-352 Donald Street
Winnipeg, MB R3B 2H8
E-Mail: portfolioadmin@gov.mb.ca

Written inquiries submitted by e-mail will be accepted. If Manitoba Housing, in its sole discretion, determines that an inquiry will be of interest to all proponents, it will be communicated in writing to all registered proponents. The source of the inquiry will be kept confidential.

4. SUBMISSION CONTENT

Proponents should include the following in their submitted expression of interest:

4.1 Applicant Information

A profile of the applicant organization including the origins and history as well as a brief description of the proponent's experience with property management and with serving the client base. If proponent is not experienced in property management, the submission should include relevant information regarding about the property management partner organization.

The organization's mandate and a description of services provided to clients.

Human resources (numbers and types).

A copy of the organization's Articles of Incorporation, including any amendments and/or relevant corporate by-laws, and current list of Board of Directors.

4.2 Service Provider(s) Information

A profile of the service provider(s) anticipated to be engaged as part of the proposed project, including the origins and history of such organization(s), as well as their envisioned role in the project.

The organization's mandate and a description of services provided to clients.

A brief description of the organization's experience in providing support services.

Human resources (numbers and types).

Information should be provided that describes the service provider's capacity to deliver the proposed support services. This should include information related to the service providers existing capacity to deliver the proposed support services as well as details on the source of funding for the proposed support services and details on the current status of funding to provide the proposed support services and/or any additional operating costs.

. If funding for the proposed support services has been secured please include the appropriate documentation.

4.3 Client Group, Housing Services and Support Model

Identification of the specific client group(s) to be served.

A description of the intended housing and support services model.

The proposed term (in years) for the delivery of support services as well as an indication if the proponent intends to continue engaging/providing support services following the term.

The expression of interest must demonstrate how the proposed client group, support services and housing models are aligned with the description outlined in Section 2 (a), (b) and (c) of this REOI.

4.4 Community Support and Social Inclusion

A brief description of any project support or partnership arrangements to date for the proposed project.

A description of how the proponent intends to seek community support for the project and how the proponent intends to foster social inclusion.

4.5 Risk Assessment

Identify any known or possible challenges that the proposed project may face and include strategies to mitigate such challenges.

4.6 Application Form

A completed and appropriately signed Application Form (attached to this document as Appendix "A"). The Application Form must be signed and completed with as much detail as possible.

5. QUALIFICATIONS REVIEW COMMITTEE

Review of responses will be by a committee formed by Manitoba Housing in consultation with Manitoba Status of Women Secretariat.

All expressions of interest will be opened immediately following the noted deadline. The evaluation committee will be made up of representatives from Manitoba Housing and Manitoba Status of Women Secretariat. The evaluation committee will be responsible for reviewing and evaluating proposals submitted in response to this REOI and recommending those projects which Manitoba Housing wishes to receive a second, more detailed project proposal. Manitoba Housing may, at its sole discretion, retain additional committee members or professional advisors as is determined to be prudent or necessary. All eligible expressions of interest will be considered although preference will be given to responses which:

Are put forward by proponents with extensive and successful documented experience in the development and management of housing or are put forward by proponents who intend to link with partners and/or consultants with more substantial experience in housing development and management.

Are put forward by proponents with extensive and successful documented experience in providing support services for the intended client group or are put forward by proponents who intend to link with partners with more substantial experience in providing support services for the intended client group.

Demonstrate a long-term willingness to provide support services that this population may require to achieve successful tenancies.

Are clearly described and are based on a sound/logical project concept.

Clearly show how the proposed housing and support services model is aligned with the client group, housing model, and support services model outlined in Section 2.

Demonstrate the proponent's capacity to deliver support services to additional clients within its existing program budget.

Provide evidence that funding for the delivery of the proposed support services has been secured, or provide an explanation as to how and when such evidence will be available.

Are located in communities where client base populations have been underserved in terms of housing and support services.

6. RESPONDENT EXPENSES

Respondents are solely responsible for their own expenses in preparing a response to this EOI and for subsequent negotiations with Manitoba Housing, if any. Manitoba Housing will not be liable to any respondent for any claims, whether for costs or damages incurred by the respondent in preparing the response, loss of anticipated profit in connection with any final contract, or any other matter whatsoever.

7. ACCEPTANCE OF RESPONSES

This EOI is not an agreement to purchase goods or services. Manitoba Housing is not bound to enter into a contract with any respondent. Manitoba Housing will be under no obligation to receive further information, whether written or oral, from any respondent.

8. REQUIREMENTS

Manitoba Housing is interested in gathering information related to the following, for comparative purposes:

- a) A cover letter introducing your organization or team and highlighting your qualifications and experience with family violence housing and operations management;
- b) The proposed number of units and clients that will be served;
- c) Any expectations the proponent has of Manitoba Housing, including reports and financial assistance; and
- d) A description of proposed operations and building management activities.

Each expression of interest will be screened to ensure that it meets the basic mandatory requirements listed below.

Any expression of interest that fails to meet all of the mandatory requirements will not be considered further.

The mandatory requirements are:

- 1) Proponents must submit one (1) hard copy and one electronic copy (a PDF document on a Memory Stick) of their expression of interest in a sealed envelope, addressed as follows and delivered to:

Manitoba Housing

Attention: REOI Coordinator

Portfolio Management

600-352 Donald Street

Winnipeg MB R3B 2H8

Re: REOI for Operation and management of Facilities for Women and Children Affected by Family Violence

- 2) Expressions of interest must be received by Manitoba Housing at the above noted address by Friday, August 9, 2019. 4:00 p.m. Central Standard Time.

It is solely the proponent's responsibility to ensure that their expression of interest is received at the designated location prior to the submission deadline.

Expressions of interest received after the deadline will not be accepted and will be returned to the proponent unopened.

Manitoba Housing will not accept expressions of interest submitted by facsimile transmission (fax) or electronic mail (e-mail).

- 3) The submission must include the applicant organization's Articles of Incorporation, including any amendments and/or relevant corporate by-laws, and current list of Board of Directors.

- 4) Proponent must have competency in providing support to women who have experienced domestic violence.
- 5) Proponent must be able to offer off-site programming to women who have experienced domestic violence.
- 6) Proponent must have experience in assisting women who are transitioning to independent living.
- 7) Proponent must have existing relationships with Domestic Violence stakeholders.
- 8) Proponent must have experience navigating government systems.

9. FUTURE REQUEST FOR PROPOSAL (RFP)

Based on the information received at the REOI stage, Manitoba Housing may choose to proceed with an invitational RFP, or proceed to direct negotiations with one or more proponents. The purpose is to collaborate with a suitable organization, or suitable organizations, that hold a shared vision of meeting the need for safe housing for women leaving situations of family violence. If a publicly posted RFP results from the information received, those organizations submitting a response to the EOI will be notified.

10. ESTIMATED TIMELINES

Expressions of interest submitted under this REOI proceed through an application and review process as outlined in Section 7. The following timelines are targets only and are subject to revision by Manitoba Housing.

REOI Release	Thursday, June 6, 2019
Final day to submit inquiries	Friday, August 2, 2019
Expressions of interest submission deadline	Friday, August 9, 2019
Conclusion of expression of interest review	Friday, September 13, 2019
Notification letters to proponents	Friday, September 27, 2019

APPENDIX "A": APPLICATION FORM

PROPONENT INFORMATION

Legal Name of Organization:			
Contact Person Name:			Title:
Phone Number:		Alternate Phone Number:	
Email Address:			
Mailing Address			
Apt.	Street Number	Street Name	PO Box
Municipality		Province	Postal Code
Corporation Type:			
<input type="checkbox"/>	Private Non-Profit	<input type="checkbox"/>	Cooperative
<input type="checkbox"/>	Other (specify): _____		
Corporate Status:			
<input type="checkbox"/>	Incorporated (attach articles) Date: _____		
GST Registration Number:			

DECLARATION

I/We have carefully examined the Expression of Interest (EOI) documents and have a clear and comprehensive knowledge of the requirements under the EOI. By this submission, I/we agree and consent to the terms, conditions and provisions of the EOI.

I/we hereby confirm that the proposal submission contains all information necessary to address the requirements and eligibility of this EOI.

The information in this Proposal as well as any attachments are to the best of knowledge, accurate statements of fact.

I/We hereby acknowledge receipt of all addenda issued via Manitoba Housing's website at: www.gov.mb.ca/housing/progs/reoi-mhfvpp.html

AUTHORIZED SIGNING AUTHORITY

(Party or Parties who will represent the Proponent in all contractual matters requiring a signature and have the authority to bind the Proponent)

Name (print)

Name (print)



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Position

Position

Signature

Signature

Date

Date

Address

Address

Telephone Number

Telephone Number

Name of Witness

Name of Witness

Signature of Witness

Signature of Witness

Appendix “B”

PROTECTION OF PERSONAL INFORMATION

Definition of personal information

1.01 In this Schedule and in this Agreement, “personal information” has the meaning given to that term in *The Freedom of Information and Protection of Privacy Act of Manitoba* (C.C.S.M. c. F175), and includes:

- (a) personal information about an identifiable individual which is recorded in any manner, form or medium; and
- (b) personal health information about an identifiable individual as defined in *The Personal Health Information Act of Manitoba* (C.C. S.M. c. P33.5).

These Statutory definitions are attached at the end of this Schedule.

1.02 The requirements and obligations in this Schedule:

- (a) apply to all personal information received, collected or otherwise acquired by the Sponsor in the course of carrying out its obligations under this Agreement, in whatever manner, form or medium;
- (b) apply whether the personal information was received, collected or acquired before or after the commencement of this Agreement; and
- (c) continue to apply after the termination or expiration of this Agreement.

Collection of personal information by The Sponsor

1.03 The Sponsor recognizes that, in the course of carrying out its obligations under this Agreement, the Sponsor may receive personal information from MHRC and may collect, acquire, be given access to and many otherwise come into possession of personal information about individuals.

1.04 Where the Sponsor receives, collects, acquires, is given access to or otherwise comes into possession of personal information, the Sponsor shall collect only as much personal information about an individual as is reasonably necessary to carry out the Sponsor’s obligations under this Agreement.

1.05 Where the Sponsor collects or acquires personal information directly from the individual it is about, the Sponsor shall ensure that the individual is informed of:

- (a) the purpose for which the personal information is collected;
- (b) how the information is to be used and disclosed;
- (c) who in the Sponsor’s organization can answer questions the individual

may have about his or her personal information; and

- (d) his or her right of access to the information, as set out in the Sponsor’s policies under subsection 1.06 of this Schedule.

Access to personal Information by the individual it is about

1.06 The Sponsor shall establish a written policy, acceptable to MHRC, providing individuals whose personal information is received, collected or acquired by the Sponsor under this Agreement with:

- (a) a right to examine personal information about themselves which is maintained by the Sponsor, subject only to specific and limited exceptions; and
- (b) a right to request corrections to this personal information.

Restrictions respecting use of personal information by the Sponsor

- 1.07 (a) The Sponsor shall keep the personal information in strict confidence and shall use the personal information only for the purpose of properly carrying out the Sponsor's obligations under this Agreement and not for any other purpose.
- (b) The personal information shall be used solely by the officers and employees of the Sponsor, except as otherwise specifically permitted by MHRC in writing.
- (c) The Sponsor shall:
- (i) limit access to and use of the personal information to those of the Sponsor's officers and employees, who need to know the information to carry out the obligations of the Sponsor under this Agreement,
 - (ii) ensure that every use of and access to the personal information by the Sponsor and the authorized officers and employees of the Sponsor is limited to the minimum amount necessary to carry out the obligations of the Sponsor under this Agreement,
 - (iii) ensure that each officer and employee of the Sponsor who has access to the personal information is aware of and complies with the requirements, obligations and fair information practices in this Schedule, and
 - (iv) ensure that each officer and employee who has access to the personal information signs a pledge of confidentiality, satisfactory in form and content to MHRC, that includes an acknowledgement that he or she is bound by the requirements, obligations and fair information practices in this Schedule and by the Sponsor's security policies and procedures and is aware of the consequences of breaching any of them.
- 1.08 The Sponsor shall ensure that:
- (a) no person can make unauthorized copies of the personal information;
 - (b) no person shall disclose the personal information except as authorized under subsection 1.10 of this Schedule; and
 - (c) no person can modify or alter the personal information in a manner which is not authorized.
- 1.09 The Sponsor shall not link or match the personal information with any other personal information, except where necessary to carry out the obligations of the Sponsor under this Agreement.

Restrictions respecting disclosure of personal information by the Sponsor

- 1.10 The Sponsor shall not permit anyone to have access to, reveal, disclose or publish the personal information of any person, corporation, business, organization or entity outside the Sponsor's organization, except as follows:
- (a) to MHRC, and to MHRC's officers, employees and agents, for the purposes of this Agreement;
 - (b) to the individual the personal information is about, upon satisfactory proof of identity;
 - (c) to any person, corporation, business, organization or entity with the voluntary, informed consent of the individual the information is about;
 - (d) where the individual the information is about is a child under the age of 18 years, to the custodial parent or parents or to the legal guardian of the child, upon satisfactory proof of identity and authority, provided that the Sponsor is of the opinion the disclosure would not be an unreasonable invasion of the child's privacy;
 - (e) where disclosure is required by an order of a court, person or body with jurisdiction to compel production of the personal information or disclosure is required to comply with a rule of court that relates to the production of the personal information; or
 - (f) where disclosure is necessary to prevent or lessen a serious and immediate threat to the health or safety of the individual the information is about or of any other individual or individuals.
- 1.11 Without limiting subsection 1.10 of this Agreement, the Sponsor shall not:
- (a) sell or disclose the personal information, or any part of the personal information, for consideration; or
 - (b) exchange the personal information for any goods, services or benefit; or
 - (c) give the personal information to any individual, corporation, business, agency, organization or entity for any purpose, including (but not limited to) solicitation for charitable or other purposes;
- and shall not permit any of these activities to take place.

Protection of the personal information by the Sponsor

- 1.12 The Sponsor shall protect the personal information by putting in place reasonable security arrangements, including administrative, technical and physical safeguards that ensure the confidentiality and security of the personal information and protect the personal information against such risks as use, access, disclosure or destruction which are not authorized under this Schedule. These security arrangements shall take into account the sensitivity of the personal information and the medium in which the information is stored, handled, transmitted or transferred.
- 1.13 Without limiting subsection 1.12 of this Schedule:
- (a) where personal information is in paper form, on diskette or other removable media, the Sponsor shall ensure that:
 - (i) the paper records, diskettes and removable media used to record the personal information are kept in a physically secure area and are subject to appropriate safeguards,
 - (ii) the personal information is accessible only to those of the Sponsor's officers and employees who need to know the personal information to carry out the obligations of the Sponsor under this Agreement, and
 - (iii) the paper records, diskettes and removable media used to record the personal information are stored securely when not in use;

- (b) where personal information is stored in electronic format, the Sponsor shall:
 - (i) ensure that the computer system or computer network on which the personal information is stored is secure and is accessible only to officers and employees of the Sponsor who need to know the personal information to carry out the obligations of the Sponsor under this Agreement,
 - (ii) ensure that the personal information is protected by a series of passwords to prevent authorized access, and
 - (iii) limit access to and use of these passwords to those of the Sponsor's officers and employees who need to know the personal information to carry out the obligations of the Sponsor under this Agreement.
- 1.14 When disposing of any paper records and media containing a record of the personal information, the Sponsor shall destroy the paper records or erase or destroy any personal information contained on the media in a manner which adequately protects the confidentiality of the personal information.
- 1.15 The Sponsor shall establish and comply with written policies and procedures respecting the use of, access to, disclosure, protection and destruction of the personal information which shall be consistent with and reflect the requirements of this Schedule. These security policies and procedures shall include:
 - (a) provisions for identifying and recording security breaches and attempted security breaches; and
 - (b) corrective procedures to address security breaches.
- 1.16 The Sponsor shall, immediately upon becoming aware of any of the following, notify MHRC in writing of any use of, access to, disclosure or destruction of personal information which is not authorized by this Schedule, with full details of the unauthorized use, access, disclosure or destruction. The Sponsor shall immediately take all reasonable steps to prevent the recurrence of any unauthorized use, access, disclosure or destruction or the personal information and shall notify MHRC in writing of the steps taken.
- 1.17 The Sponsor shall provide training for its officers and employees about the requirements of this Schedule and the Sponsor security policies and procedures.
- 1.18 The Sponsor shall comply with any regulations made, policies issues and reasonable requirements established by MHRC respecting the protection, retention or destruction of the personal information.

Destruction of personal information by the Sponsor

- 1.19 After the personal information has been used for its authorized purpose, or where destruction of the personal information is requested by MHRC or is required by this Agreement, the Sponsor shall destroy the personal information (and all copies of the personal information in any form or medium) in a manner which adequately protects the confidentiality of the personal information.

Inspection by MHRC

- 1.20 MHRC and its representative may carry out such inspections or investigations respecting the Sponsor's information practices and security arrangements as MHRC considers necessary to ensure the Sponsor is complying with the terms and conditions of this Schedule and that the personal information is adequately protected. The Sponsor shall cooperate in any such inspection or investigation, and shall permit MHRC and its representatives access, at all reasonable times, to the Sponsor's premises and to records and information relating to the Sponsor's information practices and security arrangements or to this schedule for these purposes.

- 1.21 If an inspection or investigation identifies deficiencies in the Sponsor's information practices or security arrangements which expose the personal information to risk of unauthorized use, disclosure or destruction, the Sponsor shall take reasonable steps to promptly correct the deficiencies to MHRC's satisfaction.

Destruction of personal information on expiration or termination of Agreement

- 1.22 On expiration or termination of this Agreement for any reason, the Sponsor shall, unless otherwise directed by MHRC, destroy the personal information (including all copies of the personal information in any form or medium) in a manner which adequately protects the confidentiality of the personal information.

Statutory definitions of personal information and personal health information

1. **“Personal information”** about an identifiable individual, including
 - (a) the individual's name
 - (b) the individual's home address, or home telephone, facsimile or e-mail number
 - (c) information about the individual's age, sex, sexual orientation, marital or family status,
 - (d) information about the individual's ancestry, race, colour, nationality, or national or ethnic origin,
 - (e) information about the individual's religion or creed, or religious belief, association or activity,
 - (f) personal health information about the individual,
 - (g) the individual's blood type, fingerprints or other hereditary characteristics,
 - (h) information about the individual's political belief, association or activity,
 - (i) information about the individual's education, employment or occupation, or educational, employment or occupational history,
 - (j) information about the individual's source of income or financial circumstances, activities or history,
 - (k) information about the individual's criminal history, including regulatory offences,
 - (l) the individual's own personal views or opinions, except if they are about another person,
 - (m) the views or opinions expressed about the individual by another person, and
 - (n) an identifying number, symbol or other particular assigned to the individual.
2. **“personal health information”** means recorded information about an identifiable individual that relates to
 - (a) the individual's health care history, including genetic information about the individual,
 - (b) the provision of health care to the individual or
 - (c) payment for health care provided to the individual, and includes
 - (d) the PHIN and any other identifying number, symbol or particular assigned to an individual, and
 - (e) any identifying information about the individual that is collected in the course of, and is incidental to the provision of health care or payment for health care.
3. **“health care”** means any care, service or procedure

- (a) provided to diagnose, treat or maintain an individual's physical or mental condition,
- (b) provided to prevent disease or injury or promote health, or
- (c) that affects the structure or a function of the body,

and includes the sale or dispensing of a drug, device, equipment or other item pursuant to a prescription.

"PHIN" means the personal health identification number assigned to an individual by the minister to uniquely identify the individual for health care purposes.

APPENDIX “C”: CONFLICT OF INTEREST POLICY AND GUIDELINES

INTRODUCTION

The Manitoba Housing and Renewal Corporation (MHRC) in coordination with the Province of Manitoba is charged with the responsibility of protecting the public interest, particularly in regards to accountability for the spending of tax dollars. External agencies are perceived by the public as extensions of government. As such, boards of directors and employees of external agencies delivering services on behalf of government are accountable to the public and are particularly vulnerable to charges of conflict of interest. As a funder of many external agencies, the Province of Manitoba expects agencies to adopt the following conflict of interest policy and guidelines for their boards of directors and employees.

By stating clearly the standards of conduct expected of board members and employees, the guidelines serve as a preventative measure so board members and employees do not inadvertently place themselves in a position of perceived, potential or actual conflict of interest. Furthermore, the sections dealing with disclosure and appeals provide for avenues to clarify and resolve issues before they become a problem.

The aim of the conflict of interest guidelines is to strike a balance between legitimate protection of public interest and the protection of the board members' and employees' personal and professional interests.

It is the responsibility of the board of directors to ensure that these guidelines are communicated to all board members and employees of the individual external agencies and to establish procedures for ensuring compliance with the standards set out in the policy and guidelines.

POLICY STATEMENT

The Province of Manitoba expects boards of directors and employees of external agencies which it funds to maintain high standards of integrity, impartiality and ethical conduct. Board members and employees must be constantly aware of the need to avoid situations which might result either in actual, potential or perceived misconduct, or conflicts of interest and to conduct themselves in a manner which commands the respect and confidence of their fellow citizens.

This policy, including disclosure requirements, applies to all members of the boards of directors and all employees of external agencies. The policy and guidelines contained herein should complement rather than replace the provisions of relevant legislation, or any other statute, collective agreement, rule or statement which applies to boards of directors or employees of external agencies, and in the event of a conflict, relevant legislation shall govern and supersede this policy.

DEFINITION

A conflict of interest is any situation in which a board member or employee of an external agency has an employment, business or personal interest which results or appears to result in:

- (a) an improper material interest or an advantage by virtue of the person's position;
- (b) an interference with the objective exercise of the person's duties.

A material interest includes any matter or situations where a board member or employee has a direct or indirect financial or other interest beyond the interest of an ordinary citizen.

REQUIREMENTS FOR DISCLOSURE

Members of the boards of directors and employees of external agencies are responsible for disclosure of any situation or matter where they have an actual or perceived conflict of interest or the potential for a conflict of interest.

Conflict of interest declarations should be filed annually at a minimum or updated immediately where:

- (a) an actual, potential or perceived conflict situation arises where none existed previously;
- (b) change occurs which alters the nature or degree of the conflict, subsequent to a declaration being made.

Where a conflict of interest has been found to exist, the board member or employee, if necessary, will be required to take steps to avoid the conflict of interest. As well, where a perceived or potential conflict

situation may exist, the board member or employee will be provided with advice on what steps need to be taken to remove the perception of or other potential for a conflict of interest.

Where a board member is unsure whether any conflict of interest may exist, it is his/her responsibility to seek clarification from the board of directors.

A board member shall disclose in writing to the board of directors, or request to have entered in the minutes of meetings of the board of directors, the nature and extent of his/her interest.

The board of directors shall decide by majority vote of other members at the meeting whether a perceived or actual conflict of interest exists in the case of a board member.

No board member shall be present during any discussions of the board or vote on any matter where it has been decided that a material interest exists. The minutes of the board meeting shall in each case record the member's disclosure of interest and the fact he/she took no part in the discussion or decision. In addition, the board member must refrain from attempting, directly or indirectly, to influence the decision of the board.

The board of directors may choose to delegate to an executive committee of the board, the authority to decide whether a material interest exists for board members.

If the executive committee of the board cannot decide, the matter shall be referred to the full board for decision.

Where an employee is unsure whether any conflict of interest may exist, it is his/her responsibility to seek clarification from the board of directors or the board's delegate

An agency employee shall disclose in writing to the board of directors, or the board's delegate, the nature and extent of his/her interest.

The board of directors shall decide by majority vote whether a perceived, potential or actual conflict of interest exists in the case of an employee.

The board of directors may choose to delegate to the executive director or executive management committee, the authority to decide whether a material interest exists for employees, subject to a quarterly review and ratification of those decisions by the board.

If the board's delegate cannot decide, the matter shall be referred to the board of directors for decision.

No employee shall participate in negotiations, decision-making or activities where it has been decided that a material interest exists.

GUIDELINES

The range, complexity and unique nature of individual external agencies' activities are such that it is not possible to outline all conflict of interest situations.

Board members and employees shall not engage directly or indirectly in any personal business transaction or private arrangement for personal profit which accrues from or is based upon their official position or authority or upon confidential or non-public information which they gain by reason of such position or authority.

Board members and employees shall not divulge confidential or restricted information to any unauthorized person or release such information in advance of authorization for its release.

Board members and employees shall not act in any official matter where there is a personal interest which is incompatible with an unbiased exercise of official judgement.

Board members and employees must declare where they have direct or indirect personal business or financial activities which conflict with their official duties and responsibilities.

Board members and employees shall not place themselves in a position where they are under obligation to any persons who might benefit from special considerations or favours on their part.

APPEALS

A board member who disputes the manner of application of these guidelines within his/her agency may appeal such application to an independent arbitrator agreed to by both parties.

An employee who disputes the manner of application of these guidelines may appeal such application to the board of directors.

A board member or employee, at his/her option, may have a representative present at the appeal.

DISCIPLINARY ACTION

Departure from any of these rules by board members, without the specific prior approval of the majority of board members, may be cause for dismissal from the board.

Departure from any of these rules by employees, without the specific prior approval of a board of directors, or board's delegate, may be cause for disciplinary action.

SPECIFIC PROVISIONS FOR AGENCIES

While the guidelines mentioned above should be sufficient to protect against conflict of interest in a vast majority of cases, individual agencies may wish to develop additional more specific conflict of interest guidelines. In certain cases, the Minister may request more specific conflict of interest guidelines. These additional guidelines may also be necessary in response to particular statutory requirements, specific operational requirements, problems unique to a particular agency or at the request of Government. On request, any additional guidelines developed for an organization should be made available to Government for approval prior to distribution and implementation.

Appendix “D”

Rental Program Eligibility and Program Income Limits

To be eligible for the Social Housing Rental Program applicant(s) must:

- Be in core housing need;
- Be either a Canadian Citizen, a permanent resident of Canada, a refugee claimant or have legal status to live and/or work in Canada;
- Have total adjusted household income at or below the Social Housing Rental Program Income Limits established by Manitoba Housing where applicable;
- Be able to live independently, with or without supports.

Social Housing Rental Program Income Limits:

Applicants to the Social Housing Rental Program must have incomes below the posted income limits.

The Program Income Limits are established annually by Manitoba Housing and are effective January 1 of each year.

2019 Social Housing Rental Program Income Limits*

Community		Bedrooms				
		Bachelor	1 Bedroom	2 Bedroom	3 Bedroom	4+
Winnipeg		\$27,000	\$38,500	\$48,000	\$50,500	\$57,500
Southern Other Urban/ Rural	Brandon	\$22,500	\$29,000	\$39,000	\$45,000	\$51,500
	Dauphin	\$21,000	\$25,500	\$33,000	\$44,000	\$49,500
	Portage La Prairie	\$20,000	\$27,000	\$35,500	\$44,000	\$49,500
	Selkirk	\$22,000	\$29,000	\$34,500	\$46,000	\$49,500
	Steinbach	\$23,500	\$30,500	\$35,500	\$45,000	\$49,500
	Winkler	\$20,500	\$27,000	\$33,000	\$44,000	\$49,500
Northern Other Urban/Rural	Thompson	\$24,500	\$33,500	\$41,500	\$45,000	\$49,500
	The Pas/Flin Flon	\$18,500	\$26,000	\$36,500	\$44,000	\$49,500
	Churchill	\$21,000	\$27,500	\$34,500	\$42,000	\$47,000

Southern Non-Market	\$18,500	\$25,000	\$32,500	\$39,500	\$44,500
Northern Non-Market	\$18,000	\$26,500	\$31,000	\$39,000	\$44,500

* Effective January 1, 2019

Affordable Rental Housing Program:

This program is for lower-moderate income households whose total household income is below the posted Program Income Limit. The household will pay an affordable rent based on median rents in the private market. Affordable Rents are established annually by Manitoba Housing and are effective January 1 of each year.

2019 Affordable Housing Rental Program Income Limits*

Household without children	\$56,694
Family Household (families with children or dependants)	\$75,592

* Effective January 1, 2019

2019 Affordable Housing Rental Program Rents* - Includes Essential Utilities (heat, water and sewer)

Community		Studio	1 Bedroom	2 Bedroom	3 Bedroom	4+ Bedroom
Winnipeg and Catchment		\$669	\$964	\$1,204	\$1,267	\$1,440
Southern Other Urban/Rural	Brandon	\$558	\$728	\$969	\$1,124	\$1,293
	Dauphin	\$529	\$642	\$819	\$1,097	\$1,240
	Portage la Prairie	\$503	\$677	\$893	\$1,097	\$1,240
	Selkirk	\$545	\$726	\$859	\$1,145	\$1,240
	Steinbach	\$583	\$768	\$882	\$1,122	\$1,240
	Winkler	\$512	\$672	\$824	\$1,097	\$1,240
Northern Other Urban/Rural	Thompson	\$609	\$837	\$1,035	\$1,122	\$1,240
	The Pas/Flin Flon	\$468	\$647	\$911	\$1,097	\$1,240
	Churchill	\$520	\$684	\$860	\$1,054	\$1,181
Southern Non-Market		\$466	\$631	\$807	\$985	\$1,114
Northern Non-Market		\$454	\$663	\$778	\$978	\$1,114

* Effective January 1, 2019

2019 Affordable Housing Rental Program Rents* - No Utilities Included

Community		1 Studio	2 Bedroom	3 Bedroom	4+ Bedroom	
Winnipeg and Catchment		\$638	\$877	\$1,086	\$1,313	
Southern Other Urban/ Rural	Brandon	\$520	\$641	\$850	\$1,002	\$1,118
	Dauphin	\$498	\$555	\$721	\$954	\$1,065
	Portage la Prairie	\$465	\$590	\$774	\$954	\$1,065
	Selkirk	\$508	\$639	\$740	\$1,002	\$1,065
	Steinbach	\$545	\$680	\$763	\$1,002	\$1,065
	Winkler	\$475	\$585	\$705	\$954	\$1,065
Northern Other Urban/Rural	Thompson	\$578	\$750	\$945	\$1,000	\$1,070
	The Pas/Flin Flon	\$430	\$560	\$792	\$954	\$1,065
	Churchill	Not applicable				
Southern Non-Market		\$428	\$544	\$688	\$842	\$939
Northern Non-Market		\$423	\$576	\$670	\$835	\$986

* Effective January 1, 2019