



## **EMERGENCY & COMMUNITY SERVICES COMMITTEE REPORT 16-001**

1:30 p.m.  
Tuesday, January 18, 2016  
Council Chamber  
Hamilton City Hall  
71 Main Street West

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**Present:** Councillor M. Green, Chair  
Councillor A. Johnson, Vice Chair  
Councillors T. Jackson, S. Merulla, and T. Whitehead

**Regrets:** Councillor J. Partridge – Personal  
Councillor J. Farr – Personal

**Also in  
Attendance:** Councillor A. VanderBeek

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### **THE EMERGENCY AND COMMUNITY SERVICES COMMITTEE PRESENTS REPORT 16-001 AND RESPECTFULLY RECOMMENDS THE FOLLOWING:**

- 1. Single-Source Paramedic Service Linen Supply, Cleaning and Replacement (CES16001) (City Wide) (Item 5.1)**
  - (a) That consideration of the single source procurement, pursuant to Procurement Policy #11 – Non-competitive Procurements, for the supply, cleaning, and replacement of health care linen for the Hamilton Paramedic Service for a five year period ending December 31, 2020 be deferred until such time that the contract details are confirmed; and
  - (b) That the current contract be extended until such time that clause (a) above is completed.

**2. RBB Innovations Ltd. Contract Renewal (CES16002) (City Wide) (Item 5.2)**

- (a) That the General Manager of Community & Emergency Services be authorized and directed to single source RBB Innovations Ltd. for the renewal of the OneHSN Childcare Solutions contract at an estimated cost of \$228,100 to be funded from the existing Children's & Home Management Services (CHMS) budget and paid for using 100% Ministry of Education funding;
- (b) That the General Manager of Community & Emergency Services or designate be authorized and directed to negotiate and execute a two-year agreement renewal with RBB Innovations Ltd. for the OneHSN Childcare Solutions contract on behalf of the City of Hamilton, in a form satisfactory to the City Solicitor; and,
- (c) That the General Manager of Community & Emergency Services or designate be granted the authority to further extend the agreement renewal with RBB Innovations Ltd. for the OneHSN Childcare Solutions contract on behalf of the City of Hamilton for an additional two years.

**3. Changes to Intake Process for Domiciliary Hostel Program (CES16007) (City Wide) (Item 5.3)**

- (a) That the report regarding changes to intake process for domiciliary hostel program (CES16007) be received; and
- (b) That the Emergency and Community Services Committee, through Chairman Councillor Green, write a submission to the Province on behalf of the domiciliary housing industry identifying the shortfalls that have been placed on the City of Hamilton by the Province regarding this matter.

**4. Wentworth Lodge-Long Term Care Quality Inspection (CES16003) (Ward 13) (Item 5.4)**

That the report regarding Wentworth Lodge-Long Term Care Quality Inspection (CES16003), be received.

**5. Fee Waiver/Reduction Policy Amendment (CES14001(b)) (City Wide) (Item 8.1)**

- (a) That the “Fee Waiver/Reduction Policy” attached as Appendix A to Report 16-001 be amended to expand the Divisional Director of Recreation’s authority to approve all fee waiver/reduction applications for recreation facility rental fees that will result in a community partnership; and,
- (b) That all non-profit groups with existing arrangements to deliver programs in recreation facilities at a reduced rental rate be given until December 31, 2016 to complete the amended fee waiver/reduction application.

**6. Trusteeship Program (CES16005) (City Wide) (Item 8.2)**

That the Mayor, on behalf of Council correspond with the Prime Minister of Canada, the Premier of Ontario, the Minister of Municipal Affairs and Housing, the Minister of Community and Social Services, all local Hamilton MP’s and MPP’s, as well as AMO and the FCM, to request assistance with the Province adequately and appropriately funding the City of Hamilton to deliver programs that fall under the Community Homelessness Prevention Initiative such as a possible targeted Financial Management Support Program for low income people who require support to manage their financial affairs.

**7. Opportunities to Develop New Affordable Housing with Supports in Hamilton (Item 9.1)**

WHEREAS the City of Hamilton’s 10-year Housing and Homelessness Action Plan identifies a target of 300 new affordable rental units developed annually to meet the projected population growth in the City of Hamilton;

WHEREAS there is already an existing need for good, safe and affordable rental housing in Hamilton as demonstrated by 5,681 households on the City of Hamilton’s social housing waitlist, and further exacerbated by increasing rental rates and lowering vacancy rates as reported by the Canadian Mortgage and Housing Corporation;

WHEREAS there are many low income households that require affordable housing with personalized health and social supports so they may live independently and enjoy a positive quality of life;

WHEREAS there are established community organizations that have demonstrated the ability to develop quality affordable housing with supports for the residents of Hamilton;

WHEREAS there are major institutions in Hamilton that are interested in partnering with the City of Hamilton and community organizations to develop affordable housing and community supports for target populations; and

WHEREAS it is necessary to prepare well in advance for the development of affordable housing and associated supports and it is often a requirement for municipal, federal and provincial capital funding to have “shovel ready” projects;

**THEREFORE BE IT RESOLVED:**

That the City of Hamilton Housing Services Division staff be directed to work with the City’s Procurement Division staff and Planning Division staff to develop a process to establish a roster of non-profit and private developers prepared and qualified to develop new affordable housing with supports in Hamilton in partnership with the City to be able to respond to future and periodic development and capital funding opportunities and report back to Emergency and Community Services Committee detailing the process.

**8. Affordable Housing – Strathearne Suites Operated by Indwell (Item 9.2)**

WHEREAS Section 3.1 of the City’s Housing and Homelessness Action Plan supports the development of different types of housing with personalized supports for individuals with mental health, addictions and health issues and a history of homelessness;

WHEREAS there is an existing need in Hamilton for more stable and affordable housing options that provide the supports necessary to avoid homelessness and the need to resort to more costly interventions such as the emergency shelter system, emergency health care services and the correctional system;

WHEREAS Indwell, an established non-profit organization with a strong track record of developing and delivering housing with supports has submitted a proposal to operate Strathearne Suites, a 39 unit permanent supported housing initiative combining affordable housing with flexible onsite supports that contribute to housing and health stability for Hamilton’s most vulnerable residents; and

WHEREAS the Hamilton Niagara Haldimand Brant Local Health Integration Network through St. Joseph’s Healthcare has committed to contributing \$498,981 of annual base funding towards the total annual cost of \$1,057,062 per year to operate Strathearne Suites on the condition that the City of Hamilton also participate in the partnership by contributing annual base funding of \$150,000 to the total cost.

**THEREFORE BE IT RESOLVED:**

- (a) That the City enter into an agreement with Indwell, the Hamilton Niagara Haldimand Brant Local Health Integration Network ("LHIN") and St. Joseph's Healthcare to provide annual base funding of \$150,000 for the operation of 39 new units of affordable housing with supports;
- (b) That the City's initial funding come from the Social Services Initiative Reserve to offset operational costs for the 2016 fiscal year;
- (c) That the General Manager of Community and Emergency Services be authorized and directed to execute any agreement required to give effect to resolutions (a) and (b) above, in a form satisfactory to both the City Solicitor and the General Manager of Finance and Corporate Services; and
- (d) That the Mayor correspond with the Honourable Ted McMeekin, Minister of Municipal Affairs and Housing, to request an increase to funding to the Community Homelessness Prevention Initiative to adequately fund and expand innovated models for supportive housing, such as Strathearne Suites.

**FOR THE INFORMATION OF COUNCIL:**

**(a) CHANGES TO THE AGENDA (Item 1)**

The Legislative Coordinator advised of the following changes to the agenda:

**4. DELEGATION REQUESTS**

- 4.3 Calvin Kain, Regarding Changes to Intake Process for Domiciliary Hostel Program (Item 5.3) (For Today's Meeting)
- 4.4 Adrienne Newport, Regarding the Trusteeship Program (Item 8.2) (For Today's Meeting).
- 4.5 Linda Edwards, Regarding the Trusteeship Program (Item 8.2) (For Today's Meeting).
- 4.6 Carmen Saliccioli, on behalf of Good Shepherd, Mission Services, and the Salvation Army, Regarding the Trusteeship Program (Item 8.2) (For Today's Meeting).

**8. DISCUSSION ITEMS**

**Trusteeship Program – Added Correspondence (CES16005) (CITY WIDE)  
(Item 8.2):**

- a) Letter from Tom Cooper, Director - Hamilton Roundtable for Poverty Reduction, dated January 15, 2016.
- b) Petition containing 93 signatures received respecting the Trusteeship Program. (A copy of the petition is available for viewing in the Office of the City Clerk.)
- c) Letter from Karen Efron - Executive Director, Hamilton Mental Health Outreach, dated December 9, 2015.

**10. NOTICES OF MOTION**

**10.2 Affordable Housing – Strathearne Suites Operated By Indwell**

The agenda for the January 18, 2016 meeting of the Emergency & Community Services Committee was approved as amended.

**(b) DECLARATIONS OF INTEREST (Item 2)**

There were no declarations of interest.

**(c) APPROVAL OF MINUTES OF PREVIOUS MEETING (Item 3)**

**(i) December 8, 2015 (Item 3.1)**

The Minutes of the December 8, 2015 Emergency and Community Services Committee meeting were approved, as presented.

**(d) DELEGATION REQUESTS (Item 4)**

The following delegation requests were approved for today's meeting of the Emergency and Community Services Committee:

- (i) Request from Mr. Hugh Tye (designate Sharon Crow), Hamilton Community Legal Clinic, regarding Hamilton Trusteeship Programs (Item 4.1).
- (ii) Request from Ed Zacharewski, regarding Hamilton Trusteeship Programs (Item 4.2).

- (iii) Request from Calvin Kain, regarding Changes to Intake Process for Domiciliary Hostel Program (Item 4.3).
- (iv) Request from Adrienne Newport, regarding Hamilton Trusteeship Programs (Item 4.4).
- (v) Request from Linda Edwards, regarding Hamilton Trusteeship Programs (Item 4.5).
- (vi) Request from Carmen Saliccioli, on behalf of Good Shepherd, Mission Services, and the Salvation Army, regarding the Hamilton Trusteeship Programs (Item 4.6).

**(e) DELEGATIONS (Item 6)**

- (i) Calvin Kain, regarding Changes to Intake Process for Domiciliary Hostel Program (Item 6.1)

Calvin Kain appeared and spoke before the Committee regarding his concerns with changes to the intake process for the domiciliary hostel program. He noted his concerns with the proposed wait list, and the lack of flexibility to service clients with the changes that would be implemented to the program. He also noted the back-log of people waiting with no place to go and the implications of these changes.

The presentation from Calvin Kain respecting Changes to Intake Process for Domiciliary Hostel Program was received.

For disposition of this matter, refer to Item 3.

- (ii) Mr. Hugh Tye (designate Sharon Crow), Hamilton Community Legal Clinic, regarding Hamilton Trusteeship Programs (Item 6.2)

Sharon Crow, appeared and spoke on behalf of Hugh Tye – Executive Director, Hamilton Community Legal Clinic, regarding the Trusteeship Program. Ms. Crow noted that the Hamilton Community Legal Clinic supports the maintenance of the trusteeship program and encourages Council to support the program.

The presentation from Sharon Crow respecting the Hamilton Trusteeship Programs was received.

- (iii) Ed Zacharewski, regarding Hamilton Trusteeship Programs (Item 6.3)

Ed Zacharewski, appeared and spoke in support of maintaining the Trusteeship Program and encouraged Council to also support the program.

The presentation from Ed Zacharewski respecting the Hamilton Trusteeship Programs was received.

- (iv) Carmen Saliccioli, on behalf of Good Shepherd, Mission Services, and the Salvation Army, regarding the Hamilton Trusteeship Programs (Item 6.4)

Carmen Saliccioli, appeared and spoke on behalf of the Good Shepherd, Mission Services, and the Salvation Army, regarding the Hamilton Trusteeship Program. Mr. Saliccioli noted that the Good Shepherd, Mission Services, and the Salvation Army, support maintaining the Trusteeship Program and encouraged Council to also support the program.

The presentation from Carmen Saliccioli, on behalf of Good Shepherd, Mission Services, and the Salvation Army, respecting the Hamilton Trusteeship Programs was received.

- (v) Adrienne Newport, regarding Hamilton Trusteeship Programs (Item 6.5)

Adrienne Newport, appeared and spoke in support of maintaining the Trusteeship Program. Ms. Newport noted that the program has helped her in many ways including her current housing, and assistance in financial planning, and well-being. Ms. Newport urged members of the Committee to support maintaining the program.

The presentation from Adrienne Newport respecting the Hamilton Trusteeship Programs was received.

- (vi) Linda Edwards, regarding Hamilton Trusteeship Programs (Item 6.6)

Linda Edwards, appeared and spoke in support of maintaining the Trusteeship Program. Ms. Edwards noted the value of the program and her heavy reliance on it on a daily basis. Ms. Edwards urged members of the Committee to support maintaining the program.

The presentation from Linda Edwards respecting the Hamilton Trusteeship Programs was received.

For disposition of this matter, refer to Item 6.



**(f) PRESENTATIONS (Item 7)**

**(i) Seniors Advisory Committee presentation regarding booklet entitled, 'Housing Options for Older Adults in Hamilton'**

Carolann Fernandes, Chair of the Housing Working Group of the Seniors Advisory Committee, provided a presentation respecting the 'Housing Options for Older Adults in Hamilton' booklet. Ms. Fernandes provided information regarding:

- the 2010-2015 objectives for the Housing sub-committee;
- information respecting the housing options booklet; and
- information regarding the distribution of the booklet.

The presentation respecting the Seniors Advisory Committee booklet entitled, 'Housing Options for Older Adults in Hamilton' was received.

**(g) Trusteeship Program – Added Correspondence (CES16005) (City Wide) (Item 8.2)**

The following added correspondence items regarding the Trusteeship Program were received:

- a) Letter from Tom Cooper, Director - Hamilton Roundtable for Poverty Reduction, dated January 15, 2016.
- b) Petition containing 93 signatures received respecting the Trusteeship Program. *(A copy of the petition is available for viewing in the Office of the City Clerk.)* The Petition clause reads as follows:

*"Petition to the Council of the City of Hamilton, Ontario*

*Regarding: Support for ongoing funding for the Trusteeship Programs at Good Shepherd, Mission Services, and Salvation Army.*

*Whereas trusteeship programs to support the City of Hamilton's most vulnerable citizens are a proven and effective tool in preventing homelessness;*

*We, the undersigned Hamilton residents, urge the elected City of Hamilton Council to continue to fully fund the trusteeship programs at the Good Shepherd, Mission Services, and the Salvation Army and sustain that funding to meet current and future demands."*

- c) Letter from Karen Efron - Executive Director, Hamilton Mental Health Outreach, dated December 9, 2015.

For disposition of this matter, refer to Item 6.

**(h) Notices of Motion (Item 10)**

Councillor A. Johnson assumed the Chair in order for Council Green to introduce the following Notice of Motion:

**(i) Opportunities to Develop New Affordable Housing with Supports in Hamilton (Item 10.1)**

Councillor Green introduced the following Notice of Motion:

WHEREAS the City of Hamilton's 10-year Housing and Homelessness Action Plan identifies a target of 300 new affordable rental units developed annually to meet the projected population growth in the City of Hamilton;

WHEREAS there is already an existing need for good, safe and affordable rental housing in Hamilton as demonstrated by 5,681 households on the City of Hamilton's social housing waitlist, and further exacerbated by increasing rental rates and lowering vacancy rates as reported by the Canadian Mortgage and Housing Corporation;

WHEREAS there are many low income households that require affordable housing with personalized health and social supports so they may live independently and enjoy a positive quality of life;

WHEREAS there are established community organizations that have demonstrated the ability to develop quality affordable housing with supports for the residents of Hamilton;

WHEREAS there are major institutions in Hamilton that are interested in partnering with the City of Hamilton and community organizations to develop affordable housing and community supports for target populations; and

WHEREAS it is necessary to prepare well in advance for the development of affordable housing and associated supports and it is often a requirement for municipal, federal and provincial capital funding to have "shovel ready" projects;

**THEREFORE BE IT RESOLVED:**

**THAT** the City of Hamilton Housing Services Division staff be directed to work with the City's Procurement Division staff and Planning Division staff to develop a process to establish a roster of non-profit and private developers prepared and qualified to develop new affordable housing

with supports in Hamilton in partnership with the City to be able to respond to future and periodic development and capital funding opportunities and report back to Emergency and Community Services Committee detailing the process.

The Rules of Order were waived to allow for consideration of a motion at today's Emergency and Community Services committee meeting respecting Opportunities to Develop New Affordable Housing with Supports in Hamilton.

For disposition of this matter, refer to Item 7.

Councillor Green assumed the Chair for the remainder of the meeting.

**(ii) Affordable Housing – Strathearne Suites Operated By Indwell (Item 10.2)**

Councillor Merulla introduced the following notice of motion:

WHEREAS Section 3.1 of the City's Housing and Homelessness Action Plan supports the development of different types of housing with personalized supports for individuals with mental health, addictions and health issues and a history of homelessness;

WHEREAS there is an existing need in Hamilton for more stable and affordable housing options that provide the supports necessary to avoid homelessness and the need to resort to more costly interventions such as the emergency shelter system, emergency health care services and the correctional system;

WHEREAS Indwell, an established non-profit organization with a strong track record of developing and delivering housing with supports has submitted a proposal to operate Strathearne Suites, a 39 unit permanent supported housing initiative combining affordable housing with flexible onsite supports that contribute to housing and health stability for Hamilton's most vulnerable residents; and

WHEREAS the Hamilton Niagara Haldimand Brant Local Health Integration Network through St. Joseph's Healthcare has committed to contributing \$498,981 of annual base funding towards the total annual cost of \$1,057,062 per year to operate Strathearne Suites on the condition that the City of Hamilton also participate in the partnership by contributing annual base funding of \$150,000 to the total cost.

THEREFORE BE IT RESOLVED:

- (a) That the City enter into an agreement with Indwell, the Hamilton Niagara Haldimand Brant Local Health Integration Network ("LHIN") and St. Joseph's Healthcare to provide annual base funding of

\$150,000 for the operation of 39 new units of affordable housing with supports;

- (b) That the City's initial funding come from the Social Services Initiative Reserve to offset operational costs for the 2016 fiscal year;
- (c) That the General Manager of Community and Emergency Services be authorized and directed to execute any agreement required to give effect to resolutions (a) and (b) above, in a form satisfactory to both the City Solicitor and the General Manager of Finance and Corporate Services; and
- (d) That the Mayor and Clerk be directed to correspond with the Honourable Ted McMeekin, Minister of Municipal Affairs and Housing, to request an increase to funding to the Community Homelessness Prevention Initiative to adequately fund and expand innovated models for supportive housing, such as Strathearne Suites.

The Rules of Order were waived to allow for consideration of a motion at today's Emergency and Community Services committee meeting respecting Affordable Housing – Strathearne Suites Operated By Indwell.

For disposition of this matter, refer to Item 8.

**(i) ADJOURNMENT (Item 13)**

There being no further business, the Emergency & Community Services Committee meeting, was adjourned at 4:30 p.m.

Respectfully submitted,

Councillor M. Green, Chair  
Emergency & Community Services Committee

Nancy Fiorentino  
Legislative Coordinator  
Office of the City Clerk

## **FEE WAIVER/REDUCTION POLICY**

### **PURPOSE**

The purpose of the City of Hamilton's Fee Waiver/Reduction Policy is to provide financial assistance, in the form of a fee waiver or reductions for recreation facility and park rentals in those cases where imposition of a fee would create a financial hardship, or where the waiving of a fee would result in a partnership with direct benefits or enhanced service for a community.

### **DEFINITIONS**

#### ***Facility***

Means a recreation facility operated by the City of Hamilton where the fees charged and permit issued for its use are administered by the Recreation Division.

#### ***Park***

Means a park operated by the City of Hamilton where the fees charged and permit issued for its use are administered by the Recreation Division.

#### ***Minor Youth Sport Organizations***

Youth sport organizations that have fulfilled requirements to demonstrate commitment to high quality sport programs in Hamilton, as defined under the Recreation Division's "Affiliation Policy for Hamilton Minor Sports Organizations".

#### ***Community Group***

Means a non-profit group or organization that is active in a community for a sport and leisure purpose and that operates for the betterment of the community (e.g. neighborhood association, service club, special interest club, arts/culture groups, publicly funded school associated groups not recognized by the reciprocal agreement).

#### ***Commercial Group***

Means a for-profit group or organization that operates an event or business for the purposes of making a profit.

### **GENERAL**

- Fees will not be waived/ reduced for an applicant that has an overdue amount owing to the City.
- Fees will not normally be waived/reduced on a retroactive basis, e.g., after an event has occurred.
- If the organization is a recipient of a grant through the Community Enrichment Fund (CEF), the purpose of which is to cover the cost of recreation facility or park rental fees, then no fee waiver/reduction will be considered.
- All applicants must comply with any and all insurance requirements and associated costs. Insurance fees are ineligible for fee waivers/reductions.
- Meeting all of the criteria does not guarantee that a rental fee will be waived/reduced.

- Rental requests outside of normal operating facility hours that have associated staffing costs will be required to pay applicable extra fees to recover costs incurred.
- Only the Divisional Director of Recreation has the authority to approve a fee waiver/reduction under the provisions of the policy.

## **ELIGIBILITY**

### ***Eligible Groups***

- Minor Youth Sport Organizations
- Community Groups

### ***Non Eligible Groups***

- Commercial Groups
- Non-residents
- Individuals

### ***Eligible Activities:***

#### **1. One Time Events with No Required User Fees**

For example:

- Annual General Meetings (sport, recreation, arts, and culture groups only)
- Annual affiliate sport or program registrations
- Classroom education/training specifically designed to improve skills of volunteers, recreation professionals, coaches and/or trainers.
- One time festivals or fairs that have a value to the local community

#### **2. Ongoing Programs and Services**

Programs or services over a number of weeks offered by eligible groups that meet the following criteria:

- Programs and services are open to the entire community
- Program and services are recreation, fitness, or social in nature
- Programs and services have a direct benefit to local community and meet neighbourhood priorities
- The program or service is free, or is priced below comparable market rates with a mechanism to allow subsidized access if users cannot afford
- Programs or service does not duplicate a program already being offered, either from the City of Hamilton or another organization
- Programs and services are aligned with a governing body and/or can demonstrate a commitment to relevant best practices and standards required for City programs
- Programs and services are sustainable with appropriate governance and oversight

#### **3. Service Clubs and Association Meetings**

Service clubs requiring meeting space who meets the following conditions:

- Club or association is open to entire community
- Programs and services that have a direct benefit to local community and meet neighbourhood priorities
- No cost to participate in the club or association
- Group has exhausted all other suitable options for a meeting location

### **Non Eligible Activities**

- Fundraising activities or events
- Activities or uses which are prohibited in the facility requested

### **FEE WAIVER/REDUCTION AMOUNTS**

Eligible groups engaged in eligible activities may be entitled to a 100% Fee Waiver or part thereof, up to a maximum of \$10,000.00 per request based on the merit of the activity and their ability to demonstrate financial hardship.

### **PROCEDURE**

1. All eligible groups must complete a Fee Waiver/Reduction Request Application Form, outlining the purpose of the activity and related organizational information and applicable information supporting a claim of financial hardship.
2. The Application Form must be submitted a minimum of four weeks prior to the date requested, to the facility requesting. *Application forms received after this time will be processed. However, groups must assume responsibility for any consequences associated with delays in the confirmation/administration process.*
3. Facility Manager will endorse that the activity meets the conditions for a fee waiver and is of merit to their facility and community. Availability of the space will be confirmed with booking staff.
4. If the required facility (or suitable alternative) is available, the Application Form will be forwarded to the Divisional Director of Recreation for review and decision on approval.
5. Eligible groups will be notified by the booking staff, within two weeks from the time that availability of the requested facility (or suitable alternative) has been confirmed.
6. Booking staff will process a facility permit inclusive of any partial fees or extra fees (if applicable).
7. The group or organization remains responsible for any/all terms & conditions outlined in the use of City facilities, including retrieving their permit in advance, providing appropriate insurance, and having it present throughout the duration of their use.

### **EVALUATION & REPORTING**

Staff will report as part of the Operating Budget Process, with a detailed account of the total numbers of fee waiver/reduction granted.

**APPEALS**

Any group who has been denied a fee waiver/reduction within the Divisional Director of Recreation's authority to approve under the policy may appeal the decision to the General Manager of Community & Emergency Services.

Any group may request to appear before Council (Emergency and Community Services Committee) as a delegation via contacting the City Clerk to also request a fee waiver/reduction.

This policy recognizes that Council reserves the right at any time to motion the waiver or reduction of fees.