



City of Hamilton
HEALTHY AND SAFE COMMUNITIES COMMITTEE

Meeting #: 18-003
Date: April 9, 2018
Time: 1:30 p.m.
Location: Council Chambers, Hamilton City Hall
71 Main Street West

Lisa Chamberlain, Legislative Coordinator (905) 546-2424 ext. 2729

	Pages
1. APPROVAL OF AGENDA (Added Items, if applicable, will be noted with *)	
2. DECLARATIONS OF INTEREST	
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7. STAFF PRESENTATIONS	
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10. NOTICES OF MOTION

11. GENERAL INFORMATION / OTHER BUSINESS

12. PRIVATE AND CONFIDENTIAL

13. ADJOURNMENT



HEALTHY & SAFE COMMUNITIES COMMITTEE

MINUTES 18-002

1:30 pm

Monday, March 26, 2018

Council Chambers

Hamilton City Hall

71 Main Street West, Hamilton

Present: Councillors S. Merulla (Chair), J. Farr, M. Green, T. Jackson, D. Skelly, J. Partridge

Absent with Regrets: Councillors A. Johnson and T. Whitehead – Personal

THE FOLLOWING ITEMS WERE REFERRED TO COUNCIL FOR CONSIDERATION:

- 1. Use of Indigenous Medicines Policy and Procedure (HSC18007/HUR18005) (City Wide) (Item 5.3)**

(Skelly/Jackson)

That Report HSC18007/HUR18005 respecting Use of Indigenous Medicines Policy and Procedure, be received.

CARRIED

- 2. Hamilton Urban Indigenous Strategy (CES17026(a)) (City Wide) (Item 7.1)**

(Green/Partridge)

That Report CES17026(a) respecting the Hamilton Urban Indigenous Strategy, be received.

CARRIED

- 3. Hamilton Fire Department 2017 Annual Report (HSC18006) (City Wide) (Item 7.2)**

(Green/Jackson)

That Report HSC18006 respecting the Hamilton Fire Department 2017 Annual Report, be received.

CARRIED

4. Donation of Declared Surplus Fire Apparatus (HSC18013) (City Wide) (Item 8.1)**(Farr/Green)**

- (a) That the donation of one surplus fire apparatus (Tanker 25 - City #350434), a 1997 Freightliner 3 - person, commercial cab vehicle with a 1,350 gallon water tank and a 420 gallon per minute pump) from the Hamilton Fire Department to Nigigoonsiminikaaning First Nation community be approved;
- (b) That the donation of one surplus fire apparatus (Tanker 16 - City #350444), a 1997 Freightliner 3 - person, commercial cab vehicle with a 1,350 gallon water tank and a 420 gallon per minute pump) from the Hamilton Fire Department to Couchiching First Nation community be approved; and,
- (c) That the Fire Chief or his designate be authorized and directed to execute all necessary documents to implement recommendations (a) and (b).

CARRIED**FOR INFORMATION:****(a) CEREMONIAL ACTIVITIES****1. Smudging Ceremony**

Nicole Jones, Coordinator, Indigenous Engagement and Initiatives, and Jackie Labonte, Mohawk, Turtle Clan from Six Nations, performed a smudging ceremony in Council Chambers.

2. Joe-Anne Priel Recognition

Councillor Merulla announced that this would be Joe-Anne Priel's last official Committee meeting, as she is retiring after 48 years of public service. Joe-Anne has been with the City of Hamilton since 2000, where she oversaw a department that kept people safe and healthy, and through their daily efforts made Hamilton a great place to live.

(b) CHANGES TO THE AGENDA (Item 1)

The Committee Clerk advised of the following changes to the agenda:

1. ADDED DELEGATION REQUEST (Item 4)

- 4.6 Ian Taylor, Ontario Minor Hockey Association, respecting Improvements to the Hockey Structure in the City of Hamilton

2. ADDED GENERAL INFORMATION/OTHER BUSINESS (Item 11)

11.3 Code Zero update

(Green/Jackson)

That the Agenda for the March 26, 2018 meeting of the Healthy & Safe Communities Committee be approved, as amended.

CARRIED

(c) DECLARATIONS OF INTEREST (Item 2)

None declared.

(d) APPROVAL OF MINUTES (Item 3)

(i) February 26, 2018 (Item 3.1)

(Skelly/Jackson)

That the Minutes of the February 26, 2018 Healthy & Safe Communities Committee meeting be approved, as presented.

CARRIED

(e) DELEGATION REQUESTS (Item 4)

(i) Marilyn Patrick respecting Green Tabs for Medical Issues (Item 4.1)

(Farr/Skelly)

That the Delegation Request from Marilyn Patrick respecting Green Tabs for Medical Issues, be approved for the March 26, 2018 meeting of the Healthy & Safe Communities Committee.

CARRIED

(ii) Delegation Requests respecting Improvement of the Hockey Structure in the City of Hamilton (Items 4.2 to 4.6)

(Farr/Skelly)

That the following Delegation Requests respecting Improvement of the Hockey Structure in Hamilton, be approved for the March 26, 2018 meeting of the Healthy & Safe Communities Committee:

1. Mike Spadafora, Hamilton Huskies (Item 4.2)
2. Steve Johnson, Stoney Creek Minor Hockey Association (Item 4.3)
3. Ed Finoro, Flamborough Hockey Association (Item 4.4)
4. Kristina Dodd, Dundas Minor Hockey Association (Item 4.5)
5. Ian Taylor, Ontario Minor Hockey Association (Item 4.6)

CARRIED

(Farr/Partridge)

That Delegations 6.2 thru 6.5 be heard as a collective Delegation without the five minute speaking limit.

CARRIED

(f) CONSENT ITEMS (Item 5)

(i) Housing & Homelessness Advisory Committee Minutes – November 7, 2017 (Item 5.1)

(Jackson/Skelly)

That the Minutes of the Housing & Homelessness Advisory Committee dated November 7, 2017, be received.

CARRIED

(ii) Seniors Advisory Committee Minutes – February 2, 2018 (Item 5.2)

(Skelly/Farr)

That the Minutes of the Seniors Advisory Committee dated February 2, 2018, be received.

CARRIED

(g) PUBLIC HEARINGS/DELEGATIONS (Item 6)

(i) Marilyn Patrick respecting Green Tabs for Medical Issues (Item 6.1)

Marilyn Patrick did not attend the meeting.

(Partridge/Green)

That staff be directed to advise Marilyn Patrick to contact Public Health for more green tabs.

CARRIED

(ii) Various Delegations respecting Improvement of the Hockey Structure in the City of Hamilton (Item 6.2 - 6.5)

Mike Spadafora, Hamilton Huskies, addressed the Committee respecting Improvement of the Hockey Structure in the City of Hamilton.

(Farr/Jackson)

That the collective Delegation from Mike Spadafora, Hamilton Huskies, Steve Johnson, Stoney Creek Minor Hockey Association, Ed Finoro, Flamborough Hockey Association, Kristina Dodd, Dundas Minor Hockey Association, respecting the Improvement of Hockey Structure in the City of Hamilton, be received.

CARRIED

- (iii) **Ian Taylor, Ontario Minor Hockey Association, respecting Improvement of the Hockey Structure in the City of Hamilton (Item 6.6)**

Ian Taylor, Ontario Minor Hockey Association, addressed the Committee respecting Improvement of the Hockey Structure in the City of Hamilton.

(Jackson/Farr)

That the Delegation from Ian Taylor, Ontario Minor Hockey Association, respecting the Improvement of Hockey Structure in the City of Hamilton, be received.

CARRIED

(Jackson/Partridge)

That the matter regarding territory between the Ontario Minor Hockey Association and the Minor Hockey Alliance of Ontario, under the oligarchy of the Ontario Hockey Federation, be referred to staff to report back to the Healthy and Safe Communities Committee by the end of April if possible.

CARRIED

(h) STAFF PRESENTATIONS (Item 7)

- (i) **Hamilton Urban Indigenous Strategy (CES17026(a)) (City Wide) (Item 7.1)**

Shylo Elmayan, Senior Project Manager, Urban Indigenous Strategy, and Monique Lavallee, President of the Hamilton Executive Directors Aboriginal Coalition, addressed the Committee respecting the Hamilton Urban Indigenous Strategy.

(Green/Partridge)

That the presentation respecting the Hamilton Urban Indigenous Strategy, be received.

CARRIED

For further disposition of this matter, please refer to Item 2.

A copy of the presentation is available on the City's website at www.hamilton.ca or through the Office of the City Clerk.

(ii) **Hamilton Fire Department 2017 Annual Report (HSC18006) (City Wide) (Item 7.2)**

Chief Dave Cunliffe and Deputy Chief John Verbeek addressed the Committee respecting the Hamilton Fire Department 2017 Annual Report.

(Green/Jackson)

That the presentation respecting the Hamilton Fire Department 2017 Annual Report, be received.

CARRIED

For further disposition of this matter, please refer to Item 3.

A copy of the presentation is available on the City's website at www.hamilton.ca or through the Office of the City Clerk.

(i) **GENERAL INFORMATION / OTHER BUSINESS (Item 11)**

(i) **Correspondence from the Minister of Seniors Affairs respecting the Ontario Age Friendly Community Recognition Award (Item 11.1)**

(Jackson/Farr)

That the correspondence from the Minister of Senior Affairs respecting the Ontario Age Friendly Community Recognition Award, be referred to the General Manager of Healthy and Safe Communities and to the Seniors Advisory Committee for appropriate action.

CARRIED

(ii) **Changes to the Outstanding Business List (Item 11.2)**

(Partridge/Green)

That the following changes to the Outstanding Business List, be approved:

(a) Items to be Removed:

Item RR - Inclusion Policy on Traditional First Nations Ceremonies
(addressed as Item 5.3)

(b) Items Requiring New Due Dates:

Item W - Proposal to Leverage Section 95 properties to Create New Affordable Housing
Current Due Date: March 26, 2018
Proposed New Due Date: December 17, 2018

Item LL - Heat Response Plan Initiative
Current Due Date: March 26, 2018
Proposed New Due Date: May 7, 2018

Item NN - Request for Incentives for Building New Affordable
Rental Housing at 210 Main St East
Current Due Date: March 26, 2018
Proposed New Due Date: May 7, 2018

Item YY - Potential Implications of the Strengthening Quality and
Accountability for Patients Act
Current Due Date: TBD
Proposed New Due Date: July 11, 2018

Item ZZ - One Time Funding for Residential Care Facilities
Current Due Date: TBD
Proposed New Due Date: April 9, 2018

CARRIED

(iii) Code Zero Update (Added Item 11.3)

Paul Johnson, General Manager of Healthy and Safe Communities, addressed Committee regarding an update on Code Zeros in the City of Hamilton.

(Farr/Jackson)

That the verbal update from Paul Johnson, General Manager of Healthy and Safe Communities, respecting Code Zeros, be received.

CARRIED

(j) ADJOURNMENT (Item 13)

(Green/Jackson)

That, there being no further business, the Healthy & Safe Communities Committee be adjourned at 4:35 p.m.

CARRIED

Respectfully submitted,

Councillor S. Merulla
Chair, Healthy & Safe
Communities Committee

Lisa Chamberlain
Legislative Coordinator
Office of the City Clerk



CITY OF HAMILTON
HEALTHY AND SAFE COMMUNITIES DEPARTMENT
Housing Services Division

TO:	Chair and Members Healthy & Safe Communities Committee
COMMITTEE DATE:	April 9, 2018
SUBJECT/REPORT NO:	CityHousing Hamilton - Request for Service Manager Consent to Mortgage 500 MacNab Street North (HSC18016) (Ward 2)
WARD(S) AFFECTED:	Ward 2
PREPARED BY:	Adam Sweedland 905-546-2424 Ext. 1782
SUBMITTED BY:	Vicki Woodcox Acting Director, Housing Services Division Healthy and Safe Communities Department
SIGNATURE:	

RECOMMENDATION

That Council, in its capacity as Service Manager for social housing, approve the request from CityHousing Hamilton for Service Manager consent, as required by the *Housing Services Act, 2011*, to mortgage its housing asset at 500 MacNab Street North to obtain the required financing to support a comprehensive retrofit of the building.

EXECUTIVE SUMMARY

CityHousing Hamilton (CHH) proposes to mortgage its property at 500 MacNab Street North (Ken Soble Towers) to obtain financing in the total amount of \$9.9M to support a total “Passive House” retrofit of the building.

Passive House buildings have ultra-low energy demands, eliminating dependence on fossil fuels for heating and cooling, while significantly reducing greenhouse gas emissions and operating costs. The total cost of the retrofit project is \$15.65M and CHH has already obtained conditional approvals for grants totalling \$5.75M. The cost to service the new debt can be achieved through operating revenues and does not require additional subsidy or funds from the City.

The Board of Directors approved the regeneration plan for Ken Soble Towers on March 27, 2018, subject to obtaining Service Manager consent and shareholder approval. The Board’s approval will be presented to the City, in its capacity as shareholder, at a shareholder meeting.

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OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

SUBJECT: CityHousing Hamilton - Request for Service Manager Consent to Mortgage 500 MacNab Street North (HSC18016) (Ward 2) - Page 2 of 4

Under the *Housing Services Act, 2011*, Service Manager consent is required to encumber housing projects transferred as social housing by the Province to municipalities.

Alternatives for Consideration – Not Applicable

FINANCIAL – STAFFING – LEGAL IMPLICATIONS

Financial: There are no financial implications with Report HSC18016.

Staffing: There are no staffing implications with Report HSC18016.

Legal: There are no legal implications with Report HSC18016.

HISTORICAL BACKGROUND

The Ken Soble Towers, located at 500 MacNab Street North, is a 146 unit, 17-storey high-rise building constructed in 1967. It was transferred to CityHousing Hamilton (CHH) as part of the devolution of social housing to municipalities in 2001, forming part of the public housing portfolio and being 100% rent-geared-to-income. It is comprised of mostly bachelor and one bedroom units and is the oldest multi-residential tower in the CHH portfolio.

In July, 2016, CHH retained Effective Building Engineers Ltd. to complete a visual building condition assessment of the Ken Soble Towers which valued its repair deficit at approximately \$6.8M.

In 2017, CHH completed a feasibility study and business case for a transformational retrofit of the Ken Soble Towers that will result in North America's first Passive House retrofit, achieving significant reductions in greenhouse gas emissions and operating costs.

In 2018, based primarily on its plans for the Passive House retrofit, CHH was able to meet the eligibility criteria from the Social Housing Apartment Improvement Program and was approved for a grant of \$4M to support this retrofit. This is in addition to other conditional grants obtained of \$1.75M.

POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS

Under the *Housing Services Act, 2011*, Service Manager consent is required to encumber housing projects transferred as part of the devolution of social housing by the Province to municipalities.

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SUBJECT: CityHousing Hamilton - Request for Service Manager Consent to Mortgage 500 MacNab Street North (HSC18016) (Ward 2) - Page 3 of 4

RELEVANT CONSULTATION

CityHousing Hamilton staff was consulted and their input informed the recommendation and background in Report HSC18016.

ANALYSIS AND RATIONALE FOR RECOMMENDATION

Service Manager consent for CityHousing Hamilton (CHH) to mortgage the housing project at 500 MacNab Street North is recommended as it represents a complete rehabilitation of 146 units of rent-g geared-to-income housing (all of which are currently in poor states of condition). In addition, based on its proposed retrofit plan, CHH will achieve a renovation to Passive House standards which will create a “best-in-class” energy performer with an unparalleled reduction in greenhouse gas emissions. This project will virtually eliminate fossil fuels and would visibly signal a change in the way aging towers are rehabilitated. It will also be the first Passive House retrofit in North America.

This housing project can generate sufficient revenues (RGI rental revenue and existing City funded rent supplements) to service the new debt and does not require additional levy funding.

Operating Model	
Estimated annual revenues (RGI rents/rent supplements)	\$1,067,350
Less: estimated annual mortgage costs (debt servicing costs)	(478,000)
Less: estimated annual operating expenses (including contribution to capital reserves)	(540,240)
Operating Surplus	\$49,110

The Ken Soble Towers requires extensive rehabilitation and renovation in order to support future occupancy. It is essentially uninhabitable in its current condition. Units becoming vacant through attrition have not been filled in anticipation of a comprehensive renovation. CHH has since transitioned the remaining tenants from this building to other suitable homes. The proposed renovation will return 146 newly renovated units to the system that will be substantially improved for tenants in terms of comfort and air quality, while reducing the environmental footprint of the building and achieving reductions in operating costs. The renovation will be completed by March, 2020.

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SUBJECT: CityHousing Hamilton - Request for Service Manager Consent to Mortgage 500 MacNab Street North (HSC18016) (Ward 2) - Page 4 of 4

ALTERNATIVES FOR CONSIDERATION

There are no alternatives being recommended.

ALIGNMENT TO THE 2016 – 2025 STRATEGIC PLAN

Clean and Green

Hamilton is environmentally sustainable with a healthy balance of natural and urban spaces.

Built Environment and Infrastructure

Hamilton is supported by state of the art infrastructure, transportation options, buildings and public spaces that create a dynamic City.

Our People and Performance

Hamiltonians have a high level of trust and confidence in their City government.

APPENDICES AND SCHEDULES ATTACHED

None

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INFORMATION REPORT

TO:	Chair and Members Healthy and Safe Communities Committee
COMMITTEE DATE:	April 9, 2018
SUBJECT/REPORT NO:	Hamilton's Age Friendly Plan (CES14053(c)) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Lisa Maychak 905-546-2424 ext. 1721 John Ariyo 905-546-2424 ext. 1564
SUBMITTED BY:	Grace Mater Acting Director, Neighbourhood and Community Initiatives Healthy and Safe Communities Department
SIGNATURE:	

Information:

Background

The City of Hamilton's vision is to be "the best place to raise a child and age successfully". Council endorsed Hamilton's Age Friendly Plan in September 2014, with a five-year implementation plan.

The Plan was developed with three core partners: City of Hamilton, Hamilton Council on Aging and the Seniors Advisory Committee. Since 2015, the Plan has guided municipal decision-makers, staff and community stakeholders in addressing the needs and priorities of older adults in the city. Hamilton is also part of the World Health Organization's (WHO) network of Age Friendly cities and communities, which aims to make cities more inclusive for all ages.

Hamilton's Age Friendly Plan

Age Friendly Hamilton is organized into 7 goals, 25 objectives and 101 actions. The goals are:

1. Housing
2. Getting Around Greater Hamilton
3. Communication and Information
4. Health and Community Services
5. Social Participation
6. Civic Engagement, Volunteering and Employment
7. Age Friendly Public Service

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SUBJECT: Hamilton's Age Friendly Plan (CES14053(c)) (City Wide) - Page 2 of 5

Since 2015, 39 out of the 101 Age-Friendly Plan actions have been completed or consolidated with similar actions, representing about 40% actions completed to date. 51 actions are currently in the planning or implementing stages. The remaining 11 actions are under feasibility review and their status will be determined by 2019. It is expected that 25 actions will be implemented or completed in 2018.

Goal	Actions	Completed / Consolidated	Planning/ Implementing	Under Review/ Reassessment
Housing	18	7	10	1
Getting Around Greater Hamilton	24	9	14	1
Communication & Information	15	7	5	3
Health & Community Services	9	4	5	0
Social Participation	13	5	7	1
Civic Engagement, Volunteering & Employment	4	0	3	1
Age-Friendly Public Service	18	7	7	4
TOTAL	101	39	51	11

2017 Key Achievements of Hamilton's Age Friendly Plan:**Progress**

- Two information brochures were developed; one to educate and encourage property owners to install home adaptations for their aged tenants, and the other to provide information about home adaptations for tenants as they age.
- The Age-Friendly Hamilton Plan received \$8,000 in funding to facilitate pedestrian safety workshops for seniors. To date, five workshops have been facilitated with 108 participants.

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SUBJECT: Hamilton's Age Friendly Plan (CES14053(c)) (City Wide) - Page 3 of 5

- “Let’s Get Moving” initiative was launched by Hamilton Council on Aging. The two-year project is aimed at promoting various modes of mobility for seniors to get around Hamilton.
- A comprehensive guide of community services available for older adults was developed in both online and in print format. The consolidated guide will help seniors to better understand community services available in Hamilton.
- The Hamilton Seniors Isolation Impact Plan continues to be implemented. The plan is administered by a collaboration of seven agencies funded over a 3-year period to reduce isolation among seniors in Hamilton. Since the inception of the project in April 2016, 650 seniors have been served with 85% of attendees indicating now being more connected to services and programs.
- A Seniors at-Risk community collaborative was established to address systemic issues and barriers impacting vulnerable seniors in Hamilton.
- A new Customer Service Model was implemented through a partnership of the City’s Recreation Division, Information Technology, Customer Contact Centres and Municipal Centres.
- The World Health Organization (WHO) recertified Hamilton as one of the networks of cities and communities that are Age-Friendly. The recertification highlighted on the success of 2017 Hamilton’s Senior of the Year Awards.

The full 2017 Age-Friendly Hamilton Community Progress Report is attached as Appendix A to Report CES14053(c).

Community Engagement and Collaboration

Ongoing engagement efforts have continued through outreach and public engagement initiatives. The outreach built great collaboration between the City of Hamilton, community partners and seniors. Below are highlights of some of the 2017 initiatives:

- Staff and Hamilton Council on Aging held the 2nd Annual Age Friendly Symposium, which hosted 200 older adults and 15 exhibitors. The event provided an opportunity to highlight progress with Hamilton’s Age Friendly Plan.
- Staff participated in seven seniors’ information events and engaged close to 600 older adults.
- Staff assisted with planning and participated in the Annual Seniors Kick-off, which hosted over 700 older adults and 50 exhibitors.

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SUBJECT: Hamilton's Age Friendly Plan (CES14053(c)) (City Wide) - Page 4 of 5

- Staff facilitated the participation of 30 seniors from the Hamilton Mountain Mosque and Afghan Association of Hamilton to take part in the Tall Ships event on Canada Day.

22nd Senior of the Year Awards

The City of Hamilton hosted the Annual Senior of the Year Awards on June 13, 2017. Close to 500 guests and 34 nominees attended, with 9 award categories presented. Nominees came from all 15 wards in Hamilton and represented various ethno-cultural communities.

2017 Seniors Trends and Statistics

According to 2016 census data, there are now more seniors than children for the first time in the Canadian history (5.9 million for 65+ compared to 5.8 million for 14 years and under). Seniors' population is expected to double over the next two decades.

The City of Hamilton's population of 65+ increased between 2011 and 2016 by 17.9% (81,000 to 93,000). Life expectancy is also on the rise as evidenced by the number of seniors over the age of 100. The 2016 census recorded 8,230 seniors who were 100+, a 41.3 per cent over the 2011 figures. By 2051, it is estimated that there will be close to 40,000 seniors of 100 years and over in Canada. This rapid growth rate will have a profound impact on everything from government budgets, pensions, healthcare, labour market, consumer trends and social services.

Social isolation for seniors is also a growing problem. The Hamilton Social Isolation Impact Plan has estimated that 12,000 isolated seniors live in the Greater Hamilton area. Identified risk factors include living alone, older age (80+), poverty, and compromised health status or disability.

2018 Hamilton Age-Friendly Priorities and Next Steps:

The trends and statistics highlighted above continue to reinforce the need to support seniors in Hamilton. The work will require strategic collaboration between the City of Hamilton, community partners and key stakeholders. Some of the priority initiatives for Hamilton's Age-Friendly Plan in 2018 include:

- Develop a Communications and Engagement Strategy to better engage with seniors from diverse stakeholders, Indigenous residents, ethno cultural groups and rural communities.
- Develop a marketing plan to communicate the availability of services and programs for older adults in numerous languages, thus improving access to information for all older adults.
- Liaise with various City departments and community organizations for ongoing tracking and reporting seniors-related actions that align with Hamilton's Age Friendly Plan.

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SUBJECT: Hamilton's Age Friendly Plan (CES14053(c)) (City Wide) - Page 5 of 5

- Support the Seniors At-Risk community collaborative, which is identifying priorities and actions that will improve inclusion and access to supports for vulnerable seniors in Hamilton.
- Collaborate with the voluntary sector to seek funding opportunities to work in privately owned apartment buildings, and establish programs and practices that will reduce social isolation and help connect seniors to services.
- Facilitate an event with key stakeholders addressing ageism in the workplace with the goal of decreasing misconceptions of older adults in the workforce through educational workshops.
- Host the annual Age Friendly Symposium to inform older adults, seniors and community partners on the progress of Hamilton's Age Friendly Plan.
- Facilitate ongoing workshops for older adults and seniors on pedestrian safety and various modes of mobility for getting around in Hamilton.
- Coordinate a Seniors Volunteer Fair promoting volunteer opportunities, which will increase volunteerism and develop volunteer capacity of older adults and seniors in Hamilton.
- Deliver the Cyber Seniors project, which is an intergenerational pilot program where seniors are introduced to iPad technology and learn to create and share video stories.
- Host the 23rd Annual Senior of the Year Awards and introduce a new "youth award category" recognizing a youth age 15-24 who has voluntarily contributed to the seniors' population, and who is a role model for other youth in Hamilton.

Appendices and Schedules Attached

Appendix A to Report CES14053(c): 2017 Age Friendly Hamilton Community Progress Report

OUR Vision: To be the best place to raise a child and age successfully.

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AGE FRIENDLY HAMILTON

2017 COMMUNITY PROGRESS REPORT



City of Hamilton, Healthy and Safe Communities Department

March 2018

For more information and updates on Hamilton's Age Friendly Plan,
[Visit **www.hamilton.ca/agefriendly**](http://www.hamilton.ca/agefriendly)

For information on resources for older adults and seniors,
[Visit **www.hamilton.ca/seniors**](http://www.hamilton.ca/seniors)



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BACKGROUND

The seniors population is rapidly increasing and expected to double over the next two decades. According to the 2016 Census data, for the first time in Canadian history, there are now more seniors than children under the age 14. Seniors represent 17.3% while those under age 14 make up 16.2% of Hamilton's population. Life expectancy is also on the rise with seniors over the age of 100. By 2051, it is projected that there will be close to 40,000 seniors age 100+ in Canada, which is five times more than that in 2016.

The City of Hamilton and key community partners understand the importance of making Hamilton an age-friendly city. In 2013, the City of Hamilton partnered with the Hamilton Council on Aging and the Seniors Advisory Committee to develop its first Age Friendly Hamilton Plan. Public consultation included over 700 older adults, community stakeholders and key partners from various sectors across the city. The plan was approved by City Council in September 2014. Since 2015, the Age Friendly Hamilton Plan has guided municipal decision-makers, staff and community stakeholders in addressing the needs and priorities for older adults in Hamilton.



THE VISION

The City of Hamilton's Vision is "To be the Best Place to Raise a Child and Age Successfully". The Vision provides a strategic commitment in ensuring all residents of Hamilton are respected and included in community life regardless of age, ethnicity, race, gender, ability and background.



To be the best place to raise a child
and age successfully

MESSAGE FROM THE MAYOR



Hamilton's seniors' population is rapidly growing and is expected to double over the next two decades.

With this in mind, in 2013 the City of Hamilton partnered with the Hamilton Council on Aging (HCoA) and Seniors Advisory Committee of Council (SAC) to identify and address the needs and priorities of this growing part of our population.

In 2014, Hamilton City Council approved Hamilton's Plan for an Age-Friendly City. The Plan identifies and addresses the needs and priorities of this growing part of our population, such as creating barrier free spaces, access to transportation, housing opportunities, safer neighbourhoods, available communication, and recreational opportunities.

The strength of Hamilton's Age Friendly Plan's lies in its collaborations. It was developed and will now be implemented through community collaboration, and the City's partnership with the Hamilton Council on Aging and the Seniors Advisory Committee. It continues to guide municipal decision-makers, staff and community stakeholders in addressing the needs and priorities for older adults in Hamilton.

In 2016, together with Council, we sent an important message about the value we place on the contributions of our seniors' community. When Council approved the new 10-year Strategic Plan for the City of Hamilton it included a revised Vision for our city. "To be the best place to raise a child and age successfully".

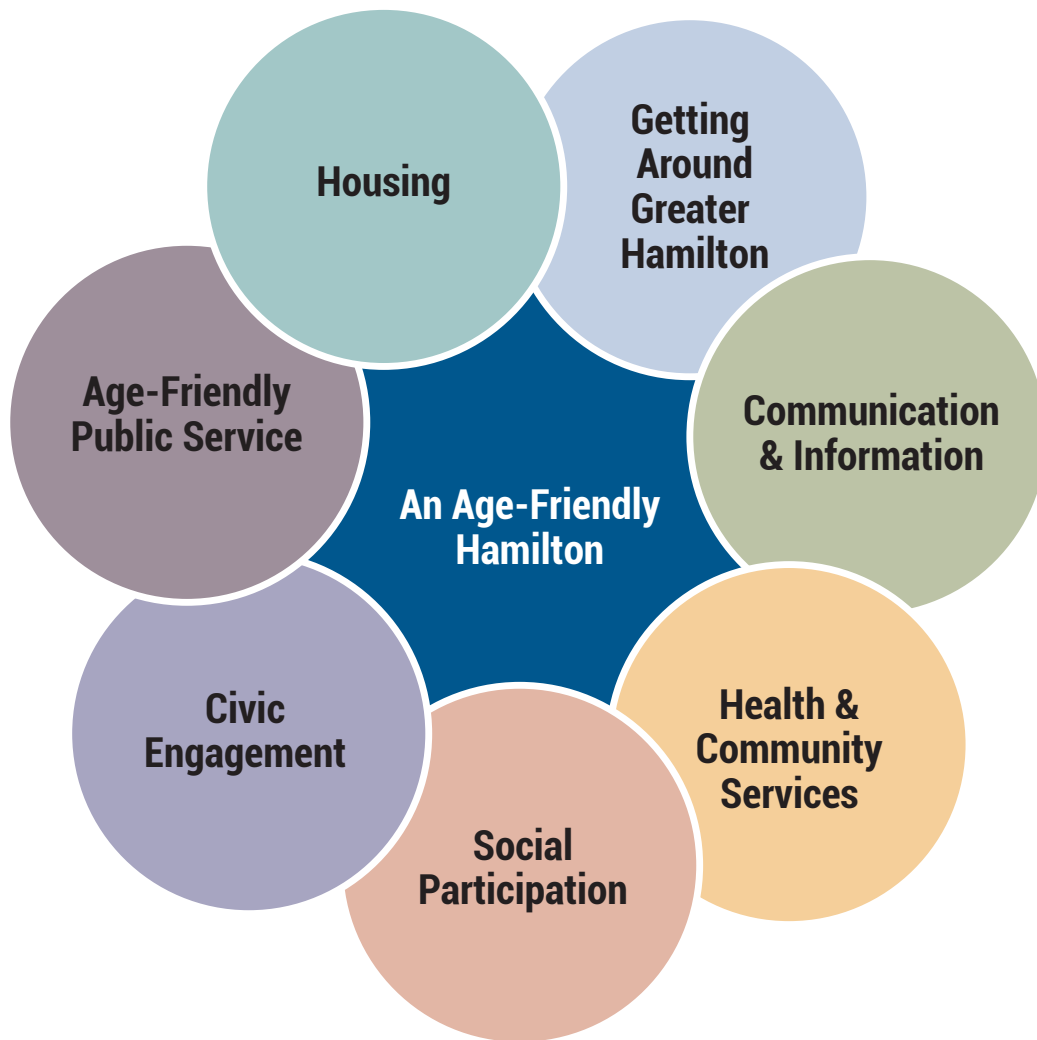
Moving forward, we need to be able to show the community that we are doing the right work to meet the Plan's priorities. I'm proud to present the important progress being made by the Age Friendly Plan. An age friendly city benefits us all. Together with our partners, we can continue to create an age-friendly city where we all can reach and celebrate every milestone of life in this great city.

A handwritten signature in black ink, which appears to read "Fred Eisenberger". The signature is stylized with a large, sweeping flourish at the end.

Fred Eisenberger, Mayor

AGE FRIENDLY HAMILTON STRATEGIC GOALS

The Age Friendly Hamilton Plan has 7 strategic goals, 25 objectives and 101 actions.



2017 KEY ACHIEVEMENTS

We are an “age friendly” community with 39 actions completed, 51 in the planning or implementing stages, and the remaining 11 pending completion by 2019.

GOAL 1: HOUSING - choice is available and affordable

- **Intergenerational Co-Housing:** McMaster University is piloting a co-housing program that matches grad students looking for low cost housing with older adults age 55+ in exchange for help with household chores.
- **National Housing Strategy:** The City’s Housing Services Division advocated to the Federal Government for the development of a National Housing Strategy, which was released in 2017.
- **Tips for Property Owners and Residents:** Brochures for property owners and tenants were developed and distributed providing information and tips about home adaptations. This project is a partnership of the Hamilton Council on Aging, Public Health Department, McMaster University, St. Joseph’s Homecare, and the Seniors Advisory Committee.



GOAL 2: GETTING AROUND GREATER HAMILTON- options enable seniors to get around Hamilton

- **“Let’s Get Moving”:** A two year project led by the Hamilton Council on Aging, and is designed to inspire older adults to become engaged in active forms of transportation. The series is comprised of three types of workshops: “Let’s Take the Bus”, “Let’s Ride a Bike”, and “Let’s Take a Walk”. There will be a total of 15 workshops, and in 2017 five workshops took place with 120 participants.
- **Pedestrian Crossovers and Signalized Intersections:** In 2017, 28 new pedestrian crossovers were installed, and 12 new signalized intersections. As of December 31, 2017, there were 63 traffic signal installations throughout greater Hamilton which have Pedestrian Count Down timers.
- **Seniors and Pedestrian Safety:** These workshops aim to increase the safety of senior pedestrians by building capacity around the use of new pedestrian crossovers at signalized intersections. The goal is to reach 200 seniors. In 2017, 108 seniors participated in these workshops. This project is a collaboration of the City, Seniors Advisory Committee, Hamilton Council on Aging and McMaster University’s School of Rehabilitation Science.
- **Community Bus Program:** One year funding to continue to offer free or low cost transportation for seniors and older adults residing in rural communities to shop and access social events. This program is a partnership of the City’s Recreation Division, DARTS, Flamborough, Glanbrook and Ancaster Information Services.
- **Grocery Shopping for Older Adults:** A brochure was developed to increase awareness about services to assist with grocery shopping in greater Hamilton. Services include community bus programs, volunteer assisted shopping, and online shopping through private businesses.



Let's Take the Bus workshop



Pedestrian safety workshop

GOAL 3: COMMUNICATION AND INFORMATION- is easy to access and understand

- **Community Resources for Older Adults:** This user-friendly guide is available in print or online at www.hamilton.ca/seniors.

GOAL 4: HEALTH AND COMMUNITY SERVICES- support aging-in-place

- **Community Paramedicine Supporting Seniors:** Hamilton Paramedic Service has supported many seniors living with chronic health conditions through home visits, CityHousing Hamilton health clinics and remote patient monitoring. These services have decreased the number of repeat hospital visits for many seniors served.
- **650 Socially Isolated Seniors Connected and Supported:** Through the Hamilton Seniors Isolation Impact Plan, this 3 year funded collaborative is aimed at reducing social isolation among seniors in Hamilton. The collaborative consists of seven organizations with various projects that contribute to a common set of goals.
- **Elder Abuse Education:** "It's Not Right!" train the trainer workshops are being provided by Elder Abuse Ontario in partnership with Hamilton organizations to stop the abuse of older adults.
- **Financial Empowerment Strategy:** Social Planning and Research Council (SPRC) has received 3 year funding to help low-income citizens, including seniors access financial resources they are entitled to.



GOAL 5: SOCIAL PARTICIPATION -

Recreation, leisure and cultural activities foster social connections

- **700 Older Adults Participated with 50 Exhibitors:** The Older Adult Network (OAN), including the City of Hamilton hosted their annual Seniors Kick-off event, which included various exhibits, workshops, entertainment, and a luncheon.
- **Victoria Park Clubhouse:** The City's Recreation Division opened a new seniors club in Strathcona neighbourhood.
- **55+ It's Your Day Recreation Programming:** The City's Recreation Division has expanded programming for seniors by offering programs at four City recreation centres: Sir Allan MacNab, Central Memorial, Dalewood and Stoney Creek. Registered programs run on a four-week basis and allow a portion of the patrons to participate on a drop-in, first come, and first serve basis .
- **Intergenerational Music Program:** MHope, a student-led program partners elementary schools with retirement homes in their local community for a month-long music engagement program facilitated by McMaster University students. In 2017, this program reached 8 communities in Hamilton and engaged 200 students and 150 seniors.



Seniors Kick-off



Seniors Kick-off



Victoria Park Clubhouse

GOAL 6: CIVIC ENGAGEMENT, VOLUNTEERISM, EMPLOYMENT- meaningful opportunities are available

- **500 Guests and 34 Nominees:** 2017 marked the 22nd year for the Hamilton Municipal Senior of the Year Awards. This event honours and celebrates those citizens over the age of 65 who have voluntarily contributed to their community in various areas. Nominees represented all 15 wards. In attendance for the first time was the Ontario Minister of Seniors Affairs.
- **YWCA Hamilton Peer Connectors:** Under the umbrella of the Hamilton Seniors Isolation Impact Plan, this program recruits and trains older adult volunteers to engage isolated seniors in activities that help improve health and reduce isolation.
- **Promoting Positive Images of Aging:**
 - **Portraits of Aging:** A project led by the Hamilton Council of Aging, is a senior-led initiative to combat ageism by sharing stories, lessons, wisdom and inspirational messages from local older adults.
 - **Seniors of Canada, Hamilton Project:** The Gilbrea Student Group at McMaster University are leading a project that aims to portray seniors as they are to combat age stereotypes through intergenerational picture and story sharing in Hamilton. This project is funded by the Student Proposals for Intellectual Community and Engaged Scholarship (SPICES).



2017 Award Winners



GOAL 7: AGE FRIENDLY PUBLIC SERVICE- City services champion Hamilton being an Age Friendly community

- **The World Health Organization (WHO):** The Hamilton Senior of the Year Awards program was submitted and approved by WHO. A new age friendly practice is required each year to remain certified as an age friendly community.
- **200 Older Adults Attended and 15 Exhibitors:** The City of Hamilton and Hamilton Council on Aging hosted their 2nd Annual Age Friendly Symposium, which was an opportunity to communicate progress under Hamilton's Age Friendly Plan. Also included were presentations and a luncheon.
- **New Customer Service Model:** The City's Customer Contact Centres, Municipal Centres, Recreation Division and Information Technology developed a new customer service model.
- **McMaster University as an Age Friendly Leader.** McMaster is the second university in Canada to join the International Age-Friendly University (AFU) network.



Age Friendly Symposium

2018 PRIORITIES

- Develop an engagement and communications strategy to ensure broader reach to Indigenous residents, ethno cultural groups, and rural communities.
- Communicate the availability of services and programs for seniors in numerous languages.
- Collaborate with privately owned apartment buildings to establish programs and practices that will reduce social isolation and help connect seniors to services.
- Facilitate an event with key stakeholders to address ageism in the workplace.
- Host an Age Friendly Symposium to inform citizens and community partners on the progress of Hamilton's Age Friendly Plan.
- Continue to facilitate workshops for seniors on pedestrian safety, "Let's take the Bus", "Let's Ride a Bike", and "Let's Walk".
- Coordinate a Seniors Volunteer Fair to increase volunteerism and develop volunteer capacity of older adults and seniors in Hamilton.

CONTACT INFORMATION

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For more information and updates on Hamilton's Age Friendly Plan,

Visit: www.hamilton.ca/agefriendly

www.coahamilton.ca

For information on resources for older adults and seniors,

Visit : www.hamilton.ca/seniors





INFORMATION REPORT

TO:	Chair and Members Healthy and Safe Communities Committee
COMMITTEE DATE:	April 9, 2018
SUBJECT/REPORT NO:	Residential Care Facility Subsidy Program One Time Funding (HSC18015) (City Wide) (Outstanding Business List Item)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Rob Mastroianni (905) 546-2424 Ext. 8035
SUBMITTED BY:	Vicki Woodcox Acting Director, Housing Services Division Healthy and Safe Communities Department
SIGNATURE:	

Council Direction:

On February 14, 2018, a motion on “One Time Funding for Residential Care Facilities (RCF)” was presented. This motion was referred to staff with a report to come back to the Healthy and Safe Communities Committee (formerly Emergency and Community Services Committee).

Information:

The Residential Care Facilities (RCF) Subsidy Program, previously known as the Domiciliary Hostel Subsidy Program, is administered by the City of Hamilton and subsidizes the cost of accommodation, meals, supervision and assistance with activities of daily living for an average of 765 residents living in 54 RCFs. Residents include people with mental health issues, developmental disabilities, acquired brain injuries, histories of homelessness and senior adults. As a form of housing with supports, RCFs are an important part of Hamilton’s housing continuum and provide an option for people who may require supports along with permanent housing.

The City of Hamilton pays the Owner/Operator of the facility on a per diem basis. Residents of RCFs contribute to the cost of the service according to their income and the City provides the balance of the cost through the RCF Subsidy Program, using 100% Provincial Community Homelessness Prevention Initiative (CHPI) funding. Prior to the introduction of the CHPI in 2013, the per diem paid to former Domiciliary Hostels was established by the Province and at that time, the per diem was \$47.75. Since January 1, 2013, this rate is now set by the City of Hamilton.

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OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

**SUBJECT: Residential Care Facility Subsidy Program One Time Funding
(HSC18015) (City Wide) - Page 2 of 3**

On September 8, 2011, Emergency and Community Services (E&CS) committee received a Report CS10036(a) - City of Hamilton Domiciliary Hostel Program Review. This Report detailed the outcome of SHS Consulting's review of the former Domiciliary Hostel Program. The report included a recommendation, "that the City increase the per diem funding to \$55, with annual adjustments for inflation, to better reflect the cost of operating Domiciliary Hostels".

Report CS13017(a), which was approved by E&CS Committee on November 25, 2013, reported on the outcome of the second phase of the CHPI review and recognized the importance of Residential Care Facilities (formerly Domiciliary Hostels) as part of the housing continuum. The report included a recommendation to increase the per diem payment (from \$47.75 to \$48.25). This report also included a recommendation that the General Manager of the Community and Emergency Services Department or designate be authorized to implement spending caps, benefit frequency limits, or other controls necessary to ensure costs are contained within the approved CHPI operating budget and that service delivery expectations and administrative practices more closely align with the Provincial CHPI outcomes.

On February 23, 2015, Report CES15007 was approved by the Emergency and Community Services Committee regarding a recommendation to increase the RCF Subsidy Program per diem rate from \$48.25 to \$50.

In March 2017, the Ministry of Municipal Affairs and Housing (MMAH) released the Supportive Housing Policy Framework and Best Practice Guide to help guide both provincial and local program improvements in Housing with Related Supports through CHPI. Supportive housing programs such as RCFs are included within this service category. The Standards Framework seeks to ensure that Municipal Service Managers have measures in place to mitigate risk and ensure a minimum level of quality in the programs funded under the CHPI Housing with Related Supports category. Within this framework, service managers are encouraged to design housing with supports programs and services that move away from custodial models, to approaches that are recovery-orientated and provide access to supports and services that foster independence and social inclusion.

At the January 22, 2018, Emergency and Community Services Committee, a delegation from members of the Residential Care Facilities (former Domiciliary Hostels) Working Group expressed concern over financial pressures due to increasing monthly operating costs and the potential negative impacts on the 765 residents currently residing in RCFs. They indicated that they have been systemically underfunded relative to the SHS Consulting report from 2011 and can no longer sustain the increased pressure on operating costs. Several RCF operators have come forward to staff since this

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**SUBJECT: Residential Care Facility Subsidy Program One Time Funding
(HSC18015) (City Wide) - Page 3 of 3**

delegation and indicated that they are experiencing significant financial pressures within their facilities and that some owners are considering “closing their business”.

An analysis by staff in February 2018 of 5 other municipalities which operate Housing with Supports (RCFs) showed that the average per diem cost is \$52.00.

Staff will be completing a review of the RCF system in Hamilton to ensure the program is operating in line with this Framework and Best Practice Guide in 2018. Further to this staff, will be conducting a financial analysis of the current costs of the RCF system as a result of the concerns raised by the RCF operators.

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