



## City of Hamilton

# AUDIT, FINANCE AND ADMINISTRATION COMMITTEE

**Meeting #:** 18-009  
**Date:** June 25, 2018  
**Time:** 9:30 a.m.  
**Location:** Council Chambers, Hamilton City Hall  
71 Main Street West

Angela McRae, Legislative Coordinator (905) 546-2424 ext. 5987

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	<b>Pages</b>
<b>1. APPROVAL OF AGENDA</b>	
(Added Items, if applicable, will be noted with *)	
<b>2. DECLARATIONS OF INTEREST</b>	
<b>3. APPROVAL OF MINUTES OF PREVIOUS MEETING</b>	
3.1 June 11, 2018	3
<b>4. DELEGATION REQUESTS</b>	
<b>5. CONSENT ITEMS</b>	
5.1 Minutes of Various Advisory Committees:	
5.1.a Hamilton Aboriginal Advisory Committee - April 5, 2018	11
5.1.b Hamilton Aboriginal Advisory Committee - May 3, 2018	17
5.1.c Advisory Committee for Immigrants and Refugees - March 15, 2018	21

**6. PUBLIC HEARINGS / DELEGATIONS**

6.1 Assunta Zizza, Respecting a request to refund their fixed water and sewer charges on a new build (Approved June 11, 2018) 25

6.1.a Supporting documentation provided by staff, respecting Assunta Zizza's request to refund the fixed water and sewer charges on a new build 35

**7. STAFF PRESENTATIONS****8. DISCUSSION ITEMS**

8.1 Commercial Relationship Between the City of Hamilton and Ontario Inc. 2380585, c/o Wise and Hammer Inc. and Related Entities (FCS17085(a) / BOH17042(a)) (City Wide) 41

8.2 Fraud and Waste Hotline Report (AUD18007) (City Wide) 53

8.3 Grants Sub-Committee Report 18-003 65

8.4 Development Charges Stakeholders Sub-Committee Report 18-002 71

**9. MOTIONS**

9.1 Lesbian, Gay, Bisexual, Transgender and Queer Advisory Committee Membership 75

9.2 Advisory Committee for Immigrants and Refugees Membership 77

**10. NOTICES OF MOTION****11. GENERAL INFORMATION / OTHER BUSINESS****12. PRIVATE AND CONFIDENTIAL****13. ADJOURNMENT**



## **AUDIT, FINANCE AND ADMINISTRATION COMMITTEE MINUTES 18-008**

**9:30 a.m.  
June 11, 2018  
Council Chambers  
Hamilton City Hall**

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**Present:** Councillors A. VanderBeek (Chair), B. Johnson, M. Pearson,  
L. Ferguson, C. Collins, and A. Johnson

**Absent with  
Regrets:** Councillor D. Skelly - Personal

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### **THE FOLLOWING ITEMS WERE REFERRED TO COUNCIL FOR CONSIDERATION:**

- 1. 2017 Annual Energy Report on Commodity Price Hedging (FCS18055 / PW18043) (City Wide) (Item 5.1)**

**(Ferguson/Pearson)**

That Report FCS18055 / PW18043, respecting the 2017 Annual Energy Report on Commodity Price Hedging, be received.

**CARRIED**

- 2. 2018 First Quarter Request for Tenders and Proposals Report (FCS18037) (City Wide) (Item 5.2)**

**(Pearson/Collins)**

That Report FCS18037, respecting the 2018 First Quarter Request for Tenders and Proposals Report, be received.

**CARRIED**

- 3. 2018 First Quarter Emergency and Non-competitive Procurements Report (FCS18038) (City Wide) (Item 5.3)**

**(Ferguson/B. Johnson)**

That Report FCS18038, respecting the 2018 First Quarter Emergency and Non-competitive Procurements Report, be received.

**CARRIED**

**4. First Quarter Non-compliance with the Procurement Policy Report (FCS18039) (City Wide) (Item 5.4)**

**(Pearson/B. Johnson)**

That Report FCS18039, respecting the First Quarter Non-compliance with the Procurement Policy Report, be received.

**CARRIED**

**5. Tax Appeals under Sections 357 and 358 of the Municipal Act, (2001) (FCS18008(a)) (City Wide) (Item 5.5)**

**(Pearson/Ferguson)**

(a) That Appendix "A" to Report FCS18008(a) respecting the Tax Appeals processed under Section 357 of the *Municipal Act, (2001)*, in the amount of \$442,011.74 be approved, **as amended**;

(b) That Appendix "B" to Report FCS18008(a) respecting the Tax Appeals, due to a Gross or Manifest Clerical Error, Pursuant to Section 358 of the *Municipal Act, (2001)*, in the amount of \$232,124.31 be approved.

**Main Motion as Amended CARRIED**

**6. Development Charges Reserves Status Report as of December 31, 2017 (FCS18060) (City Wide) (Item 5.6)**

**(Pearson/Collins)**

(a) That Report FCS18060, respecting "Development Charges Reserves Status Report as of December 31, 2017" be received and made available to the public;

(b) That Report FCS18060, respecting "Development Charges Reserves Status Report as of December 31, 2017" be forwarded, if requested, to the Ministry of Municipal Affairs and Housing.

**CARRIED**

**7. Follow Up to Audit Report 2013-02 Corporate Ethics Review (AUD18003) (City Wide) (Item 5.7)**

**(A. Johnson/B. Johnson)**

That Report AUD18003, respecting the Follow Up to Audit Report 2013-02 Corporate Ethics Review, be received.

**CARRIED**

**8. Human Rights, Diversity and Inclusion Annual Report (HUR18012) (City Wide) (Item 7.1)**

**(Pearson/B. Johnson)**

That Report HUR18012, respecting the Human Rights, Diversity and Inclusion Annual Report, be received.

**CARRIED**

**9. City of Hamilton Development Charges (DC) By-law Background Study Re: Amendments to the Downtown Community Improvement Project Area (CIPA) Exemption (PED18093 / FCS18054) (City Wide) (Item 7.2)**

**(Collins/Pearson)**

- (a) That Report PED18093 / FCS18054 be recognized as a DC Background Study under Section 10 of the *Development Charges Act, 1997, as amended*, for the purpose of providing background for amending policy of the existing Development Charge By-law 14-153;
- (b) That the approval of Report PED18093 / FCS18054 be considered the Public Release of the DC Background Study as required by Section 10 (4) of the *Development Charges Act, 1997, as amended*;
- (c) That the August 15, 2018 Audit, Finance and Administration Committee meeting be designated a public meeting as required under Section 12 (1) (a) of the *Development Charges Act, 1997, as amended*;
- (d) That the City Clerk be directed to provide appropriate notice of the Public Meeting in accordance with Section 12 (1) (b) of the *Development Charges Act, 1997, as amended*;
- (e) That staff be directed to prepare an amending by-law for consideration following any and all public delegations at the August 15, 2018 Public meeting; and
- (f) That Item BB respecting amendments to the Downtown Community Improvement Plan be identified as complete and removed from the Planning Committee Outstanding Business List.

**CARRIED**

**10. 2017 City of Hamilton Financial Report and Audited Financial Statements (FCS18059) (City Wide) (Item 8.1)**

**(B. Johnson/Ferguson)**

That the 2017 City of Hamilton Financial Report and Audited Financial Statements, attached as Appendix "B" to Report FCS18059 be approved.

**CARRIED**

**FOR INFORMATION:**

**(a) CEREMONIAL ACTIVITIES**

**1. CUPE 5167 Awards**

Mike Zegarac and Jay Hunter, CUPE 5167 Vice-President recognized team members for receiving the following awards:

- In December of 2017, the team won a gold, international marketing and communications award from MarComm, in the digital media category.
- In January 2018, the team won another gold award, from the AVA Digital Awards, in the E-Learning category.

Team members that were recognized for these achievements are as follows:

Corporate Services Department:

- Dave Michal, Elections Officer, Elections, City Clerk's Office
- Ali Pouladi, External Disbursements Clerk, Accounts Payable, Financial Services Division
- Grace Fennema, Municipal Service Centre Representative, Customer Service and POA Division
- Diane Olcha-Brown, Customer Contact Centre Representative, Customer Service and POA Division
- Gabby Lyall, Service Desk Technician, Information Technology Division
- Adam Ghandour, Operations Analyst, Information Technology Division

Healthy and Safe Communities, Recreation Division

- Adam Degrow, Assistant Operator, Arena Operations, Recreation Division
- Donna Salisbury, District Support Clerk, Recreation Division
- Ashley Johnston, District Support Clerk, Recreation Division
- Gillian Vielberth, District Support Clerk, Recreation Division
- Michelle Stokes, CLASS and Legend System Administrator, Recreation Division
- Filip Pankov, CLASS and Legend System Administrator, Recreation Division
- Samantha Wheeler, Receptionist
- Damir Vincetic, Lifeguard 1

CUPE Members Not Available to Attend

- Monika Wolfe, Duty Guard, Recreation Division
- Cyndy Bramwell, District Support Clerk, Recreation Division
- Wendy Burgess, District Support Clerk, Recreation Division
- Rosanne DeNardis, Customer Contact Centre Representative, Customer Service and POA Division
- Robert Bowerman, Service Desk Analyst, Information Technology Division

Non-Union Staff That Were Recognized

- Patricia Shannon-Wilbur, Quality Assurance Administrator, Information Technology Division
- Kathy Miljanovic, Sr. Business Process Analyst, Information Technology Division

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

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

**1. CONSENT ITEMS**

- 5.5 Tax Appeals under Sections 357 and 358 of the Municipal Act, (2001) (FCS18008(a)) (City Wide) – revised Appendix “A”, pages 7 & 8

**2. STAFF PRESENTATIONS**

- 7.2 City of Hamilton Development Charges By-law Background Study Re: Amendments to the Downtown Community Improvement Project Area (CIPA) Exemption (PED18093 / FCS18054) (City Wide) – added staff presentation

**(B. Johnson/Pearson)**

That the agenda for the June 11, 2018 Audit, Finance and Administration Committee meeting be approved, as amended.

**CARRIED**

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

There were no declarations of interest.

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

**(i) May 17, 2018 (Item 3.1)**

**(A. Johnson/Pearson)**

That the Minutes of the May 17, 2018 meeting of the Audit, Finance and Administration Committee be approved, as presented.

**CARRIED**

(e) **DELEGATION REQUESTS (Item 4)**

- (i) **Assunta Zizza, Respecting a request to refund their fixed water and sewer charges on a new build (For a future meeting) (Item 4.1)**

**(Pearson/Ferguson)**

That the delegation request from Assunta Zizza, respecting a request to refund their fixed water and sewer charges on a new build, be approved for a future meeting.

**CARRIED**

(f) **CONSENT ITEMS (Item 5)**

- (i) **Tax Appeals under Sections 357 and 358 of the Municipal Act, (2001) (FCS18008(a)) (City Wide) (Item 5.5)**

**(Pearson/Ferguson)**

That Appendix "A" to Report FCS18008(a) respecting the Tax Appeals processed under Section 357 of the *Municipal Act, (2001)*, in the amount of \$442,011.74 **be amended by removing 225 Locke St S from page 3.**

**Amendment CARRIED**

For further disposition of this matter, refer to Item 5.

- (ii) **Hamilton Status of Women Advisory Committee Minutes – March 22, 2018 (Item 5.8)**

**(B. Johnson/Pearson)**

That the Hamilton Status of Women Advisory Committee Minutes from the March 22, 2018 meeting, be received.

**CARRIED**

(g) **STAFF PRESENTATIONS (ITEM 7)**

- (i) **Human Rights, Diversity and Inclusion Annual Report (HUR18012) (City Wide) (Item 7.1)**

Jodi Koch, addressed the Committee respecting Human Rights, Diversity and Inclusion Annual Report, with the aid of a presentation. A copy of the presentation has been included in the official record.

**(Ferguson/A. Johnson)**

That the presentation from staff respecting Human Rights, Diversity and Inclusion Annual Report, be received.

**CARRIED**



A copy of the presentation is available at [www.hamilton.ca](http://www.hamilton.ca).

For further disposition of this matter, refer to Item 8.

**(ii) City of Hamilton Development Charges By-law Background Study  
Re: Amendments to the Downtown Community Improvement Project  
Area (CIPA) Exemption (PED18093 / FCS18054) (City Wide) (Item 7.2)**

Edward John, addressed the Committee respecting the City of Hamilton Development Charges By-law Background Study Re: Amendments to the Downtown Community Improvement Project Area (CIPA) Exemption, with the aid of a presentation. A copy of the presentation has been included in the official record.

**(Collins/B. Johnson)**

That the presentation from staff respecting the City of Hamilton Development Charges By-law Background Study Re: Amendments to the Downtown Community Improvement Project Area (CIPA) Exemption, be received.

**CARRIED**

A copy of the presentation is available at [www.hamilton.ca](http://www.hamilton.ca).

For further disposition of this matter, refer to Item 9.

**(h) GENERAL INFORMATION / OTHER BUSINESS (ITEM 8)**

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

**(Pearson/Collins)**

11.1.a Items requiring a new due date:

Joe Deschenes Smith, Trillium Housing, respecting implementation of by-law 14-153 and how the City can add its support for housing affordability at Trillium Housing's two affordable housing projects in Hamilton

Item On OBL: P

Due Date: June 25, 2018

Revised Due Date: July 2018

**CARRIED**

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

**(Pearson/A. Johnson)**

That, there being no further business, the Audit, Finance and Administration Committee, be adjourned at 10:41 a.m.

**CARRIED**

Respectfully submitted,

Councillor VanderBeek, Chair  
Audit, Finance and Administration  
Committee

Angela McRae  
Legislative Coordinator  
Office of the City Clerk



# Hamilton

## MINUTES

### Aboriginal Advisory Committee Thursday, April 5, 2018 – 5:30 P.M. City Hall, 71 Main St. W., Room 264

**Present:** Marilyn Wright, Connie Bellamy, Deborah Elmes, Khitanya Petgrave, Sheryl Green, Scott Cruickshank

**Regrets:** Patty Lawlor, Allan Loft

**Absent:** Sheryl Green

**Also Present:** Councillor Aidan Johnson – Ward 1  
Betsy Pocop – Human Rights, Diversity & Inclusion (staff)  
Adrian Page – Human Rights, Diversity & Inclusion (staff)  
Shylo Elmayan – Urban Indigenous Strategy; Community and Emergency Services  
Victoria Bomberry – Social Planning and Research Council of Hamilton

**Chairperson:** Marilyn Wright

#### Opening

- C. Bellamy did an opening

#### Welcome and Introductions

- All were welcomed
- Apologies expressed as the March meeting was cancelled due to inclement weather

#### 1. Council Decision- Indigenous Art at LRT stops

- The LRT (Light Rail Transit) is a project by Metrolinx and Government of Ontario, with support and coordination from the City of Hamilton
- There was a motion in January to have Indigenous art at LRT stops
- Ken Coit – public art director indicated there is a historic Indigenous trail where the LRT will be travelling through
- Council received feedback from Aboriginal Advisory Committee (AAC) in the fall about the project
- The initial request was to possibly include artefacts at the LRT stops, however with consideration given to feedback received from the AAC to not have artefacts included due to their cultural significance this will not be pursued

Aboriginal Advisory Cmt. Mtg.

2

April 5, 2018

- Councillor Johnson attended a meeting with Metrolinx, S. Elmayan was also in attendance, and the possibility of including art and/or information on electronic panels was discussed; the electronic panels would help mitigate the possibility of vandalism and damage
- Consultation will continue to discuss who will be responsible for choosing the art for the stops; there are a number of processes at Metrolinx to confirm what can be included
- Questions/Feedback from the Committee:
  - How long will the art be on display before it is changed?
  - Electronic panelling allows for more displays and options
  - Question submitted by P. Lawlor: Is there a subsequent document that acknowledges/includes the input from our ACC meeting?
  - The items was discussed verbally but may not have been captured in the minutes
- Councillor Johnson offered to update the Committee on future discussions with Metrolinx
- Committee members discussed that members of the community may have collections of pictures that could be used for display with monetary compensation
- Councillor Johnson apologized for a previous incident regarding the artwork on the second floor of City Hall in which the Committee was mistakenly included

## **2. Changes to the Agenda**

- Item 5.1 moved to first – Council Decision - Indigenous art at LRT stops
- Addition of Item 6.1 – Ontario Aboriginal Housing Services

### **D. Elmes/K. Petgrave**

That the Aboriginal Advisory Committee accepts the agenda of April 5, 2018, as amended

**CARRIED**

## **2. Declaration of Interest**

- There were no declarations of interest

## **3. Approval of Previous Minutes**

### **C. Bellamy/D. Elmes**

That the Aboriginal Advisory Committee accepts the minutes of February 1, 2018 as presented

**CARRIED**

## **4. Presentations**

### **4.1 Point in Time Connection: V. Bomberry**

Aboriginal Advisory Cmt. Mtg.

3

April 5, 2018

- Volunteers are needed to assist with the survey
- There will be an orientation session on April 22 at 4pm, it will be 4 hours in length and will take place at the McMaster Continuing Education Centre
- There will also be an event at Spice Factory for Indigenous participants and volunteers
- There will be in-person training at 2pm on April 17<sup>th</sup>
- Anyone with questions are welcome to contact S. Green or V. Bomberry

## 5. Discussion Items

- M. Wright shared a copy of the Two Row Times with the Committee, in particular their full page spread of the Universal Declaration on the Rights of Indigenous Peoples (UNDRIP)
- B. Pocop to look into having UNDRIP laminated for display at City Hall or in the Committee display cabinet

The Committee agreed to have S. Elmayan speak to Item 5.3 then discuss Item 5.2

### 5.3 Urban Indigenous Strategy Update

- Community engagement events being planned to engage youth
- Blanket exercise at the Library had over 100 participants
- S. Elmayan presented an update at the Healthy and Safe Communities meeting in March 2018; the meeting began with a Smudging Ceremony and the use of Indigenous Medicines Policy was approved
- There will be youth workshop next week with the themes of: people, spirit
- An information fair will be held on June 2 for the community on City services; it will be held from 10am – 2pm at Right On Target at Centre Mall
- Committee members unanimously supported co-hosting the information fair
- Committee members were asked to contact S. Elmayan if they are available to help at the Information Fair
- Committee members to consider providing financial support for the Information Fair
- There will be a Storytelling event in June– soaring spirits festival, touching on the theme of land

### 5.2 Truth and Reconciliation Calls to Action

*Theme: People*

CTA 88 – support for Indigenous Games

- Support for Little NHL, the event is held in Mississauga the last few years, and likely in the upcoming years also

Aboriginal Advisory Cmt. Mtg.

4

April 5, 2018

- The City to consider subsidies; share/promote free recreation passes. An example of this is that the Health Centre provides swim passes; The City to support families to access hockey and sports in Hamilton
- Consider having lacrosse and hockey players at the professional level reach out to the community, perhaps through S. Elmayan, to connect with community to inspire youth to be active in sports
- Athletes can promote themselves and their sport and provide support to break down stereotypes and engage in public health aspect  
CTA 92 – access to equitable jobs, job creation, and education opportunities in the corporate sector
- Increase support for young people in the trades
- Paid internship with City of Toronto- useful example and good for capacity building

*Theme: Land*

- Recognizing that connection to the land is fundamental  
CTA 43 – adopt and implement UNDRIP (United Nations Declaration on the Rights of Indigenous People), covers all aspects of life  
CTA 44 – development of a national action plan to achieve goals of UNDRIP
- Respect for self-determination and allow for communities to determine use of funds
- Look at countries who have implemented UNDRIP to see what actions they have taken toward implementation and the results
- Consideration for language as a barrier and how to make UNDRIP accessible  
CTA 47 – all levels of government to rescind doctrine of discovery and terra nullius  
Film: “All That Our Hands Have Done” – speaks to the contributions of Indigenous peoples; it promotes accomplishments to youth and government
- This Call to Action speaks to consideration for traditional land and knowledge particularly around use of land (example: building developments and zoning in City of Hamilton)
- Food sovereignty is also a major topic that is connected to land and land sovereignty
- S. Elmayan requested ideas for displays at City Hall for Indigenous History Month

## **6. Other Business**

### **6.1 OAHS (Ontario Aboriginal Housing Services)**

Aboriginal Advisory Cmt. Mtg.

5

April 5, 2018

- As of April 1, 2018 units will be transferred from Urban Native Homes Incorporated to OAHS
- M. Wright advised that the Aboriginal Health Centre will provide services to tenants of OAHS as the organization (OAHS) will only act as a landlord
- The Committee requested that a letter, introducing the Committee and extending an invitation to attend a future meeting, be sent to the OAHS

**C. Bellamy/D. Elmes**

That a letter be sent to the Ontario Aboriginal Housing Services to the attention of the Executive Director to congratulate them on their new role and invite them to attend a future Committee meeting

**CARRIED****6.1 May Agenda**

- Members would like to take time at the meeting in May to review budget and plan for upcoming events

**6.2 Next Meeting**

- Next meeting scheduled for May 3, 2018

**Closing**

- V. Bomberry did a closing

**7. Adjournment**

The meeting was adjourned at 7:42 p.m.







## Hamilton

### **MINUTES**

#### **Aboriginal Advisory Committee Thursday, May 3, 2018 – 5:30 P.M. City Hall, 71 Main St. W., Room 264**

**Present:** Marilyn Wright, Allan Loft, Deborah Elmes, Patty Lawlor, Scott Cruickshank  
**Regrets:** Khitanya Petgrave, Connie Bellamy  
**Absent:** Sheryl Green  
**Also Present:** Betsy Pocop – Human Rights, Diversity & Inclusion (staff)  
Shylo Elmayan – Urban Indigenous Strategy; Community and Emergency Services  
Holly Stoodley – Hamilton Indigenous Mothers Gateway Program

**Chairperson:** Marilyn Wright

#### **Opening**

- A. Loft did an opening

#### **Welcome and Introductions**

- All were welcomed and introduced

#### **1. Changes to the Agenda**

- Correct typo in Title of Presentation, “Getaway” to “Gateway”
- Item 5.1 to be discussed after Item 5.2
- Item 5.4 deferred to June meeting
- Addition of Item: 5.5 - Cabinet Display

#### **A. Loft / D. Elmes**

That the Aboriginal Advisory Committee accepts the May 2018 agenda, as amended.

**CARRIED**

#### **2. Declaration of Interest**

- There were no declarations of interest

#### **3. Approval of Previous Minutes**

#### **D. Elmes / S. Cruickshank**

That the Aboriginal Advisory Committee accepts the minutes of April 5, 2018, as presented.

**CARRIED****4. Presentations****4.1 Hamilton Indigenous Mothers Gateway Program (HIMGP)**

- Presented by H. Stoodley
- H. Stoodley is currently the only staff member for the program
- The program is designed for single mothers and has been developed in four phases; each phase works out to one year; making this a 4 year program
- In Toronto there has been a success rate of 80% with sustained wages and earnings
- HIMGP – working under Friendship Centres, not be confused with Homeward Bound program through the Aboriginal Health Centre
- There is flexibility of who can come into the program and the target group includes mothers at risk of homelessness or experiencing homelessness
- Currently the program in Hamilton is in the development phase; it will launch beginning of June with community engagement sessions
- The program will start in the fall with 5 women and their children
- Self-identification program (do not need status), however must be 18 years of age or older and have a child in their care who is 17 years old or younger
- An applicant needs to be eligible for OW, ODSP, EI to be eligible for living allowance
- Connection with homelessness; impacts are more than just physical
- The program is not a Housing First model
- Request for support from the Committee – referral to other committees, groups, or industry partners who will support the program
- Committee members provided the following ideas- potential funding options from individual bands or reserves; potentially contacting unions, rotary clubs or church groups, government and CAS for support
- H. Stoodley to send event poster to B. Pocop for distribution to the Committee
- Program launch on June 5<sup>th</sup> at 10:00 am; details to be shared when they are available

**5. Discussion Items****5.1 Budget and Activity Planning for 2018**

- Item discussed after Item 5.2

**5.2 Bringing the City to the Community – Information Fair**

- S. Elmayan provided an update and draft copy of budget to Committee members

Aboriginal Advisory Cmt. Mtg.

3

May 3, 2018

- N. Jones is connecting with youth centres and high schools for the Information Fair
- There will be a youth area available at the Fair
- S. Elmayan asked for volunteers to assist at the Fair
- P. Lawlor to possibly provide door prizes of adult and youth books by Indigenous authors
- S. Elmayan to send B. Pocop survey for distribution
- Upcoming event - June 22: story telling event at Bayfront in the afternoon

### **D. Elmes/P. Lawlor**

That the Aboriginal Advisory Committee supports the Information Fair for up to \$750.00 through the rental of chairs and tables.

**CARRIED**

### **5.3 Urban Indigenous Strategy Update**

- Flag raising ceremony at City Hall in June
  - Details to be shared once available
- June 13 - Council Meeting will open with a smudging ceremony; Committee members requested to have name tags for the Council meeting to identify themselves as Committee members.

### **5.4 Truth and Reconciliation Calls to Action**

- Deferred to June meeting

### **5.5 Cabinet Display**

- P. Lawlor to meet with N. Jones to discuss possible displays
- Consideration to be made for the Committee's cabinet to display books also; and to periodically change items on display and provide brief descriptions of the items to enhance learning
- A. Loft to provide the descriptions to B. Pocop for the items in the display case
- There will be a display in the City Hall foyer for the month of June
  - Ideas discussed for the display: Y. Maracle to possibly provide Pow Wow pictures; demonstrating achievements of local Indigenous community and people of distinction
- Possibility to hold Full Moon Ceremony to kick off Indigenous History Month
  - M. Wright to contact S. Elmayan to make arrangements

## **6. Other Business**

Aboriginal Advisory Cmt. Mtg.

4

May 3, 2018

**6.1 Committee Banner Display**

- B. Pocop provided update
- Awaiting confirmation if banner can be hung on balcony of Council Chambers

**Next Meeting**

- Next meeting scheduled for June 7, 2018

**Closing**

- S. Cruickshank did a closing

**7. Adjournment**

The meeting was adjourned at 7:40 p.m.



# Hamilton

## **Minutes**

### **IMMIGRANT & REFUGEE ADVISORY COMMITTEE**

Thursday March 15, 2018

City Hall, 71 Main St. W., Room 192/193, 6:30pm

**Present:** Dena Honig, Beau Daniels, Leo Johnson, Amed Farah, Holly McKean, Yohana Otite, Mir Islam, Zenaida Roque Cruz, Marie Robbins

**Also Present:** Nadia Olivieri, Human Rights, Grace Maciak

**Regrets:** Suad Badri, Mané Arratia, Ramon Petgrave (LOA), Noor Nizam, Sylvia Shaheen (LOA), Sam Abraham, Eman Ismail-Elmasri, Huzaifa Saeed

**Absent:** n/a

**Chair:** Zenaida Roque Cruz

#### **Welcome and Introductions (7:10 pm)**

**Guests:** *Sadhna Jayatunge HIPC representative and COH Community Engagement Coordinator*

### **1. Approval of the Agenda**

**(H. McLean/A. Farah)**

That the Immigrant and Refugee Advisory Committee approve the agenda of Thursday March 15, 2018 as presented. **CARRIED**

### **2. Declarations of Interest – None declared.**

### **3. Approval of Minutes**

**(A. Farah/M. Islam)**

That the Immigrant and Refugee Advisory Committee approve the November 9, 2017 minutes as presented.

### **4. Presentations-n/a**

### **5. Business / Discussion Items**

#### 5.1 Attendance

- RVSP is problematic
- child minding may be helpful
- have to avoid brain drain and not getting any work done –get to our action items

5.1.1.1 Child minding services

5.2 Membership Status

**MOTION:**

**(L. Johnson/A. Farah)**

That the Staff Liaison to send resignation notices to all members who have missed the last 3 meetings consecutive meetings and have not provided return to committee date.

**CARRIED**

5.3 Open House Working Group Update

Has joined forces with HIPC –Leo working with Layla

Need a representative from I&R (Yohana)

May 28, 2018 4 -9 @ City Hall

5.3.1.1 AF&A (not GIC) dates (for I&R HWG)

Based presentation based on Shelter System and Viable Solution – presentation

**Motion:** to present to AF&A May 17, 2018

**(Y. Otite/L. Johnson)**

That the I&R Committee present to AF&A their recommendation regarding viable solutions to the use of shelters for new comers.

**CARRIED**

Report will be based on the last months minute an

5.3.1.2 Invitation Status (Director, Housing Services – move Greg Witt )

5.4 Employment Working Group Update

5.4.1.1 AF&A dates (for I&R EWG)

5.5 Education Working Group Update

5.5.1.1 Invitation Status (Grace Mater)

5.6 Presenting to Council

5.6.1.1 2018 Work plan

5.7 Outstanding Business Items

## 6. Other Business

This was done without quorum (6:40 pm to 7:10 pm)

-Information sharing by Sadhna

HIPC annual event – link sent – lunch available and before and after there is and after there is SPO (Service Provider Organization Conference) - March 23, 2019 am and pm session

On Chamber of Commerce Business Immigration Webinar – information available for new comers – power point – Liaise to copy and distribute Dena – Jewish Vocational Service in combination with Ryerson Poly Tech. – pairing with mentor to get license as an architect in Toronto for Architect – all you need to know to pass Architect – there is a push to go through formal training – not

There is a lot of information out there suggesting that you need to recertify but with contacting professional associating some may have a process for accepting degree from another country from another

Next month

Development in James Street North – condo development 250 square foot blocks – buy as many bays as they the purchasers want  
Going to help with down payment  
Loan returned within the equity created at the sale of unit  
The issues with –condo fees for maintenance  
They need approval from council – mixing of Capitalism and Social justice a lot 30 minutes

Move Greg Witt presentation to May meeting.

**7. Adjournment**

**(L. Johnson/ D. Honig)**

That the March 15, 2018 I & R meeting adjourn due to loss of quorum. 7:45pm

**CARRIED**

**Next Meeting: Thursday, April 12, 2018**





<b>TIMELINE</b>	
July 2017	Utilities are fully disconnected by customer prior to demo of old house
January 2018	Dean (CoH Building Inspector) passed the Inspection for Insulation and Vapour Barrier Installation
January 2018	Alectra began charging Flat Water Charges
March 2018	Alectra advised us that we are being charged flat rate as a result of not having a water meter installed
April 12 2018	Water Meter is installed by Neptune

<b>Dates</b>	<b>Water &amp; Wastewater Charges Paid by Customer</b>	<b># of days in billing cycle</b>	<b>Daily Charge (Water &amp; Wastewater)</b>	<b>Fixed Charges</b>	<b>Requested Credit</b>
Jun 3 - Jul 1 2017	\$ 18.76	28	0.67	18.76	
Jul 1 - Aug 3 2017	\$ 22.11	33	0.67	22.11	
Aug 3 - Sept 6 2017	\$ 22.78	34	0.67	22.78	
Sept 6 - Oct 4 2017	\$ 18.76	28	0.67	18.76	
Oct 4 - Nov 6 2017	\$ 18.76	28	0.67	18.76	
Nov 6 - Nov 28 2017	\$ 37.52	56	0.67	37.52	
Nov 28 - Dec 23 2017	\$ 16.08	24	0.67	16.08	
Dec 23 2017 - Jan 26 2018	\$ 154.73	34	0.67	22.78	\$ 131.95
Jan 26 - Feb 27 2018	\$ 94.20	30	0.67	20.1	\$ 74.10
Feb 27 - Mar 24 2018	\$ 94.20	24	0.67	16.08	\$ 78.12
Mar 24 - Apr 25 2018	\$ 95.30	31	0.67	20.77	\$ 74.53
<b>Total Credit Requested</b>					<b>\$ 358.70</b>

City of Hamilton, Building Inspector (Dean), conducted the Inspection of Completion of Insulation , Vapour Barrier Installation and Air Barrier Installation.



Hamilton

## **PLEASE READ BEFORE COMMENCING ANY WORK!**

A building permit is required **PRIOR** to commencing construction.

**NOTIFY THIS DEPARTMENT BEFORE STARTING CONSTRUCTION.  
PLEASE ENSURE THAT YOUR BUILDING PERMIT IS POSTED ON SITE.**

*Notify this Department for each of the following inspections, where applicable:*

- a) Readiness to construct the footings.
- b) Backfill, which may include; substantial completion of the footings and foundation, damp proofing, Stone, weeping tile and decking or lateral support of foundation walls.
- c) Roughing out of plumbing system.
- d) Completion of structural framing.
- e) Completion of insulation, vapour barrier installation., and air barrier installation.
- f) Installation of building drains and building storm drains.
- g) Installation of heating, ventilating and air-conditioning systems and equipment.
- h) In addition, where applicable, the commencement of the construction of:
  - I. Masonry fireplaces and masonry chimneys.
  - II. Factory-built fireplaces and connected chimneys.
  - III. Stoves, ranges, space heaters and add-on furnaces using solid fuels and connected chimneys.

For final inspection, call Inspector and submit a survey showing the location of the building on the lot, as built, and the date of completion of the building.

**NOTE: FINAL INSPECTION CANNOT BE CARRIED OUT UNTIL THE BUILDING IS READY FOR OCCUPANCY.**

Accessory building and exterior portions of heating and air-conditioning systems, etc., are subject to setback requirements of the Zoning By-Law. Installation before approval and issuance of a permit may require costly re-location or removal.

**YOU MAY CONTACT THE BUILDING INSPECTORS AT: (905) 546-3950,  
BETWEEN THE HOURS OF 8:00 A.M. AND 9:30 A.M.**

The **Ministry of the Environment and Climate Change** requires you to have a plan to control emissions from your construction or demolition site. Dust and other air pollution from demolition and construction can impact greatly on the health and quality of life of people working and living close to these sites. Section 49 of Ontario Regulation 419/05 states that no contaminant shall be carried beyond the limits of the property on which your construction or demolition is taking place unless every step necessary to control the emission of the contaminant has been implemented. The easiest way to control these emissions is to prepare a contaminant control plan. A plan should include, but not be limited to:

1. Identification of the main sources of emission such as: On site traffic, Unpaved or paved roads/areas, Styrofoam rasping for stucco & Material spills
2. Potential causes for any high dust or contaminant emissions resulting from the identified sources.
3. Preventative and control measures in place to control any emissions identified.
4. Inspection and maintenance procedures to ensure effective implementation of any preventative or control measures.

Failure to control emissions from your site may result in stop work orders, tickets, or charges. If you have any questions or concerns regarding this letter, please call the

**Hamilton District Office of the Ministry of the Environment and Climate Change at 905.521.7650**

## OTHER APPLICABLE LEGISLATION

As a holder of a valid building permit issued under section 8(1) of the Ontario Building Code Act, be advised that there is other applicable legislation which your proposed construction may be subject to. For your information, listed below are some applicable legislation you should be aware of and may wish to pursue to determine applicability and their requirements. For an additional comprehensive list, refer to Div. A. Article 1.4.1.3. of the Ontario Building Code.

**Electrical Safety Authority** -- All electrical wiring must be inspected by the Electrical Safety Authority (ESA), at 1-877-372-7233. Ensure that the minimum horizontal clearance requirements from existing power lines comply with the ESA requirements.

**Public Trees on the Road Allowance or on Public Property** -- Construction and/or equipment on site may affect publicly owned trees on the road allowance. For application of the Tree By-Law, please contact the Environmental Services Office at (905) 546-2424 ext. 7375.

**Driveway Access** -- New driveway approaches and/or culverts may require a permit issued by the Traffic Department. Contact for Residential at (905) 546-2424 ext. 4578 or Commercial at (905) 546-2424 ext. 5675.

**Commercial Sewer & Water Permits** -- Call (905) 546-2424 ext. 2822.

**Smoke Alarms/ CO<sub>2</sub>** --Existing residential dwellings are required to be equipped with smoke alarms on all floor levels as per the Ontario Fire Code. CO<sub>2</sub> Detectors are required adjacent to each sleeping area. Contact Hamilton Fire Prevention at (905) 546-2424 ext.1380.

**Licence(Business establishment)** -- May be required from the Parking & By-law Services Division at (905) 546-2782.

**Ministry of Labour - Construction Health & Safety Branch** -- Notice of Project required to be submitted for all projects valued at \$50,000 or more. Please call (905) 577-6221.

**Locate Service** --Call Before you Dig at 1-800-400-2255 for services location prior to excavation.

**Technical Standards& Safety Authority**— gasoline, fuel oil, waste oil, piping, and above or underground tanks Installation, Call 1-877-682-8772.

**Contractor's Licence** -- A Regional Trade Licence may be required by contractor. Contact Parking & By-law Services Division at (905) 546-2782.

**Health Department** -- Contact the Health Department/Environmental Health Branch at (905) 546-3570.

**Alcohol and Gaming Commission** -- Regarding licensing indoor and outdoor areas (416) 326-8700.

**Worker's Compensation Board** -- All BUSINESSES having work completed should ensure that contractors are in good standing with the W.C.B. Please contact the Revenue Department at (905) 523-1800.

**TransCanada Pipelines** -- Prior to any excavation or blasting activity on or within 30 metres of a pipeline right-of-way, please call 1-800-827-5094 and/or 1-800-400-2255.

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### **Revised Lot Grading Policy - Criteria and Standards for New Development as of 01/01/12**

**Financial Securities** - Securities required by the City have changed for consistency and to ensure conformity with the revised standards. Refer to Section 2.5.1.1 and 2.5.1.2 of the policy.

**Plot Plan Approval** - Design criteria for lot grading has been enhanced requiring consultants to specify existing and proposed features on the plot plan. Most notably, the plan must now show the top of the footing and the top of foundation wall elevations. Refer to Policy Section 2.5.4.3 for more detailed information.

**Lot Grading Approval** - The Lot Grading Approval and Certification process has also been enhanced. The City now requires: the builder's surveyor take elevations at different stages of house construction; provide the City with an as-built plot plan; and final approval of lot grading cannot occur until after at least (1) winter has passed and the sodding of the lot is complete. Refer to Policy Sections 2.5.3, 2.5.5 and 2.5.6 for more detailed information.

The new Lot Grading Policy, Criteria, and Standards may be viewed on the City's website at:

<http://www.hamilton.ca/CityDepartments/PlanningEcDev/Divisions/GrowthManagement/EngineeringDesignAndConstruction.htm>

Questions regarding the approved policy, contact: Growth Management Division 905-546-2424 Ext. 2822

Questions? See reverse for contact information.

**Your Bill**

**Electricity Charges For Nov 06, 2017 To Nov 28, 2017**

Electricity			
Mid Peak Usage	10.76kWh @ 0.0950000		\$1.02
On Peak Usage	1.45kWh @ 0.1320000		\$0.20
<i>Electricity provided by Alectra Utilities as Standard Supply Service</i>			

Delivery			\$17.08
Regulatory Charges			\$0.23
Debt Retirement Charge			\$0.00

**Total Electricity Charges \$18.53**

H.S.T. #728604299			\$2.41
8% Provincial Rebate			\$1.48CR

**Sub Total \$19.46**

**Water & Wastewater/Storm Charges For Oct 04, 2017 To Nov 29, 2017**

Water Fixed Charge	56 days @ \$ 0.33		\$18.48
Wastewater/Storm Fixed	56 days @ \$ 0.34		\$19.04

**Total Water & Wastewater/Storm Charges \$37.52**  
**Prior Balance \$0.00**

**Total Amount You Owe - Due Jan 02, 2018 \$56.98**

**ASSUNTA ZIZZA**

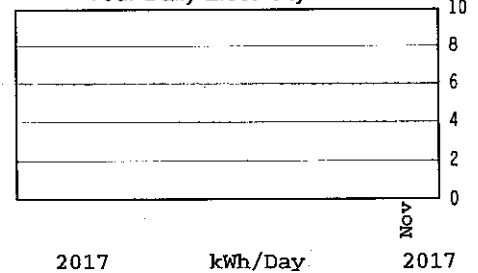
**Account Number: 896286-005**

**Service Address:**  
174 FIRST RD W  
STONE CREEK ON

**Date Your Bill Was Prepared:**  
Dec 13, 2017

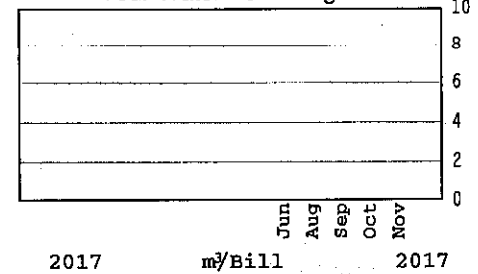
**Thank You For Your Payment:**  
\$18.76

Your Daily Electricity Billed



Historical Usage	This Year	Last Year
Electric-kWh/day	0.55	N/A

Your Water Per Billing



905-546-4426  
# 4426  
Debbie

Ontario's Fair Hydro Plan substantially lowers electricity bills for typical residential consumers. This includes the eight per cent rebate introduced in January 2017, and builds on previous initiatives to deliver broad-based relief on all electricity bills.

**alectrautilities.com**  
Effective November 1st, Time of Use and RPP Winter time frames are in effect. Visit our website **PAYING YOUR BILL ELECTRONICALLY?** Continue to pay Horizon Utilities.

**Next Scheduled Reading Date is tentatively set for Dec 27, 2017**

Please see reverse side for further information.  
Amount owing after the due date is subject to interest @ 19.56% per year.  
The debt retirement charge pays down the debt of the former Ontario Hydro.

**Conservation Tip**  
Reduce your energy consumption this holiday season by plugging your outdoor lights into a timer. Visit, <http://bit.ly/SOETimer> to save \$4.

Your Usage For This Period								Rate Class: Residential		
	Meter Number	Meter Type	Reading Is An	Number Of Days	Reading At Start Of Period	Reading At End Of Period	Multiplier	Measured Usage	Adjustment Factor	Adjusted Usage
Electric	7173018	R2S	Actual	22	0.97	11.24	1.0	12.21	1.0379	12.64
Water	Unmetered			56				0.00		

Please continue to make your payment to Horizon Utilities



Alectra Utilities Corporation  
 PO Box 2249, STN LCD 1, Hamilton, ON L8N 3E4  
 www.alectrautilities.com

Questions? See reverse for contact information.

**Your Bill**

**Electricity Charges For Nov 28, 2017 To Dec 23, 2017**

Electricity			
Mid Peak Usage	26.12kWh @ 0.0950000		\$2.48
On Peak Usage	2.00kWh @ 0.1320000		\$0.27
<i>Electricity provided by Alectra Utilities as Standard Supply Service</i>			

Delivery			\$23.57
Regulatory Charges			\$0.36
Debt Retirement Charge			\$0.00

**Total Electricity Charges \$26.68**

H.S.T. #728604299			\$3.47
8% Provincial Rebate			\$2.13CR

**Sub Total \$28.02**

**Water & Wastewater/Storm Charges For Nov 29, 2017 To Dec 23, 2017**

Water Fixed Charge	24 days @ \$ 0.33		\$7.92
Wastewater/Storm Fixed	24 days @ \$ 0.34		\$8.16

**Total Water & Wastewater/Storm Charges \$16.08**  
**Prior Balance \$0.00**

**Total Amount You Owe - Due Jan 31, 2018 \$44.10**

**ASSUNTA ZIZZA**

**Account Number: 896286-005**

**Service Address:**

174 FIRST RD W  
 STONEY CREEK ON

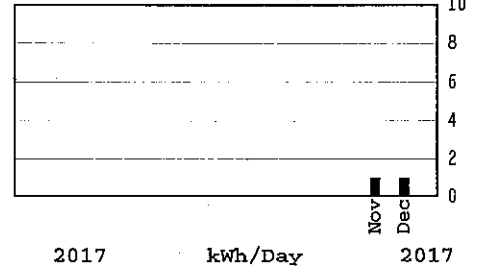
**Date Your Bill Was Prepared:**

Jan 11, 2018

**Thank You For Your Payment:**

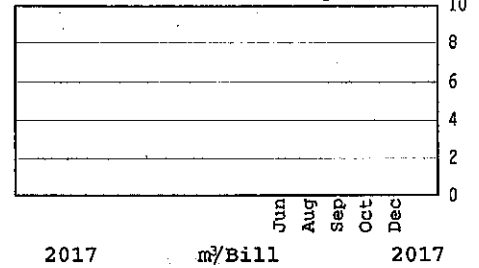
\$56.98

Your Daily Electricity Billed



Historical Usage	This Year	Last Year
Electric-kWh/day	1.12	N/A

Your Water Per Billing



Ontario's Fair Hydro Plan substantially lowers electricity bills for typical residential consumers. This includes the eight per cent rebate introduced in January 2017, and builds on previous initiatives to deliver broad-based relief on all electricity bills.

**alectrautilities.com**  
 Effective November 1st, Time of Use and RPP Winter time frames are in effect. Visit our website **PAYING YOUR BILL ELECTRONICALLY?** Continue to pay Horizon Utilities.

**Next Scheduled Reading Date is tentatively set for Jan 23, 2018**

Please see reverse side for further information.  
 Amount owing after the due date is subject to interest @ 19.56% per year.  
 The debt retirement charge pays down the debt of the former Ontario Hydro.

**Conservation Tip**  
 Reduce your energy consumption this holiday season by plugging your outdoor lights into a timer. Visit, <http://bit.ly/SOETimer> to save \$4.

Your Usage For This Period								Rate Class: Residential			
	Meter Number	Meter Type	Reading Is An	Number Of Days	Reading At Start Of Period	Reading At End Of Period	Multiplier	Measured Usage	Adjustment Factor	Adjusted Usage	
Electric	7173018	R2S	Actual	25	11.24	39.36	1.0	28.12	1.0379	29.19	
Water	Unmetered			24				0.00			

Please continue to make your payment to Horizon Utilities



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 PO Box 2249, STN LCD 1, Hamilton, ON L8N 3E4  
 www.alectrautilities.com

951208

Questions? See reverse for contact information.

**Your Bill**

**Electricity Charges For Dec 23, 2017 To Jan 26, 2018**

Electricity			
Off Peak Usage	42.71kWh @ 0.0650000		\$2.78
Mid Peak Usage	31.04kWh @ 0.0950000		\$2.95
On Peak Usage	14.75kWh @ 0.1320000		\$1.94
<i>Electricity provided by Alectra Utilities as Standard Supply Service</i>			
Delivery			\$24.54
Regulatory Charges			\$0.61
Debt Retirement Charge			\$0.00

**Total Electricity Charges \$32.82**

H.S.T. #728604299 \$4.27  
8% Provincial Rebate \$2.63CR

**Sub Total \$34.46**

**Water & Wastewater/Storm Charges For Dec 02, 2017 To Jan 26, 2018**

Wtr/Swr Flat Rate Adjustment			\$14.07CR
Water Usage Charge	25.00 m3 @ \$ 1.51		\$37.75
Water Usage Charge	30.00 m3 @ \$ 1.45		\$43.50
Wastewater/Storm Usage Charge	25.00 m3 @ \$ 1.63		\$40.75
Wastewater/Storm Usage Charge	30.00 m3 @ \$ 1.56		\$46.80

**Total Water & Wastewater/Storm Charges \$154.73**  
**Prior Balance \$0.00**

**Total Amount You Owe - Due Mar 01, 2018 \$189.19**

**ASSUNTA ZIZZA**

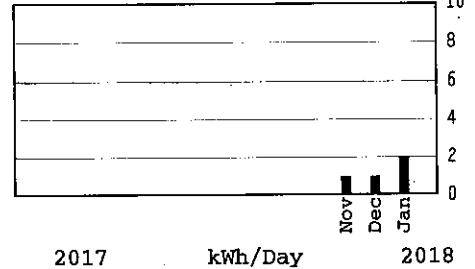
**Account Number: 896286-005**

**Service Address:**  
174 FIRST RD W  
STONEY CREEK ON

**Date Your Bill Was Prepared:**  
Feb 09, 2018

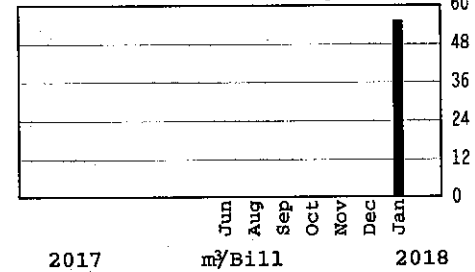
**Thank You For Your Payment:**  
\$44.10

Your Daily Electricity Billed



Historical Usage	This Year	Last Year
Electric-kWh/day	2.62	N/A

Your Water Per Billing



Ontario's Fair Hydro Plan substantially lowers electricity bills for typical residential consumers. This includes the eight per cent rebate introduced in January 2017, and builds on previous initiatives to deliver broad-based relief on all electricity bills.

**alectrautilities.com**  
Effective January 1st, rates have changed. Visit our website for updates.  
**PAYING YOUR BILL ELECTRONICALLY?**  
Continue to pay Horizon Utilities.

**Next Scheduled Reading Date is tentatively set for Feb 22, 2018**

Please see reverse side for further information.  
Amount owing after the due date is subject to interest @ 19.56% per year.  
The debt retirement charge pays down the debt of the former Ontario Hydro.

**Conservation Tip**  
Reduce your energy consumption this holiday season by plugging your outdoor lights into a timer. Visit: <http://bit.ly/SOEtimer> to save \$4.

**Your Usage For This Period**

Meter Number	Meter Type	Reading Is An	Number Of Days	Reading At Start Of Period	Reading At End Of Period	Multiplier	Measured Usage	Adjustment Factor	Adjusted Usage
Electric	7173018	R2S	Actual	34	39.36	1.0	88.50	1.0379	91.85
Water	Unmetered			55			55.00		

Rate Class: Residential



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 www.alectrautilities.com

**Your Bill**

**Electricity Charges For Jan 26, 2018 To Feb 27, 2018**

Electricity			
Off Peak Usage	132.27kWh @ 0.0650000		\$8.60
Mid Peak Usage	36.98kWh @ 0.0950000		\$3.51
On Peak Usage	33.82kWh @ 0.1320000		\$4.46
<i>Electricity provided by Alectra Utilities as Standard Supply Service</i>			
Delivery			\$27.22
Regulatory Charges			\$1.07
Debt Retirement Charge			\$0.00

**Total Electricity Charges \$44.86**

H.S.T. #728604299 \$5.83  
 8% Provincial Rebate \$3.59CR

**Sub Total \$47.10**

**Water & Wastewater/Storm Charges For Jan 26, 2018 To Feb 28, 2018**

Water Usage Charge	30.00 m3 @ \$ 1.51	\$45.30
Wastewater/Storm Usage Charge	30.00 m3 @ \$ 1.63	\$48.90

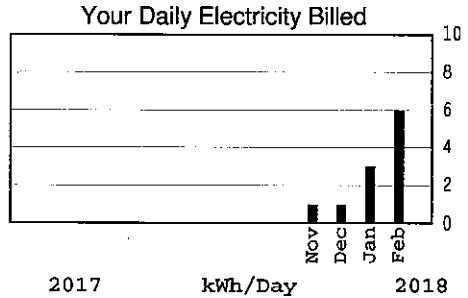
**Total Water & Wastewater/Storm Charges \$94.20**  
**Prior Balance \$0.00**

**Total Amount You Owe - Due Apr 03, 2018 \$141.30**

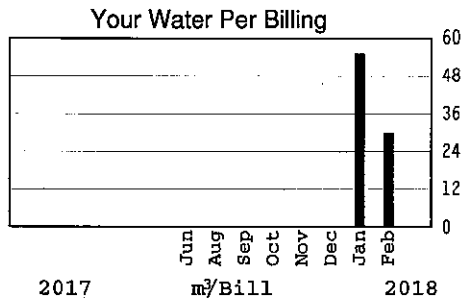
*2208*

Questions? See reverse for contact information.

**ASSUNTA ZIZZA**  
**Account Number: 896286-005**  
**Service Address:**  
 174 FIRST RD W  
 STONEY CREEK ON  
**Date Your Bill Was Prepared:**  
 Mar 14, 2018  
**Thank You For Your Payment:**  
 \$189.19



Historical Usage	This Year	Last Year
Electric-kWh/day	6.34	N/A



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**alectrautilities.com**  
 Effective January 1st, rates have changed. Visit our website for updates.  
**PAYING YOUR BILL ELECTRONICALLY?**  
 Continue to pay Horizon Utilities.

**Next Scheduled Reading Date is tentatively set for Mar 22, 2018**

Please see reverse side for further information.  
 Amount owing after the due date is subject to interest @ 19.56% per year.  
 The debt retirement charge pays down the debt of the former Ontario Hydro.

**Conservation Tip**  
 Reduce your energy consumption this holiday season by plugging your outdoor lights into a timer. Visit, <http://bit.ly/SOEtimer> to save \$4.

Your Usage For This Period								Rate Class: Residential		
	Meter Number	Meter Type	Reading Is An	Number Of Days	Reading At Start Of Period	Reading At End Of Period	Multiplier	Measured Usage	Adjustment Factor	Adjusted Usage
Electric	7173018	R2S	Actual	32	127.86	330.93	1.0	203.07	1.0379	210.77
Water	Unmetered			33				30.00		

Please continue to make your payment to Horizon Utilities



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*2208*



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Questions? See reverse for contact information.

**Your Bill**

**Electricity Charges For Feb 27, 2018 To Mar 24, 2018**

Electricity			
Off Peak Usage	87.79kWh @ 0.0650000	\$5.71	
Mid Peak Usage	31.59kWh @ 0.0950000	\$3.00	
On Peak Usage	31.38kWh @ 0.1320000	\$4.14	
<i>Electricity provided by Alectra Utilities as Standard Supply Service</i>			

Delivery		\$25.93	
Regulatory Charges		\$0.86	
Debt Retirement Charge		\$0.00	

**Total Electricity Charges \$39.64**

H.S.T. #728604299	\$5.15
8% Provincial Rebate	\$3.17CR

**Sub Total \$41.62**

**Water & Wastewater/Storm Charges For Feb 28, 2018 To Mar 24, 2018**

Water Usage Charge	30.00 m3 @ \$ 1.51	\$45.30
Wastewater/Storm Usage Charge	30.00 m3 @ \$ 1.63	\$48.90

**Total Water & Wastewater/Storm Charges \$94.20**

**Prior Balance \$0.00**

**Total Amount You Owe - Due May 01, 2018 \$135.82**

**ASSUNTA ZIZZA**

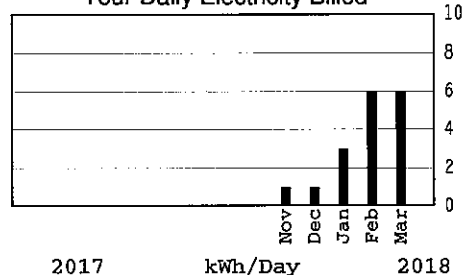
**Account Number: 896286-005**

**Service Address:**  
 174 FIRST RD W  
 STONEY CREEK ON

**Date Your Bill Was Prepared:**  
 Apr 11, 2018

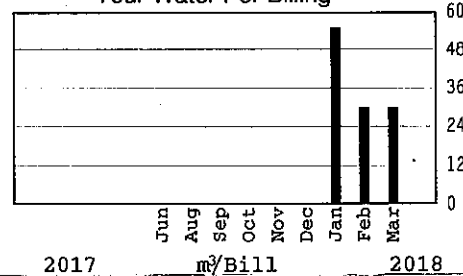
**Thank You For Your Payment:**  
 \$141.30

Your Daily Electricity Billed



Historical Usage	This Year	Last Year
Electric-kWh/day	6.04	N/A

Your Water Per Billing



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**Next Scheduled Reading Date is tentatively set for Apr 23, 2018**

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**alectrautilities.com**  
**PAYING YOUR BILL ELECTRONICALLY?**  
 Continue to pay Horizon Utilities.

**Conservation Tip**  
 Reduce your energy consumption this holiday season by plugging your outdoor lights into a timer. Visit, <http://bit.ly/SOEtimer> to save \$4.

Your Usage For This Period								Rate Class: Residential		
	Meter Number	Meter Type	Reading Is An	Number Of Days	Reading At Start Of Period	Reading At End Of Period	Multiplier	Measured Usage	Adjustment Factor	Adjusted Usage
Electric	7173018	R2S	Actual	25	330.93	481.69	1.0	150.76	1.0379	156.47
Water	Unmetered			24				30.00		

Please continue to make your payment to Horizon Utilities



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 www.alectrautilities.com

Questions? See reverse for contact information.

**Your Bill**

**Electricity Charges For Mar 24, 2018 To Apr 25, 2018**

Electricity			
Off Peak Usage	85.99kWh @ 0.0650000		\$5.60
Mid Peak Usage	26.75kWh @ 0.0950000		\$2.54
On Peak Usage	23.61kWh @ 0.1320000		\$3.12
<i>Electricity provided by Alectra Utilities as Standard Supply Service</i>			

Delivery			\$25.39
Regulatory Charges			\$0.80

**Total Electricity Charges \$37.45**

H.S.T. #728604299			\$4.87
8% Provincial Rebate			\$3.00CR

**Sub Total \$39.32**

**Water & Wastewater/Storm Charges For Apr 12, 2018 To Apr 23, 2018**

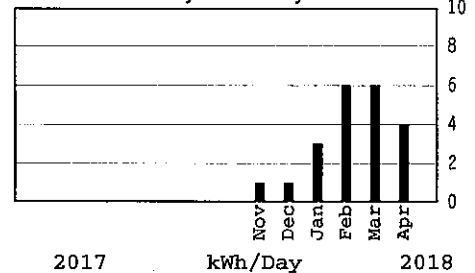
Wtr/Swr Flat Rate Adjustment			\$59.66
Water Fixed Charge	11 days @ \$ 0.34		\$3.74
Consumption Block 1 (0 - 10m3)	4.00 m3 @ \$ 0.75		\$3.00
Consumption Block 2 (> 10m3)	7.00 m3 @ \$ 1.49		\$10.43
Wastewater/Storm Fixed	11 days @ \$ 0.36		\$3.96
Treatment Block 1 (0 - 10m3)	4.00 m3 @ \$ 0.81		\$3.24
Treatment Block 2 (> 10m3)	7.00 m3 @ \$ 1.61		\$11.27

**Total Water & Wastewater/Storm Charges \$95.30**  
**Prior Balance \$5.82**

**Total Amount You Owe - Due May 30, 2018 \$140.44**

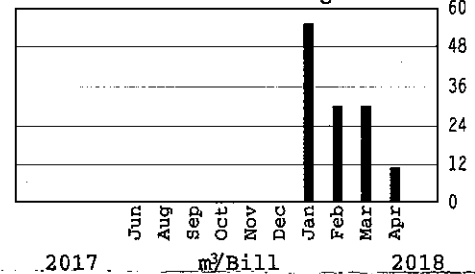
**ASSUNTA ZIZZA**  
**Account Number: 896286-005**  
**Service Address:**  
 174 FIRST RD W  
 STONEY CREEK ON  
**Date Your Bill Was Prepared:**  
 May 10, 2018  
**Thank You For Your Payment:**  
 \$130.00

Your Daily Electricity Billed



Historical Usage	This Year	Last Year
Electric-kWh/day	4.25	N/A
Water-m <sup>3</sup> /day	1.00	N/A

Your Water Per Billing



\*IF YOUR PRIOR BALANCE IS PAST DUE, THE DUE DATE ON THIS INVOICE DOES NOT APPLY TO THE PRIOR BALANCE, REFER TO YOUR INTERRUPTION OF SERVICE NOTICE.\*Ontario's Fair Hydro Plan substantially lowers electricity bills for typical residential consumers. This includes the 8% rebate introduced in January 2017, and builds on previous initiatives to deliver broad-based relief on all electricity bills.

**Next Scheduled Reading Date is tentatively set for May 24, 2018**

Please see reverse side for further information.  
 Amount owing after the due date is subject to interest @ 19.56% per year.  
 The debt retirement charge pays down the debt of the former Ontario Hydro.

**alectrautilities.com**  
 Rates have changed as of April 1  
 Please visit our website for more information.  
**PAYING YOUR BILL ELECTRONICALLY?**  
 Continue to pay Horizon Utilities.

**Conservation Tip**  
 Reduce your energy consumption this holiday season by plugging your outdoor lights into a timer. Visit, <http://bit.ly/SOBTimer> to save \$4.

Your Usage For This Period								Rate Class: Residential		
	Meter Number	Meter Type	Reading Is An	Number Of Days	Reading At Start Of Period	Reading At End Of Period	Multiplier	Measured Usage	Adjustment Factor	Adjusted Usage
Electric	7173018	R2S	Actual	32	481.69	618.04	1.0	136.35	1.0379	141.52
Water	554113722	0020	Estimate	11	0	11	1.0	11.00		

Please continue to make your payment to Horizon Utilities



**Alectra Utilities Corporation**  
 PO Box 2249, STN LCD 1, Hamilton, ON L8N 3E4  
 www.alectrautilities.com



**6.1(a)****New Residential Builds Water Billing and Metering Process**

**Waterworks Bylaw (R84-026)**: Stipulates that property owners are liable to pay current water rates once their property is supplied with water from a City watermain.

The rationale for the application of user fees during construction is supported by the fairness/equity principle that growth should pay for the utilities utilized and not be subsidized by existing ratepayers.

**Construction Water Fee**

Approved by Council and effective January 1, 2013, is related to cost recovery of City-provided unmetered water used for construction prior to meter installation. The fee recognizes that unmetered water is available and used for construction purposes for some length of time until a water meter is installed. Several Ontario municipalities charge a similar fee.

The fees vary according to type of construction (single residential, multi-residential and ICI) and are paid at the time building permits are issued. The 2018 residential construction water fee is as follows:

Single Residential (per lot or townhouse)	<b>\$91.40</b>
---	----------------

**Commencement of Monthly Water Billings**

Since 2009, the City has established a consistent practice as to when water and wastewater/storm fees commence for new residential homes. Billings are commenced when the insulation inspection occurs, on a flat rate (non-metered) basis unless a water meter has already been installed. The flat/unmetered rate is based on an assumed consumption of 1m<sup>3</sup>/day which at 2018 rates equates to a daily cost of \$3.10 (water + wastewater/storm). Where the water meter is installed, the current daily fixed charges for a metered residence is \$0.70 (water+wastewater/storm) plus metered consumption tiered rates for Block One of \$0.75/m<sup>3</sup> for water and \$0.81/m<sup>3</sup> for wastewater/storm and at Block Two of \$1.49m<sup>3</sup> for water and \$1.61/m<sup>3</sup> for wastewater/storm.

Advisement of above has been provided by including a "Notification Regarding Initial Water/Wastewater Billings and New Water Meter Installation" as part of the new home building permit package (attached).

**Mandatory Water Meter Installation**

Water meters must be installed at time of occupancy inspection but it is up to each builder to decide when to install a water meter prior to occupancy, bearing in mind the user fees described above once a home reaches the insulation inspection stage. Approximately two thirds of new homes have water meters installed prior to the insulation inspection thereby avoiding flat/unmetered water billings.



Planning and Economic Development Department  
 Building Division  
 71 Main Street West - 3rd Floor  
 Hamilton, Ontario L8P 4Y5  
 905-546-2720  
 Email: building@hamilton.ca

For Inspections Please Call:  
**905-546-3950**

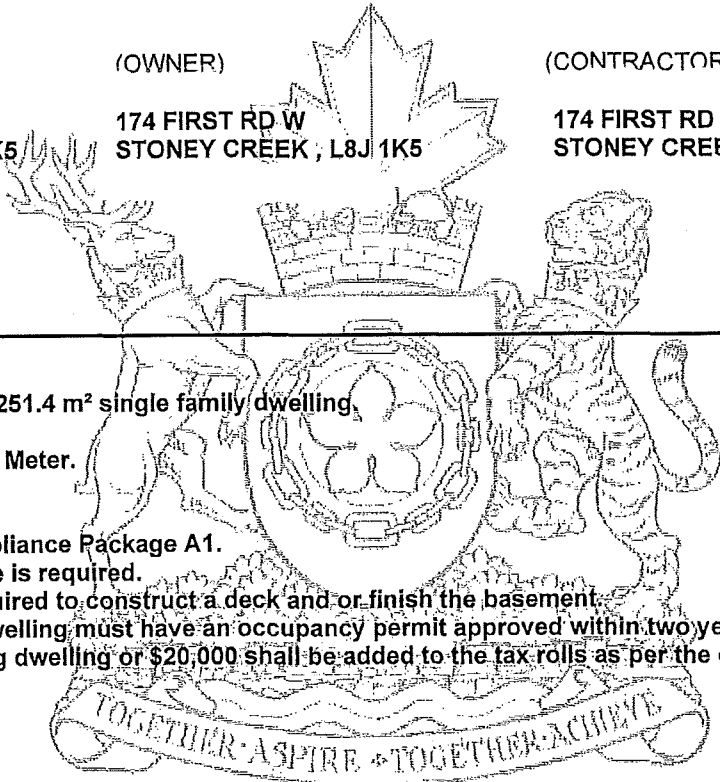
Hamilton

# BUILDING PERMIT

**PERMIT NO. 17 114169 00 R9**  
**174 FIRST RD W , STONEY CREEK**  
**CON 7 PT LOT 26 SLT SC**  
**Part 9 - Residential - Single Family Dwelling**  
**Roll Number: 251800365034800000 Ward 09**

This Permit is issued to:

(APPLICANT)	(OWNER)	(CONTRACTOR)
174 FIRST RD W STONEY CREEK , L8J 1K5	174 FIRST RD W STONEY CREEK , L8J 1K5	174 FIRST RD W STONEY CREEK , L8J 1K5



**Description of Work:**  
 To construct a 2-storey, 251.4 m<sup>2</sup> single family dwelling,  
 Model: Custom  
 To install a 20 mm Water Meter.

**Notes and Conditions:**  
 SB-12 Prescriptive Compliance Package A1.  
 A final grading certificate is required.  
 A separate permit is required to construct a deck and/or finish the basement.  
 The new single family dwelling must have an occupancy permit approved within two years of the date of the demolition of the existing dwelling or \$20,000 shall be added to the tax rolls as per the conditions registered on title.

Zoning Data: Front Yard 6m Rear Yard 7.5 m Side Yard 1.2/1.0 m Zoning R2

REVIEWED BY: Shawn Howarth (Zoning) Shawn Howarth (Building)

**NOTICE**

<p><b>PLANS AND DOCUMENTS</b>                  The Plans and documents, on the basis of which this Permit was issued, shall be kept on site.</p>	<p><b>CONSTRUCTION</b>                  All construction proposed and authorized, hereto, shall, in all respects, conform with the plans submitted and reviewed, the provisions of the Building Code Act and the Ontario Building Code, as amended, the Bylaws of the City of Hamilton and any other applicable law. It is the responsibility of the permit holder to ensure that the work authorized by this permit is carried out in accordance with the requirements set out, hereto.</p>
<p><b>REVOCATION</b>                  This permit may be revoked if it was issued on the basis of mistaken or false information or in error, or where the construction has been substantially suspended or discontinued for a period in excess of one year. This permit will be deemed to have lapsed, and will be revoked if construction has not commenced within six months of the date of issue.</p>	

ISSUED BY: Shawn Howarth  
 FOR CHIEF BUILDING OFFICIAL

DATE ISSUED: July 14, 2017

CONSTRUCTION VALUE: \$460,043.00



Planning and Economic Development Department  
Building Division  
71 Main Street West - 3rd Floor  
Hamilton, Ontario L8P 4Y5  
905-546-2720  
Email: [building@hamilton.ca](mailto:building@hamilton.ca)

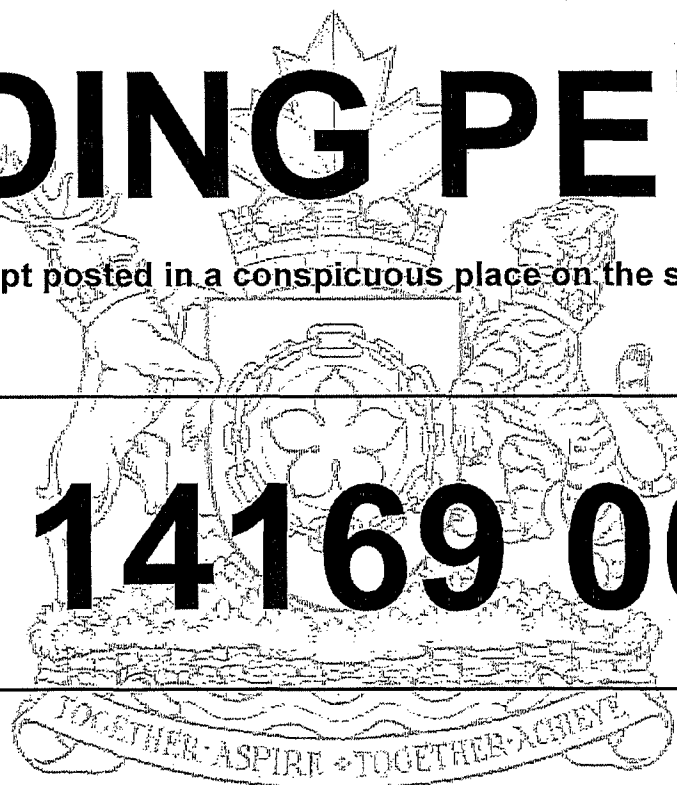
For Inspections Please Call:  
905-546-3950

Hamilton

# BUILDING PERMIT

This placard must be kept posted in a conspicuous place on the site of construction.

17 1 14169 00 R9



**Location:** 174 FIRST RD W , STONEY CREEK

**Permit Category:** Part 9 - Residential - Single Family Dwelling

**Date Issued:** July 14,2017

**Ed VanderWindt**  
Chief Building Official  
City of Hamilton  
Building Division

For additional information please visit our building permit search website at <http://buildingpermits.hamilton.ca>

# INVOICE

## THE CITY OF HAMILTON

71 Main Street West  
Hamilton, Ontario

**INVOICE TO:**

174 FIRST RD W  
STONEY CREEK  
L8J 1K5

**INVOICE NO.:** 396925**INVOICE DATE:** 2017-06-15**PERMIT #:** 17 114169 000 00 R9

000000396925

**PROJECT LOCATION:** 174 FIRST RD W**PROJECT DESCRIPTION:**To construct a 2-storey, 251.4 m<sup>2</sup> single family dwelling.

Model: Custom

To install a 20 mm Water Meter.

<u>FEE DESCRIPTION</u>	<u>AMOUNT</u>
Water Meter Fee	\$ 404.60
Construction Water Fee	\$ 87.20
Building Permit	\$ 3,901.00
<b>TOTAL:</b>	<u>\$ 4,392.80</u>
<b>PAYMENT RECEIVED:</b>	\$ 4,392.80
<b>BALANCE:</b>	<u>\$ 0.00</u>



Hamilton

Planning and Economic Development Department  
 Building Division  
 71 Main Street West, 3rd Floor  
 Hamilton, Ontario, L8P 4Y5  
 Phone: 905-546-3950 Fax: 905-546-3934  
 Email: building@hamilton.ca

## APPLICATION FOR OCCUPANCY PERMIT

NO PERSON SHALL OCCUPY A BUILDING UNLESS AN OCCUPANCY PERMIT HAS BEEN ISSUED  
 Ontario Building Code - Division C - Sentence 1.3.3.4 (1)

ADDRESS: \_\_\_\_\_ PERMIT NO: \_\_\_\_\_  
 Municipal No. Street Name Lot No. Municipality

- 1) SUBMIT THIS FORM VIA FAX: 905-546-3934 OR EMAIL: building@hamilton.ca
- 2) YOU WILL BE CONTACTED WITHIN 1 BUSINESS DAY TO ARRANGE FOR AN OCCUPANCY INSPECTION
- 3) ALL OBC REQUIREMENTS NEED TO BE COMPLETED AND CHECKED [  ] PRIOR TO SUBMITTING THIS FORM

OBC REQUIREMENTS		COMPLETED	COMPLETED
* Water Meter _____ Serial # _____	<input type="checkbox"/>	* Sanitary Sewer Dye Test Certificate Note: Certificate to be attached (if applicable)	n/a <input type="checkbox"/>
Building Structure	<input type="checkbox"/>	* Final As-Built Survey	<input type="checkbox"/>
Insulation i.e. attic, floor levels, basement, garage	<input type="checkbox"/>	Interior Finishes i.e. walls protected by gypsum board, plywood, particleboard, OSB, waferboard or hardboard	<input type="checkbox"/>
Electrical Supply and Lighting	<input type="checkbox"/>	Heating System	<input type="checkbox"/>
Smoke Alarms /Carbon Monoxide Detector All Floor Levels - Interconnected	<input type="checkbox"/>	Ventilation System i.e. principal/supplemental exhaust fans, kitchen exhaust	<input type="checkbox"/>
Garage Gas Proofing i.e. self closing device, gas and exhaust fume barrier	<input type="checkbox"/>	Guards and Handrails (Interior\Exterior) i.e. stairs, landings, porch, deck	<input type="checkbox"/>
Plumbing Components and Systems i.e. water system, building drain and building sewer system, drainage system and venting system  i.e. fixtures, hot water tank, water temp. valve, backflow preventer and backwater valve	<input type="checkbox"/>	Assemblies i.e. fire separation/ fire resistance ratings	n/a <input type="checkbox"/>
		Septic System	n/a <input type="checkbox"/>
Grading Grading of Backfill (OBC 9.12.3.2.) - Backfill shall be graded to prevent drainage towards the foundation	<input type="checkbox"/>	Exits, floor access and egress systems	<input type="checkbox"/>
		Building Envelope i.e. exterior cladding, roofing, windows and doors	<input type="checkbox"/>

\* Occupancy Inspection will not be performed without Water Meter Serial #, Sanitary Sewer Dye Test Certificate and Final Survey

Where the occupancy inspection request is premature and an additional inspection is required,  
 an additional fee will apply as authorized by By-Law 08-161 as amended

COMPLETED OCCUPANCY PERMIT WILL BE FORWARDED VIA:  MAIL  FAX  EMAIL (SELECT ONE METHOD)

Owner/Builder: \_\_\_\_\_  
 Applicant - Print Signature Date  
 Address Street Name City Postal Code  
 Phone No. Fax No. Email



Hamilton

**Important Notice  
Regarding Initial  
Water/Wastewater  
Billings & New Water  
Meter Installation**

The City of Hamilton's Waterworks By-law, R84-026, as amended, states that all property owners are liable to pay current water rates once the property is supplied with water from a City watermain. **Billings are commenced when the insulation inspection occurs, on a flat rate (non-metered) basis unless a water meter has already been installed. To avoid flat rate billings request your water meter installation before you request an insulation inspection.**

Property owners, builders and constructors must email the property address along with the water meter permit # to [meteroperations@hamilton.ca](mailto:meteroperations@hamilton.ca) at least 6 City working/business days before contacting the City's water meter installation contractor at (800) 667 4387 for new water meter installations.

Property owners, builders and constructors who have connected to the City's water supply are required to have a water meter installed and a remote reading device for their water service. Where new construction is under way, the builder or constructor is responsible to have the meter installed during the time period before the final occupancy inspection, as carried out by the City's Building Department. In the case of new construction, failure to have the meter installed prior to the occupancy inspection may result in the issuance of an Order to Comply by the Building Department.

Additionally, if the City's installation contractor is unable to install the meter when scheduled because of unfavourable site conditions the property owner may be charged for a service call as per the Water Wastewater/Storm Fees and Charges By-law.

Property owners, builders and constructors are reminded that water meters are owned, installed and maintained by the City. It is a contravention of the Waterworks By-law, for anyone other than an authorized representative of the City to remove, repair, alter or replace water meters in the City of Hamilton. Anyone found to be contravening the City's Waterworks By-law in this regard may be subject to a maximum fine of \$5,000 per offence. The Waterworks By-law requires that all property owners, builders and constructors must protect all plumbing, including the water meter, from freezing.







**SUBJECT: Commercial Relationship Between the City of Hamilton and Ontario Inc. 2380585, c/o Wise and Hammer Inc. and Related Entities (FCS170805(a)/ BOH17042(a)) (City Wide) - Page 2 of 7**

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## **EXECUTIVE SUMMARY**

On November 9, 2017, the Procurement Sub-Committee met to discuss Report FCS17085/BOH17042, which recommended an interim ban be imposed upon Wise and Hammer for a period of up to 12 months. At that meeting, the Procurement Sub-Committee approved the Report and further directed staff to report back to the Audit, Finance and Administrative Committee before the end of the 12 month term in order to impose a ban for a longer period of time.

The purpose of this Report is to comply with the Procurement's Sub-Committee direct and recommend a ban against Ontario Inc. 2380585, c/o Wise and Hammer Inc. (Wise and Hammer), as well as any of its related corporate or individual entities, from competing or being awarded any City of Hamilton (City) Contract, due to documented poor performance and non-performance which has impaired the commercial relationship between the City and the vendor.

***Alternatives for Consideration – See Page 6***

## **FINANCIAL – STAFFING – LEGAL IMPLICATIONS**

**Financial:** Banning Wise and Hammer from the competitive bidding process would decrease the potential number of bidders for marketing and design related projects. However, it must be noted that all of the contracts in which Wise and Hammer have been awarded to date have been through direct award or through a non-competitive process.

**Staffing:** None

**Legal:** The City's right to ban a vendor from future bids or from entering into contracts with the City, where the commercial relationship between the City and vendor has been impaired due to the vendor's conduct, is set out in the Procurement Policy By-law No. 17-064.

## **HISTORICAL BACKGROUND**

In July, 2016, Wise and Hammer were engaged by the Tobacco Control Program (TCP) Section of Hamilton Public Health Services to complete four graphic/web design projects, two of which were directly for use by the City of Hamilton's TCP Section and two were for use by other Ontario Provincial Tobacco Control network partners, paid for by the Kingston, Frontenac and Lennox and Addington Public Health ("KFL&A").

From July to October 2016, Public Health staff met with Wise and Hammer to finalize the scope for the four projects and to create estimates for the work involved in each of

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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.*

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**SUBJECT: Commercial Relationship Between the City of Hamilton and Ontario Inc. 2380585, c/o Wise and Hammer Inc. and Related Entities (FCS170805(a)/ BOH17042(a)) (City Wide) - Page 3 of 7**

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the projects. City staff was of the understanding that Wise and Hammer was to develop a template for the first project and then replicate it for the remaining three projects. As a result of these discussions, the scope of work was finalized and Wise and Hammer issued four invoices: two to City of Hamilton and two to KFL&A for payment. All invoices indicated that they were due 30 days upon issuance. Full payment of the two respective City invoices (#397 and #398) was made to the vendor on or around October 21, 2016, for the total amount of \$19,323.00.

The invoices included the following term and condition:

*“Any items not outlined in this proposal shall be considered beyond the Scope of Work and will exceed the Estimated Fees. Out-of-scope items will require prior Client approval in the form of a Change Order (Change Request) before being added to the Scope of Work.”*

In January 2017, Wise and Hammer advised City staff via email that additional hours had been spent on the projects and that they were *“now 4x the agreed upon original budget in the hours used and over a month past the deliverables to be completed originally discussed”*. Prior to this communication with City staff, Wise and Hammer failed to advise or request approval from City staff for additional hours or extra work to be completed on the projects, as set out in the term and condition of their invoices.

Through the email communication dated January 13, 2017, City staff became aware that all work to date had been expended towards the first templated project being the KFL&A project *“Freeze the Industry”*. No other work had been completed on any of the three remaining projects.

In an effort to gain an understanding of the additional hours worked on the projects, City staff made repeated attempts to discuss the hours and request further information from Wise and Hammer to distinguish work that was completed from work not completed. Although no request for approval of additional hours or extra work had formally been made by the vendor, City staff indicated to Wise and Hammer that staff were willing to re-quote/re-scope the work as needed based on learnings from 1st campaign template package and bill accordingly, however, the vendor was non-responsive to the request to meet or discuss.

In February 2017, Wise and Hammer provided staff with information regarding work completed to date and work in progress. They noted that all items related to the City's invoices #397 & #398 were listed as “not started”. Only work related to the KFL&A project *Freeze the Industry* had been completed. On March 3, 2017, staff was finally provided with a “Detail Time Report” generated by Wise and Hammer. Although the report included project details and the number of hours worked from August 4, 2016 to February

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**SUBJECT: Commercial Relationship Between the City of Hamilton and Ontario Inc. 2380585, c/o Wise and Hammer Inc. and Related Entities (FCS170805(a)/ BOH17042(a)) (City Wide) - Page 4 of 7**

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17, 2017, the information that was provided was blended for all four projects without any separation of work completed by project.

After the receipt of the report, City staff requested a further breakdown of the information to delineate the projects. The vendor was again non-responsive to this request.

In April, 2017 City staff found it prudent to complete a Vendor Performance - Incident Reporting Form ("VP Form") and formally document the poor and non-responsiveness of the vendor. Wise and Hammer were given the opportunity to respond and as a result of that response, City staff requested a face-to-face meeting to discuss the VP Form and try to resolve the issue.

Representatives from Wise and Hammer along with City staff from the TCP Section and the Procurement Section met to discuss the vendor performance and non-performance issues and how best to proceed with the projects. It became apparent at that meeting that Wise and Hammer were not willing to complete the three remaining projects without further compensation. At the meeting, City staff once again requested the vendor to provide a breakdown of hours and notations to reflect the work that had taken place on the respective four projects. Wise and Hammer agreed to provide this detailed information. The City advised the vendor that the information was to be provided within two weeks (July 24, 2017).

On August 26, 2017, Wise and Hammer submitted Invoice #496 via email, entitled *FACT-1115-02 - Final Account Balance – Invoice*. All notations and information within the invoice reflected nearly the same information and level of detail as was provided by Wise and Hammer in the Detailed Time Report that they previously provided. The vendor also appears to have included additional hours in the details that were not previously reported or documented. As a result, staff was still neither able to determine which hours were expended towards work on the specific KFL&A projects or the City of Hamilton projects nor how much work is outstanding against the invoices that were previously paid.

Invoice #496 reflected an outstanding amount of \$15,460.66 charged to the City of Hamilton for additional hours that were spent on all four projects.

## **POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS**

The City may exercise its discretion to reject any future bid, proposal or quotation from and to not enter into any contract with Wise and Hammer or any of its related corporate or individual entities, in accordance with the terms of the City's Procurement Policy until such time Council considers that the commercial relationship of the parties is no longer impaired. The relevant portions of the Policy appear in the Analysis section below.

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**SUBJECT: Commercial Relationship Between the City of Hamilton and Ontario Inc. 2380585, c/o Wise and Hammer Inc. and Related Entities (FCS170805(a)/ BOH17042(a)) (City Wide) - Page 5 of 7**

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## RELEVANT CONSULTATION

Staff from the Tobacco Control Program Section has been involved in the discussions with the vendor and attended the meeting to discuss the vendor performance and non-performance issues. They have also been consulted with respect to the contents and recommendations set out in this Report.

## ANALYSIS AND RATIONALE FOR RECOMMENDATION

### Procurement Policy

The City of Hamilton's By-Law No. 17-064, Procurement Policy, Policy #1 – Vendor Eligibility, Section 4.1 (10) and (11) state the following:

(10) *Where the Manager of Procurement has demonstrated and the Procurement Sub-Committee is satisfied that there is sufficient evidence of act(s) or omission(s) described in this Policy #1 on the part of a vendor, **the Procurement Sub-Committee may impose an interim ban upon the vendor** from competing or being awarded any City Contract, under the following circumstances:*

- (a) *while an investigation is being conducted by the Manager of Procurement;*
- (b) *while there is documented poor performance or non-performance that has not been resolved to the City's satisfaction and which has impaired the commercial relationship between the City and the vendor such that the vendor ought to be precluded from submitting bids on other contracts until the vendor performance issues have been rectified; or*
- (c) *when a vendor has been found to be in breach of a City Contract and which breach has impaired the commercial relationship between the City and the vendor such that an interim ban is necessary in order to preclude the vendor from submitting bids on other contracts pending litigation or a final ban.*

*The interim ban may be imposed for a period of up to 12 months. The Procurement Sub-Committee's decision shall be final with respect to the interim ban.*

(11) *Where an interim ban is imposed under subsection (10), the Manager of Procurement shall, prior to the expiry of the interim ban, report to the appropriate standing committee of Council the status of the investigation and any recommendations for further action.*

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**SUBJECT: Commercial Relationship Between the City of Hamilton and Ontario Inc. 2380585, c/o Wise and Hammer Inc. and Related Entities (FCS170805(a)/ BOH17042(a)) (City Wide) - Page 6 of 7**

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Proposed Ban

In accordance with the Procurement Sub-Committee's direction to staff, this Report recommends a ban upon Wise and Hammer for a period of up to five years for documented poor performance and non-performance. At the time of this Report and to City staff's knowledge, no further work has been done on any of the remaining three projects since August 26, 2017. The only communication staff has received from Wise and Hammer has been monthly past due invoice reminders requesting payment of \$15,460.66.

The poor performance and non-performance demonstrated by Wise and Hammer has not been resolved to the City's satisfaction and has impaired the commercial relationship between the City and the vendor such that the vendor ought to be precluded from submitting bids on other contracts until the vendor performance issues have been resolved. It continues to be City staff's opinion that the vendor has demonstrated an unwillingness to work with the TCP Section staff to complete the projects in accordance with the scope of work and cost estimate developed in October 2016 and which cost estimate was prepaid to them in October 2016.

Allowing Wise and Hammer and any of its related corporate and individual entities to bid on further City projects or enter into new City contracts at this time would remove any incentive for them to complete the work and would excuse the vendor's poor performance, non-performance and work refusal which would likely impose additional strain on the commercial relationship between the City and the vendor.

**ALTERNATIVES FOR CONSIDERATION**

Council could lift the interim ban and continue to allow Wise and Hammer and any of its related corporate and individual entities to continue to bid on City projects despite the City staff recommendation. This alternative is not recommended given the significant difficulties that City staff has experienced with the vendor as set forth in this Report.

Council may wish to consider a shorter or longer ban than the proposed five year ban.

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**SUBJECT: Commercial Relationship Between the City of Hamilton and Ontario Inc. 2380585, c/o Wise and Hammer Inc. and Related Entities (FCS170805(a)/ BOH17042(a)) (City Wide) - Page 7 of 7**

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**ALIGNMENT TO THE 2016 – 2025 STRATEGIC PLAN**

**Community Engagement & Participation**

*Hamilton has an open, transparent and accessible approach to City government that engages with and empowers all citizens to be involved in their community.*

**Our People and Performance**

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

**APPENDICES AND SCHEDULES ATTACHED**

Appendix “A” to Report FCS170805(a)/BOH17042(a) - Chronology of Events for Vendor Performance Issues with Wise and Hammer

TI/dw





## Appendix "A" to Report FCS17085(a)/BOH17042(a)

Page 1 of 4

## Chronology of Events for Vendor Performance Issues with Wise and Hammer

On or around July, 2016	Wise and Hammer is engaged to complete four graphic/web design projects, two for use by the City of Hamilton Tobacco Control Program Division and two for use by other provincial Tobacco Control network partners, to be paid by the Kingston, Frontenac and Lennox and Addington Public Health ("KFL&A").
July and August, 2016	<p>Staff communicates with Wise and Hammer to finalize the scope of work involved in the four projects and to create estimates for each of the projects.</p> <p>City staff is of the understanding that a template is to be developed, based on the development of the first project and then replicated for the remaining three projects.</p>
August 30, 2016	<p>Wise and Hammer issue four estimates, detailing the description of services and the costs associated with the work. Estimates state:</p> <p><i>"Any items not outlined in this proposal shall be considered beyond the Scope of Work and will exceed the Estimated Fees. Out-of-scope items will require prior Client approval in the form of a Change Order (Change Request) before being added to the Scope of Work."</i></p>
September 22, 2016	<p>Wise and Hammer issue four invoices matching all information detailed in the estimates. Invoices include the same term and condition regarding change orders as set out above.</p> <p>All invoices are issued for the full amount of the cost of services as indicated in estimate and are due within 30 days of receipt.</p>
October 21, 2016	<p>City issues payment to Wise and Hammer for two respective invoices.</p> <p>KFL&amp;A issues payment as well.</p>
Months of August, 2016 through to January, 2017	Wise and Hammer works on project and continues to communicate with City of Hamilton staff regarding deliverables.
January 13, 2017	<p>Wise and Hammer advises City staff that additional hours have been spent on the projects and that they were <i>"now 4x the agreed upon original budget in the hours used and over a month past the deliverables to be completed originally discussed"</i>.</p> <p>City staff becomes aware that all work to date has been towards</p>

## Appendix "A" to Report FCS17085(a)/BOH17042(a)

Page 2 of 4

	<p>the KFL&amp;A project "<i>Freeze the Industry</i>" only. No other work has been completed on any of the three remaining projects.</p> <p>As of this date, no request for approval of additional hours or extra work has been made by the vendor to City staff.</p>
January 18, 2017	<p>City staff contact Wise and Hammer to schedule a face-to-face meeting to discuss the City's projects (including video and public service announcement) discuss, address the additional hours and develop a plan to move the projects forward with remainder of the work.</p> <p>City Staff indicates to Wise and Hammer that staff is willing to re-quote/re-scope as needed based on learnings from 1st campaign package and bill accordingly.</p>
February 2, 2017	<p>Wise and Hammer provides information regarding work completed to date and work in progress. They note that all items related to the City's invoices #397 &amp; #398 are listed as "not started". Only work related to the KFL&amp;A project <i>Freeze the Industry</i> has been completed.</p>
March 3, 2017,	<p>Staff receive email from Wise and Hammer indicating:</p> <p><i>"For all Projects there were a total of 316 hours allocated.</i></p> <p><i>We are now nearing 200 hours over our allocations with your account sitting at around 492.50 hrs.</i></p> <p><i>At your reduced rate that is an overage of around \$17,650.00 – I have attached your statement of account along with the original estimates."</i></p> <p>Included in the email, staff is provided with a "Detail Time Report" generated by the vendor. The report includes project details and number of hours worked from August 4, 2016 to February 17, 2017. It is clear from the report that the vendor used only one project title <i>Unfiltered Facts</i> to identify all project details and hours spent to date. There is no notation that any work was completed for the other remaining three projects.</p>
March 6, 2017	<p>City staff requests Wise and Hammer for a detailed list of work completed to date and all communication regarding the projects. Information is to be broken down by project and correspond to the applicable invoices paid.</p> <p>Wise and Hammer indicates information to be sent by March 13, 2017.</p>
March 14, 2017	<p>No information has been received.</p>

## Appendix "A" to Report FCS17085(a)/BOH17042(a)

Page 3 of 4

	City staff makes second request for same information.
March 24, 2017	<p>No information has been received.</p> <p>City staff makes third request for same information.</p> <p>Wise &amp; Hammer delivers to Tobacco Control Program Division office a USB with final campaign package files for KFL&amp;A project "<i>Freeze the Industry</i>". The USB is not formatted correctly. City staff emails Wise and Hammer requesting to have USB re-formatted.</p> <p>Final re-formatted USB with KFL&amp;A project files is delivered to City's office by end of day. After inspection of the files, City staff becomes aware that the files are not able to be modified or nor do they have the credentials to access or modify the website that was developed.</p>
April 27, 2017	City staff itemize their concerns in a formal Vendor Performance – Incident Reporting Form ("VP Form") and forward it to Wise and Hammer for comment.
May 17, 2017	Wise and Hammer submit their response to the VP Form.
June 19, 2017	City requests a face-to-face meeting to discuss the status of the projects and resolution to the matter. Numerous emails are exchanged to find a date and time convenient for all attendees.
July 10, 2017	<p>Meeting is held between Wise and Hammer and City staff from the Tobacco Control Program Division and Procurement Section.</p> <p>At the meeting, Wise and Hammer agrees to provide a breakdown of hours and notations to reflect the work that has taken place on the respective four projects.</p> <p>The City advises that this information is to be provided within two weeks (July 24, 2017).</p>
August 26, 2017	<p>Wise and Hammer Invoice #496, entitled <i>FACT-1115-02 - Final Account Balance – Invoice</i> is received by City staff. All notations in invoice reflect the nearly the same details as provided by Wise and Hammer in their previous Detailed Time Report. The invoice also reflects additional hours allocated to the four projects not previously report to City staff.</p> <p>Wise and Hammer failed to submit detailed tracking broken down by hours, project or invoice but rather resubmitted the invoices citing all hours and project details lumped together, with no delineation of one project from another.</p>

**Appendix "A" to Report FCS17085(a)/BOH17042(a)****Page 4 of 4**

	<p>Staff is not able to determine how much work remains outstanding against the invoices that were previously paid.</p> <p>Invoice #496 reflects an outstanding amount of \$15,460.66 charged to the City of Hamilton for additional hours spent on all four projects.</p>
May 2018	<p>City Procurement staff continue to receive email notices of a past due invoice from Wise and Hammer in the amount of \$15,460.66.</p>



**CITY OF HAMILTON**  
**CITY MANAGER'S OFFICE**  
**Audit Services Division**

<b>TO:</b>	Chair and Members Audit, Finance and Administration Committee
<b>COMMITTEE DATE:</b>	June 25, 2018
<b>SUBJECT/REPORT NO:</b>	Fraud and Waste Hotline Report (AUD18007) (City Wide)
<b>WARD(S) AFFECTED:</b>	City Wide
<b>PREPARED BY:</b>	Charles Brown CPA, CA. CPA (Illinois) 905-546-2424 x4469
<b>SUBMITTED BY:</b>	Charles Brown CPA, CA, CPA (Illinois) Director, Audit Services, City Manager's Office
<b>SIGNATURE:</b>	

### RECOMMENDATION

- (a) That Report AUD18007 respecting the implementation of a Fraud and Waste Hotline be received;
- (b) That the Director of Audit Services be directed to implement a Fraud and Waste Hotline;
- (c) That the Fraud and Waste Hotline be funded by the City of Hamilton from Reserves;
- (d) That intake to the Fraud and Waste Hotline be performed by an independent third party as part of a three year pilot project; and,
- (e) That the Director of Audit Services report back to the Audit, Finance and Administration Committee on the pilot during its third year.

### EXECUTIVE SUMMARY

The purpose of this report is to seek Council's approval for the pilot of a Fraud and Waste Hotline program to provide an independent resource for employees or members of the public to report wrongdoing involving City resources, anonymously if preferred.

In its 2018 biennial global study on occupational fraud, the Association of Certified Fraud Examiners reports that frauds are more likely to be detected when a Fraud and Waste hotline is in place. In fact these studies have consistently found tips to be the most common detection method in uncovering fraud and abuse. Accordingly many municipalities across Canada have implemented a Fraud and Waste Hotline to augment their fraud detection processes and improve the chance of early discovery of wrongdoing (see Appendix "A" to Report AUD18007).

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## **SUBJECT: Fraud & Waste Hotline Report (AUD18007) (City Wide) - Page 2 of 7**

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The implementation of a hotline, where citizens and employees are able to confidentially and anonymously report suspicions of wrongdoing, almost always results in significant increases in the reporting of fraud suspicions. The City of Winnipeg, for example, adopted a formal process under their Fraud, Theft and Related Irregularities Administration Standard, but the investigative uptake on their policy resulted in only about one complaint per year. When they implemented a hotline the number of reported issues rose to 42 per year.

Currently, the City of Hamilton does not have a Fraud and Waste hotline. The Director of Audit Services has primary responsibility for the investigation of fraud under the City's Fraud Policy and Protocol, and for wrongdoing reported by employees under the Whistleblower By-Law. An employee who wishes to disclose a serious wrongdoing of which s/he is aware must do so under the City's Whistleblower By-law. However, the by-law requires that the person reporting the wrongdoing identify him/herself to the Director of Audit Services. The loss of anonymity deters potential wrongdoing reporters as they fear reprisals for reporting on co-workers and management. For citizens, there is no formal channel to submit anonymous or confidential reports, and such reports are rare.

In our research, we have found that many municipalities implement a Fraud and Waste Hotline using the confidential services of a third-party provider. This allows for an efficient and effective overall approach by making confidential reporting available to citizens, municipal employees, and contractors/agents (collectively referred to as reporters) seven days a week, 24 hours a day for reporting their suspicions, or proof of fraud, waste or wrongdoing. Users can provide anonymous information using an on-line web reporting channel or through trained live agents via a toll-free telephone service. Hotline reports are vetted and classified by the service organization and screened by Audit Services for disposition. The hotline service also provides interactive dialogue capability to which the reporters can log on securely through a confidential pass number. Through such capabilities Audit Services can pose additional questions to the reporters within the security of a web-based application while maintaining anonymity. There are several other advantages:

- helps mitigate the risk of unethical behaviour and reinforces the City's commitment to corporate governance and accountability;
- offers a preventive tool that can be a valuable deterrent to minimize risks related to fraud and waste;
- increases the potential for early detection of issues which affords greater opportunity for loss recovery and minimizing overall loss;
- provides an efficient mechanism for administrating intake;
- enables 24/7 coverage accessible to both employees and members of the public;
- provides a secure, independent reporting channel for employees or citizens who are reluctant to report concerns because of possible compromise to their anonymity;
- identifies areas where internal controls need to be modified or enhanced; and,

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**SUBJECT: Fraud & Waste Hotline Report (AUD18007) (City Wide) - Page 3 of 7**

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- assists Audit Services in evaluating risks, identifying potential audits and formulating its risk based work plan.

The implementation of a Fraud and Waste Hotline also supports the commitment made as part of the management response to the Corporate Ethics Review performed in 2013 to review and establish procedures and protocols for gathering reports of suspected non-compliance events.

***Alternatives for Consideration – See Page 5*****FINANCIAL – STAFFING – LEGAL IMPLICATIONS (for recommendation(s) only)**

**Financial:** The cost for the third party operated Fraud and Waste Hotline has been estimated to be between \$25,000 and \$30,000 per year plus a one-time cost of set up and implementation of \$4,500. This does not include the cost of the City's Audit Services' staff time to investigate the wrongdoing allegations made by the reporters. Investigations are undertaken by the deferral of planned work or the use of contracted professionals which departments are expected to fund.

**Staffing:** Audit Services does not expect to increase staff with the introduction of a Fraud and Waste Hotline at this time. Other municipalities with a Fraud and Waste Hotline have dedicated from 0.5 FTE (City of Winnipeg) to 5.5 FTE (City of Toronto) to provide ongoing investigative resources. The need for such resources will depend on the results of the pilot and be brought to Council as part of the decision on whether to continue the hotline.

**Legal:** Assistance from Legal Services may be required to update the existing by-law and create the policy/procedure document for the Fraud and Waste Hotline.

**HISTORICAL BACKGROUND (Chronology of events)**

On April 10, 2003, the City Council approved the Fraud Policy and Protocol. Its purpose was to protect the City of Hamilton's revenue, property, information and other assets from being misappropriated either by members of the public, contractors, vendors, agents or its own employees. While it assigned responsibility to management for instituting controls to prevent and detect fraud, it did not encourage reporting instances when the controls may have been bypassed.

On November 11, 2009, City Council approved the Whistleblower By-Law (By-Law number 09-227). Its purpose was to encourage the reporting of serious wrongdoing, and protect reporters that have come forward to disclose the wrongdoing in good faith from reprisal. This by-law came into effect six months later on May 11, 2010.

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**SUBJECT: Fraud & Waste Hotline Report (AUD18007) (City Wide) - Page 4 of 7****POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS**

The Whistleblower By-Law 09-227 would have to be updated to reflect the implementation of a Fraud and Waste Hotline operated by an independent third party.

**RELEVANT CONSULTATION**

The Fraud and Waste Hotline reports produced by other municipalities were reviewed. Also, the Association of Certified Fraud Examiners website was consulted.

**ANALYSIS AND RATIONALE FOR RECOMMENDATION  
(Include Performance Measurement/Benchmarking Data if applicable)**

The current Whistleblower By-Law defines “serious wrongdoing” as:

- a) a contravention of the criminal code, federal or provincial statute/regulation or City by-law;
- b) an act of omission resulting, or likely to result, in misappropriation or misuse of City funds or assets;
- c) a contravention of the City’s Code of Conduct for Employees that is likely to result in profit, payment or compensation to the employee(s);
- d) an act of omission that creates or is likely to create a substantial and specific danger or harm to the life, health or safety of any person; or
- e) an act or omissions that create or is likely to create a substantial and specific danger or harm to the environment.

Over the eight year period (May 2010 to March 2018) that the Whistleblower By-Law was been in effect in the City of Hamilton only 28 disclosures of serious wrongdoing have been made to the Director of Audit Services. This averages to 3.5 reported cases of wrongdoing per year. This number is very low when compared to other cities across Canada (see the table below).

	<b>City of Sudbury</b>	<b>City of Toronto</b>	<b>City of Ottawa</b>	<b>City of Winnipeg</b>	<b>City of Edmonton</b>	<b>City of Calgary</b>
Number of Complaints Received on Fraud and Waste Hotline	80 (from June to Dec 2017)	687 (Jan to Dec 2014)	319 (Jan to Dec 2015)	45 (Jan to Dec 2015)	80 (Jan to Dec 2015)	59 (Jan to Dec 2014)

A Fraud and Waste Hotline operated by an independent third party would be viewed as independent, objective and more trustworthy. It would encourage and engage employees to report serious wrongdoing. Other cities that have implemented a fraud/waste hotline include Vaughan, Windsor, and Halifax.

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**SUBJECT: Fraud & Waste Hotline Report (AUD18007) (City Wide) - Page 5 of 7**

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**ALTERNATIVES FOR CONSIDERATION****(Include Financial, Staffing, Legal and Policy Implications and Pros and Cons for each alternative)**

## 1. Do nothing – carry on with the current process

An employee wanting to disclose a serious wrongdoing continues to do so under the City's existing Whistleblower By-law. This means the reporter's identity is made known to the Director of Audit Services, a City of Hamilton employee, before the wrongdoing allegation is investigated. Since this removes anonymity, potential reporters are reluctant to come forward as they fear their identity will be discovered by other employees at the City.

Financial: None.

Staffing: None.

Legal: None.

Pros:

- No additional costs
- No additional staff

Cons:

- This alternative is inconsistent with the City's Steadfast Integrity Cultural Pillar since staff that may want to report wrongdoing are not encouraged to do so for fear of reprisals
- Potentially serious wrongdoing continues to be under reported and investigated. This erodes trust and confidence in the City's governance.

This alternative is not recommended.

## 2. Implement the Fraud and Waste Hotline in-house

Audit Services could utilize a separate partially manned phone line, voice mail for after-hours messages, and some form of web-based reporting. This would allow wrongdoing to be reported at any time and recorded separately from other Audit Services responsibilities. Awareness of the Fraud and Waste Hotline can be increased by advertising this service. While this should increase the number of wrongdoing incidents reported to Audit Services, it is not possible to quantify the extent of this increase.

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## **SUBJECT: Fraud & Waste Hotline Report (AUD18007) (City Wide) - Page 6 of 7**

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**Financial:** An in-house Fraud and Waste Hotline will still require a separate phone line, a web presence, and a telephone answering service. This will require set up and operating costs that are relatively higher than that provided by a third party. Further, such costs will increase in proportion to the number of reports received as the information left by the reporters will often not be complete and resources will be required to contact the reporters for additional information. It is not possible to quantify such costs at this time.

**Staffing:** This alternative will not likely require an initial increase to staff. However, as the service becomes better known, and if the number of incoming reports increases, additional staff may be required.

**Legal:** Assistance may be required from Legal Services to update the existing by-law and create the policy/procedure document for the new Fraud and Waste Hotline.

**Pros:**

- As internal staff are simultaneously collecting and analysing the incoming tips, there is a greater probability that wrongdoing patterns will be uncovered more quickly.

**Cons:**

- Since Audit staff would be the ones reviewing and investigating all incoming reports, it would not be possible for reporters, many of whom are expected to be City employees, to remain anonymous. The reporter's phone number and email address could be easily tracked, or the Audit staff retrieving the phone messages could recognize the reporter's voice. Since the potential reporters are aware of this, the lack of anonymity would deter them from calling in for fear of reprisal.
- Costs will escalate as the service becomes better known and additional measures are implemented to provide anonymity to the reporters.

This alternative is not recommended since it not a best practice conducive to good governance.

### 3. Implement the Fraud and Waste Hotline using an independent third party.

This option involves the hiring of an independent third party to receive record and report on the wrongdoing identified by all City of Hamilton employees. The reporter's anonymity would be protected since their identity is only known by the third party. It is not divulged to anyone in the City. If additional information is required, the third party continues to act as a go-between, obtaining the additional information from the reporter and conveying it back to the City.

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**SUBJECT: Fraud & Waste Hotline Report (AUD18007) (City Wide) - Page 7 of 7**

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**Financial:** The cost for the third party operated Fraud and Waste Hotline has been estimated to be between \$25,000 to \$30,000 per year plus a one-time cost of set up and implementation of \$4,500. This does not include the cost of the City's Audit Services' staff time to investigate the wrongdoing allegations by the reporters.

**Staffing:** Audit Services does not expect to increase staff with the introduction of a Fraud and Waste Hotline at this time. Other municipalities with a Fraud and Waste Hotline have dedicated from 0.5 FTE (City of Winnipeg) to 5.5 FTE (City of Toronto) to provide ongoing investigative resources.

**Legal:** Assistance may be required from Legal Services to update the existing by-law and create the policy/procedure document for the new Fraud and Waste Hotline.

**Pros:**

- The implementation of a Fraud and Waste Hotline by encouraging the reporting of wrongdoing is a best practice and a way to increase good governance.
- Staff will be encouraged to report wrongdoing as this option provides greater anonymity than the other two alternatives; thus, decreasing the likelihood of reprisal against the reporter.
- Advertising this service will increase staff awareness of the Fraud and Waste Hotline. Therefore, it is reasonable to expect an increase in the number of wrongdoing reports submitted by staff.

**Cons:**

- More costly than the other options.

This alternative is recommended as a three-year pilot project.

**ALIGNMENT TO THE 2016 – 2025 STRATEGIC PLAN****Community Engagement & Participation**

*Hamilton has an open, transparent and accessible approach to City government that engages with and empowers all citizens to be involved in their community.*

**Our People and Performance**

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

**APPENDICES AND SCHEDULES ATTACHED**

Appendix "A" to Report AUD18007 – Comparison of Fraud and Waste Hotlines Used by Selected Canadian Municipalities

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**CITY OF HAMILTON  
COMPARISON OF FRAUD AND WASTE HOTLINES  
USED BY SELECTED CANADIAN MUNICIPALITIES**

	<b>City of Sudbury</b>	<b>City of Toronto</b>	<b>City of Ottawa</b>	<b>City of Winnipeg</b>	<b>City of Edmonton</b>	<b>City of Calgary</b>
<b>Is intake to Fraud &amp; Waste Hotline provided by a third party?</b>	Yes	No - operated by the Forensic Unit of the Auditor General's Office	Yes	Yes	Yes	Yes
<b>Who can report?</b>	Municipal employees and the public	Municipal employees and the public	Municipal employees and the public	Municipal employees and the public	Municipal employees only	Municipal employees and the public
<b>Activities Covered</b>	Theft, Fraud, Waste, & Abuse	Fraud, waste and other wrongdoing	Fraud/theft, misuse of City property, violations of laws, suggestions for improvements, and unethical conduct	Fraud/theft, unethical conduct, violations of laws/regulation /policies /procedures.	Financial and accounting; Health, Safety & Environment; Unethical Conduct; Manipulation and Falsification of Data; Harm to People and Property; Theft, Embezzlement and Fraud; Violations of laws/ regulations etc.	Misuse and abuse of City Resources; any operation process or activity where use of taxpayer funds may be inappropriate; breaches of the Code of Conduct; other allegation of waste and/or wrongdoing raised in good faith.

**COMPARISON OF FRAUD AND WASTE HOTLINES  
USED BY SELECTED CANADIAN MUNICIPALITIES**

	<b>City of Sudbury</b>	<b>City of Toronto</b>	<b>City of Ottawa</b>	<b>City of Winnipeg</b>	<b>City of Edmonton</b>	<b>City of Calgary</b>
<b>How is my identity protected when submitting a complaint?</b>	The hotline is operated independently by a third party - Baytek Systems Consulting Int'l and On Call Centre of Ottawa. Complaints are submitted anonymously to the hotline. Complainants may be asked to reveal their names to the investigator only if needed.	Calls are made to an anonymous voice mail service at 416-379-7876 open 24/7. Emails are sent to an anonymous on-line complaint form at <a href="http://toronto.ca/fraudwastehotline">toronto.ca/fraudwastehotline</a> . The AG's office maintains the confidentiality of the complainant unless compelled to reveal his/her identity in the course of a criminal proceeding by the law.	Calls are made to an anonymous voice mail service at 1-866-959-9309 open 24/7. Emails are sent to an anonymous on-line complaint form at <a href="http://www.ottawa.fraudwaste-fraudeabus.ca/">www.ottawa.fraudwaste-fraudeabus.ca/</a> . The complainant is not required to provide his/her name or any personal information.	Complainants can phone or email their concerns to the hotline operated by an independent third party - Clearview Connects. Complaints may be made 24/7.	The hotline is available 24/7. Employees can provide anonymous reports using online web service or via professionally trained live agents via a toll-free telephone service. The complaints are asked to anonymously answer additional questions to validate the information provided and gather other data should an investigation be initiated.	Complainants can phone or email their concerns to the hotline operated by an independent third party - Clearview Connects. Complaints may be made 24/7.
<b>Population</b>	City 161,531 (2016) Metro 164,689 (2016)	City 2,731,571 (2016) Metro 5,928,040 (2016)	City 934,200 (2016) Metro 1,323,783 (2016)	City 705,244 (2016) Metro 778,489 (2016)	City 932,546 (2016) Metro 1,321,426 (2016)	City 1,239,220 (2016) Metro 1,392,609 (2016)
<b>No. of employees</b>	2,800 (Nov. 2010)	35,000 (March 2018)	19,000 (2009)	Not Available	12,000 (2005)	13,670 (2017)

**COMPARISON OF FRAUD AND WASTE HOTLINES  
USED BY SELECTED CANADIAN MUNICIPALITIES**

	<b>City of Sudbury</b>	<b>City of Toronto</b>	<b>City of Ottawa</b>	<b>City of Winnipeg</b>	<b>City of Edmonton</b>	<b>City of Calgary</b>
<b>No. staff assigned to management of the hotline</b>	0.5 FTE	5.0 FTE Hotline Staff and 0.5 FTE Admin Staff	1.0 FTE	Not Available	0.74 FTE	1.0 FTE
<b>Date Hotline Started</b>	June 1, 2017	2002	2005	2012	2005	2007
<b>Number of Tips Received</b>	80 (from June to Dec 2017)	687 (Jan to Dec 2014)	319 (Jan to Dec 2015)	45 (Jan to Dec 2015)	80 (Jan to Dec 2015)	59 (Jan to Dec 2014)
<b>Estimated Costs</b>	Not available	Approx. \$550,000 /yr	\$30,000 (to maintain website and call centre) + Internal Audit Staff Costs	\$48,000 (external provider) + \$75,000 Internal Audit Staff Costs	\$21,000 (external provider) + Internal Audit Staff Costs	\$50,000 (external provider) + Internal Audit Staff Costs







Hamilton

**GRANTS SUB-COMMITTEE  
REPORT 18-003**

**9:30 a.m.**

**June 12, 2018**

**Council Chambers, Hamilton City Hall**

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**Present:** Councillors B. Johnson (Chair), M. Green (Vice Chair)  
L. Ferguson, S. Merulla, T. Jackson, T. Whitehead

**Also Present:** Councillor J. Farr

**Absent with  
Regrets:** Councillor A. VanderBeek – Other City Business

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**GRANTS SUB-COMMITTEE PRESENTS REPORT 18-003 AND RESPECTFULLY  
RECOMMENDS:**

- 1. Correspondence from Brad Park, President & CEO, United Way Halton & Hamilton, respecting the United Way's Pledge to Improve Lives Locally (Item 4.1)**

That the correspondence from Brad Park, President & CEO, United Way Halton & Hamilton, respecting the United Way's pledge to improve lives locally, be received.

- 2. Creation & Presentation Funding Stream Update (GRA18004) (City Wide) (Item 5.1)**

That Report GRA18004, respecting the Creation & Presentation Funding Stream Update, be received.

**3. 2018 City Enrichment Fund Request Erica Villabroza (ART D-37) (Item 6.1)**

- (a) That the recommended 2018 City Enrichment Fund grant for Erica Villabroza (ART D-37), as shown in Appendix “A” to Report 18-002, be increased by \$1,590, from \$0 to \$1,590, with the \$1,590 to be funded from the Grant Reserve #112230 for 2018; and,
- (b) That sub-section (a) to Item 1 of the Grants Sub-Committee Report 18-002, be amended by deleting the dollar amount of “\$6,196,732” and replacing it with the dollar amount of “\$6,198,322;”.

**4. Hamilton Academy of Performing Arts (ART A-20) (Item 6.2)**

- (a) That the recommended 2018 City Enrichment Fund grant for the Hamilton Academy of Performing Arts – Annual Operating (ART A-20), be increased by \$5,482 from \$14,518 to \$20,000, to be funded from the Grant Reserve #112230 (for 2018); and,
- (b) That an enhancement of an additional \$5,482, for the Hamilton Academy of Performing Arts – Annual Operating (ART A-20), to be added to the City Enrichment Fund Program, be referred to the 2019 Operating Budget process for consideration.

**5. Comunita Racalmutese Maria SS Del Monte Ontario Inc. (CCH A-9) (Item 6.3)**

- (a) That the recommended 2018 City Enrichment Fund grant for the Comunita Racalmutese Maria SS Del Monte Ontario Inc. - Comunita Racalmutese Maria SS Del Monte Inc. – (CCH A-9), be increased by \$5,000, from \$4,845 to \$9,845, to be funded from the Grant Reserve #112230 (for 2018); and,
- (b) That an enhancement of an additional \$1,155, for the Comunita Racalmutese Maria SS Del Monte Ontario Inc. - Comunita Racalmutese Maria SS Del Monte Inc. – (CCH A-9), to be added to the City Enrichment Fund Program, be referred to the 2019 Operating Budget process for consideration.

**6. 2018 City Enrichment Fund Enhancements to the Community Services Category (Item 6.4)**

- (a) That the recommended 2018 City Enrichment Fund grant for the YWCA – Transitional Living (CS A-1), be increased by \$22,309, from \$21,548 to \$43,857, to be funded from the Grant Reserve #112230 (for 2018);
- (b) That the recommended 2018 City Enrichment Fund grant for the St. Matthew's House - St. Matthew's House Emergency Food Program (CS A-7), be increased by \$10,072, from \$29,617 to \$39,689, to be funded from the Grant Reserve #112230 (for 2018);
- (c) That the recommended 2018 City Enrichment Fund grant for the Catholic Family Services of Hamilton - Individual and Family Counselling (CS G-3), be increased by \$25,629, from \$39,119 to \$64,748, to be funded from the Grant Reserve #112230 (for 2018);
- (d) That the recommended 2018 City Enrichment Fund grant for the Multiple Sclerosis Society of Canada, Hamilton-Halton Chapter - Supports for Wellness, be increased by \$39,146, from \$13,530 to \$52,676, to be funded from the Grant Reserve #112230 (for 2018);
- (e) That the recommended 2018 City Enrichment Fund grant for the Children's International Learning Centre (Hamilton) – Festival of Lights (CCH A-47), be increased by \$15,000, from \$0 to \$15,000, to be funded from the Grant Reserve #112230 (for 2018); and,
- (f) That sub-section (a) to Item 1 of the Grants Sub-Committee Report 18-002, be amended by deleting the dollar amount of \$6,196,732 and replacing it with the dollar amount of \$ 6,320,960 to read as follows:
  - (a) That the 2018 City Enrichment Fund recommended funding allocation, in the amount of \$ 6,320,960, as outlined in the attached Appendix "A", as further amended, to Report 18-002, be approved.

**FOR INFORMATION:**

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

The Committee Clerk advised that there were no changes to the agenda.

The June 12, 2018 agenda for the Grants Sub-Committee was approved, as presented.

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

There were no declarations of interest.

**(c) APPROVAL OF MINUTES OF PREVIOUS MEETING (Item 3)****(i) April 20, 2018 (Item 3.1)**

The Minutes of the April 20, 2018 Grants Sub-Committee meeting were approved, as presented.

**(d) PRESENTATIONS (Item 4)****(i) Brad Park, President & CEO, Halton-Hamilton United Way, respecting their Current Shortfalls and Funding Cuts to the Hamilton community (Item 4.1)**

Brad Park, President & CEO, Halton-Hamilton United Way, addressed Committee respecting the United Way's pledge to improve lives locally.

The presentation from the United Way, respecting the United Way's pledge to improve lives locally, was received.

**(e) MOTIONS (Item 6)****(i) 2018 City Enrichment Fund Request - Erica Villabroza (ART D-37) (Item 6.1)**

The matter respecting the 2018 City Enrichment Fund Request - Erica Villabroza (ART D-37), was LIFTED from the TABLE.

**(ii) 2018 City Enrichment Fund Enhancements to the Community Services Category (Item 6.4)**

A new sub-section (e) was added to the Motion respecting the 2018 City Enrichment Fund Enhancements to the Community Services Category, which reads as follows, and the balance be re-lettered accordingly:

- (e) That the recommended 2018 City Enrichment Fund grant for the Children's International Learning Centre (Hamilton) – Festival of

Lights (CCH A-47), be increased by \$15,000, from \$0 to \$15,000, to be funded from the Grant Reserve #112230 (for 2018); and,

Councillor L. Ferguson wished to be recorded as OPPOSED to the amending motion above.

Councillor L. Ferguson wished to be recorded as OPPOSED to the Main Motion, as amended.

For disposition of this matter, please refer to Item 6.

**(f) ADJOURNMENT (Item 8)**

There being no further business, the Grants Sub-Committee adjourned at 11:11 a.m.

Respectfully submitted,

Councillor B. Johnson  
Chair, Grants Sub-Committee

Stephanie Paparella  
Legislative Coordinator  
Office of the City Clerk





**DEVELOPMENT CHARGES STAKEHOLDERS  
SUB-COMMITTEE**

**REPORT 18-002**

**Thursday, June 14, 2018**

**10:00 a.m.**

**Room 264**

**Hamilton City Hall**

**71 Main Street West**

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**Present:** Councillors J. Farr (Chair), D. Conley (Vice-Chair), M. Pearson, B. Johnson, and J. Partridge  
J. Summers and K. Loomis

**Absent with  
with regrets:** S. Mammel, W. Stewart and Y. Rozenszajn, personal

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**THE DEVELOPMENT CHARGES STAKEHOLDERS SUB-COMMITTEE PRESENTS  
REPORT 18-002 AND RESPECTFULLY RECOMMENDS:**

**1. 2019 Development Charges By-law Policy (FCS18062) (City Wide)**

- (a) That the Downtown Hamilton Community Improvement Project Area Development Charge Exemption be set at 50% effective July 6, 2019 and be reduced 10 basis points annually thereafter, subject to the results of the independent incentive review;
- (b) That the annual indexing transition policy, Section 37 of By-law 14-153, not be included in the 2019 Development Charges By-law;
- (c) That the 2019 Development Charge By-law not contain phasing provisions for the specific policy changes in Recommendations (a) and (b) Report FCS18062;
- (d) That appropriate staff be directed to meet with the stakeholders to provide an update regarding the proposed changes to the Downtown Hamilton Community Improvement Project Area Development Charge Exemption;

- (e) That the offer made by the President of the Chamber of Commerce to facilitate the stakeholder meeting for the downtown developers, be accepted.

## **2. Public Input Respecting the 2019 Development Charges By-law**

That appropriate staff be directed to hold a public engagement session respecting the proposed policy changes for the 2019 Development Charges By-law at the appropriate time and that all relative stakeholders, including members of the general public, be invited.

## **3. Input Respecting the 2019 Development Charges By-law from the Agricultural Community**

That staff be directed to consult with the Agriculture and Rural Affairs Committee ensuring that representatives of the Ontario Ministry of Agriculture, Food and Rural Affairs (OMAFRA) and the Ontario Federation of Agriculture are in attendance, and obtain the Committee's input respecting the proposed policy changes for the 2019 Development Charges By-law.

### **FOR THE INFORMATION OF THE COMMITTEE:**

Members of the Sub-Committee and staff introduced themselves.

#### **(a) APPROVAL OF THE AGENDA (Item 3)**

The agenda was approved, as presented.

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

There were no declarations of interest.

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

##### **(i) March 1, 2018 (Item 3.1)**

The Minutes of the March 1, 2018 meeting were approved.



**(d) PRESENTATIONS (Item 4)**

**(i) 2019 Development Charges – Update (Item 4.1)**

Lindsay Gilles, Senior Financial Analyst, and Gary Scandlan from Watson & Associates Economists Limited, the City's Consultant, addressed Committee with the aid of a PowerPoint presentation. A copy was printed in the agenda and a copy is available for viewing on the City's website.

The joint consultant/staff presentation was received.

For further disposition of this matter, refer to Items 2 and 3.

**(e) DISCUSSION ITEMS (Item 5)**

**(i) 2019 Development Charges By-law Policy (FCS18062) (City Wide)  
(Item 5.1)**

The staff recommendations were amended by adding the following subsections (d) and (e):

(d) That appropriate staff be directed to meet with the stakeholders to provide an update regarding the proposed changes to the Downtown Hamilton Community Improvement Project Area Development Charge Exemption;

(e) That the offer made by the President of the Chamber of Commerce to facilitate the stakeholder meeting for the downtown developers, be accepted.

**(f) ADJOURNMENT (Item 7)**

There being no further business, the Development Charges Stakeholders Sub-Committee, adjourned at 12:30 p.m.

Respectfully submitted,

Councillor J. Farr, Chair  
Development Charges  
Stakeholders Sub-Committee

Ida Bedioui  
Legislative Co-ordinator  
Office of the City Clerk



# CITY OF HAMILTON MOTION

Audit, Finance & Administration Committee: June 25, 2018

**MOVED BY COUNCILLOR A. JOHNSON.....**

**SECONDED BY.....**

**Lesbian, Gay, Bisexual, Transgender and Queer Advisory Committee Membership**

WHEREAS, the Lesbian, Gay, Bisexual, Transgender and Queer Advisory Committee is having challenges in obtaining quorum for their meetings;

WHEREAS, Debbie Wooldridge has submitted their resignation for the Lesbian, Gay, Bisexual, Transgender and Queer Advisory Committee;

THEREFORE BE IT RESOLVED:

- (a) That the resignation from Debbie Woolridge from the Lesbian, Gay, Bisexual, Transgender and Queer Advisory Committee, be received; and
- (b) That the membership number of the Lesbian, Gay, Bisexual, Transgender and Queer Advisory Committee be adjusted accordingly in order to obtain quorum.



# CITY OF HAMILTON MOTION

Audit, Finance & Administration Committee: June 25, 2018

**MOVED BY COUNCILLOR L. FERGUSON.....**

**SECONDED BY.....**

**Advisory Committee for Immigrants and Refugees Membership**

WHEREAS, the Advisory Committee for Immigrants and Refugees is having challenges in obtaining quorum for their meetings;

WHEREAS, Ramon Petgrave, Huzaifa Saeed, and Ahmed Farah have all submitted letters of resignation from the Advisory Committee for Immigrants and Refugees;

WHEREAS, Noor Nizam has been absent without notice from 3 or more consecutive Advisory Committee for Immigrants and Refugees meetings;

WHEREAS, without quorum the Advisory Committee for Immigrants and Refugees cannot recommend the removal of a Committee Member who has not provided a letter of resignation nor explained the reasons for their absence;

THEREFORE BE IT RESOLVED:

- (a) That the following members be removed from the Advisory Committee for Immigrants and Refugees:
  - (i) Ramon Petgrave;
  - (ii) Huzaifa Saeed;
  - (iii) Ahmed Farah;
  - (iv) Noor Nizam; and
  
- (b) That the membership number of the Advisory Committee for Immigrants and Refugees be adjusted accordingly in order to obtain quorum.