



City of Hamilton

EMERGENCY & COMMUNITY SERVICES COMMITTEE ADDENDUM

Meeting #: 19-014
Date: December 6, 2019
Time: 9:30 a.m.
Location: Council Chambers, Hamilton City Hall
71 Main Street West

Tamara Bates, Legislative Coordinator (905) 546-2424 ext. 4102

5. COMMUNICATIONS

- *5.1 Correspondence from Karen Cumming, respecting "The Indispensable Survival Guide to Ontario's Long-Term Care System"

Recommendation: Be received

- *5.2 Correspondence from Margaret Gauthier, respecting Residential Care Facilities

Recommendation: Be received and referred to Item 9.1

6. DELEGATION REQUESTS

- *6.1 Nicole Smith, #SaveTheWesleyDayCentre, respecting the Wesley Day Centre potential new location and CTS site (for today's meeting)

- *6.2 Dr. Jill Wiwcharuk, respecting CTS/Day Centre for People Experiencing Homelessness (for today's meeting)

- *6.3 Joe Speagle, Jody Ans, and Danielle Delottinville, Keeping Six, respecting the importance of establishing a new space for the day centre and a second CTS in the city (for today's meeting)

- *6.4 Lance Dingman, Coalition of Residential Care Facilities Tenants, respecting the Residential Care Facilities Subsidy Program Review (for today's meeting)

- *6.5 Stephanie Cox, Hamilton Community Legal Clinic, respecting Residential Care Facilities (for today's meeting)

9. STAFF PRESENTATIONS

*9.2 Hamilton Veterans Committee Annual Presentation

12. NOTICES OF MOTION

*12.1 CityHousing Hamilton – 191 Main Street West and 200 Jackson Street West,
Hamilton Carpet Replacement

5.1

5 December 2019

Emergency and Community Services Committee
Hamilton City Hall
71 Main Street West
Hamilton, ON
L8P 4Y5

Re: *The Indispensable Survival Guide to Ontario's Long-Term Care System*

Dear Committee Members,

My name is Karen Cumming. I'm a freelance journalist, health promoter and teacher – formerly with CHCH-tv in Hamilton.

I'm writing to introduce you to a new book that I've written together with my sister – a book that I feel will benefit baby boomers and seniors not only in our community, but across the province of Ontario as well.

My hope (as a health promoter) is to make the City and the healthcare community in Hamilton aware of this resource so that it can help as many people as possible.

The book is called "The Indispensable Survival Guide to Ontario's Long-Term Care System", and it was inspired by our mother Verna's journey through long-term care earlier this year. After Mom passed away, I wrote a feature article for the Spectator which chronicled our journey through the system and the roller coaster ride that it was for our family. For your reference, here's a link to the story as it appeared in the Peterborough Examiner. (The Spec has a paywall up.)

<https://www.thepeterboroughexaminer.com/opinion-story/9347596-our-mom-s-long-term-care-journey-was-a-long-and-winding-road-that-was-exhausting-at-every-turn/>

As you are aware, the issue of long-term care is an incredibly timely one. I'd like to suggest that it is fast becoming one of the defining issues of our generation. I don't believe it to be a matter of opinion, but instead a matter of fact that our current system is flawed and in need of improvement. But that's

5.1

not why we wrote the book. We wrote it to help people navigate a system that is frustrating and exhausting at every turn.

Our book is a resource guide that is packed with practical tips, personal stories, links to specific web pages that are buried under layers of red tape on government websites, self-care advice and support. In short, it's the survival guide that our family never had.

I think people believe that when they get to this point in life with their elderly parent, someone in the LHIN will hand them a glossy brochure and take them under their wing to guide them in a meaningful way... they believe that everything's going to be okay. This was not our experience.

From the bottom of our hearts, we're here to tell people that they must take it upon themselves to be proactive and prepared. That's what this book is all about.

The guide will be available in digital and print formats for \$19.99 (Cndn) on Amazon.ca, Kindle, Kobo and Smashwords about 2 weeks from now... and shortly thereafter on chapters.indigo.ca. I also have an inventory of copies that I'll be making available during speaking engagements across the province.

For your information, here is the cover. (See below). If you click on the image, you should be able to read the text on the back cover without any problem.

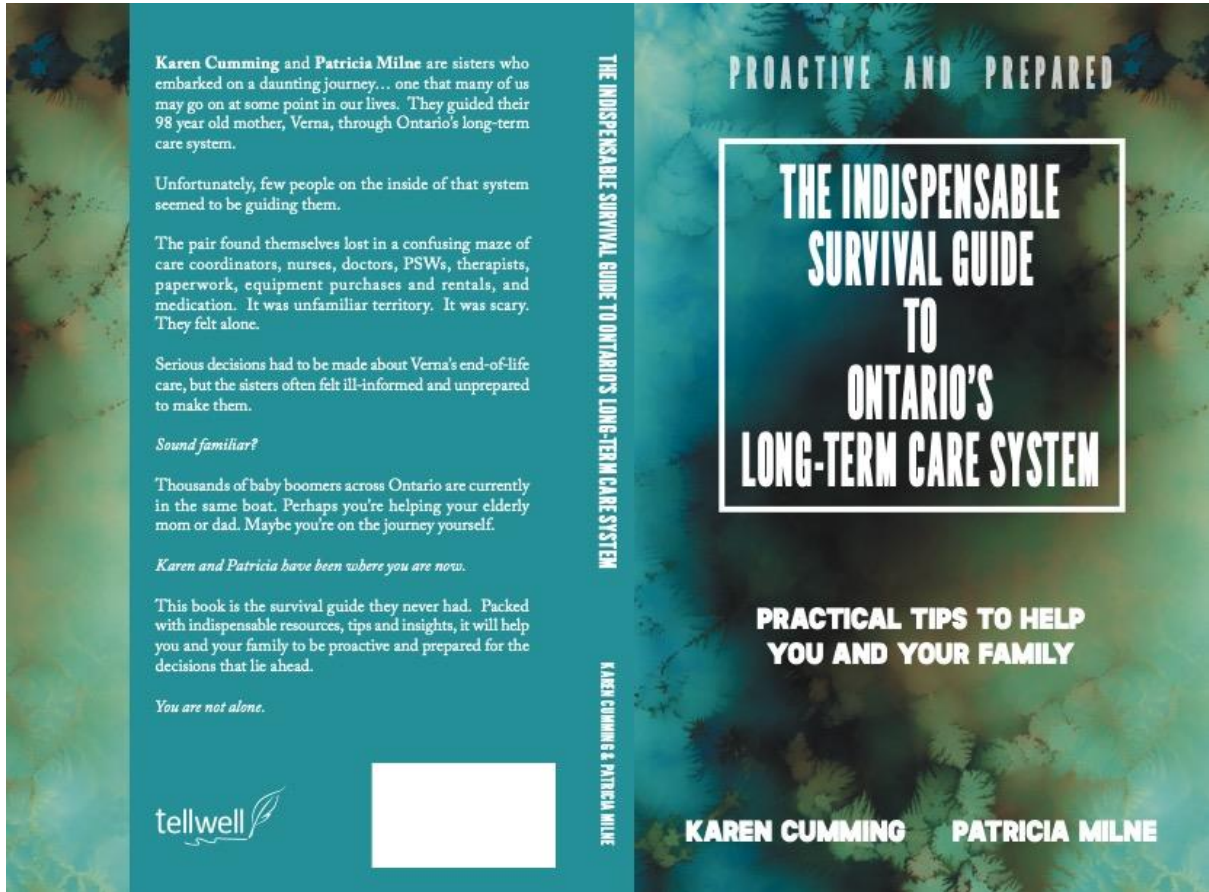
If you have any questions, please feel free to contact me any time at 905-745-7575.

Many thanks for your time and attention, and for your help in promoting our key messages... there are two of them: "Be proactive and prepared"... and "You are not alone".

Sincerely,

Karen Cumming
karencumming@gmail.com
905-745-7575

Health Promoter, Journalist, Teacher



5.2

Hello,

My son was a consumer of many of the RCFs in the city over the past 12 years. This was due to an unstable mental health condition that required hospitalization and subsequent placement in several of the lodging homes in the city. Thankfully, my son is now mentally well on different and correct medications that has allowed for his independence. He now lives on his own and with help can make his own decisions and is responsible for the cooking and cleaning of his apartment for which he is quite responsible.

There was an article in the Spectator on Thursday Dec. 5 2019 which highlighted many of the issues that my son was dealing with in these places. The article talks about "the economics of caring". What I feel is the central issue in these subsidized "for profit" homes is that the landlords or owners of these homes are trying to make a living but also as Mr. Cain states in the article: "If you are looking to make a quick buck and get rich in this business, it is not going to happen."

Should we allow these "for profit homes" to continue or should we look to change the landscape for these vulnerable residents and have non-profit organizations funded by the province and city and federally, if possible to make these homes run properly for the good of the residents. These people deserve this. If you look at the state of Long Term Care homes for Seniors, there are very strict systems in place where the facility is held accountable for caring properly for these people. Why not care for our vulnerable population of residents who need beds and care in the current RCFs in the same way. What about allowing some fostering of independence for these people at the same time? Why does the owner of the RCF take all of the ODSP cheque and the resident are left with a small allowance? Is that right?

In my experience I witnessed freezing cold facilities with no sheets on the bed and linen was not changed so there was an explosion of bedbugs that could not be eradicated. Meals were served 3 times a day with a small snack at night if the resident was lucky. The meals were very bland and did not always have a lot of protein so potatoes and rice were always served and watered down soup. I saw a resident who I recognized on the street begging one day. I asked if he was OK. He said he was starving and wanted to buy a pizza. Of course you could say that he may have been using the money for something else. I believed him because I saw what was being served and most importantly, my son told me. I made a complaint to the City of Hamilton Public Health Nurse and she was able to respond by monitoring the calories of the food that was being served and the meals were slightly improved as a result.

In the summer, in one of the homes, my son was on the top floor. He said he could hardly sleep because it was like a furnace. I made a complaint to the City's Public Health Department and portable air conditioners were installed. It is life threatening for some of these vulnerable people not to have access to cooling especially due to the medications that they are prescribed.

Regarding medications, some of the drug cupboards were not locked and the medications could be freely taken by the wrong person. The medications were handed out to residents by non-registered staff.

I could say more about what I have witnessed in Residential Care Facilities that my son lived in, but I will hopefully have the opportunity to do so at a future time.

5.2

One last thought. My son was one of the lucky ones. He had family who loved him and he through himself and his Doctor was able to become well and move successfully into his new life that he is so happy and thankful for. Those people who need to live in RCFs are vulnerable. Some are frail, elderly, or have mental health issues or developmental and addiction issues. These are the forgotten ones to their families and friends for the most part. They have also been the forgotten ones in our city. Please consider making a change in their futures and change the model of care for these people. I would be happy to lend my support in helping in any way to help make this happen.

Sincerely,

Margaret Gauthier RN BScN
(Mother and concerned citizen)

Form: Request to Speak to Committee of Council

Submitted on Wednesday, November 27, 2019 - 2:04 pm

==Committee Requested==

Committee: Emergency and Community Services Committee
(Previously Healthy & Safe Communities)

==Requestor Information==

Name of Individual: Nicole Smith

Name of Organization: #SaveTheWesleyDayCentre

Contact Number:

Email Address:

Mailing Address:

Reason(s) for delegation request: Respecting the report regarding The Wesley Day Centre potential new location and CTS site.

Will you be requesting funds from the City? No

Will you be submitting a formal presentation? Yes

Opioid Crisis Delegation
Friday, December 6

Councillors and fellow Hamiltonians,

In mid-July when Council moved unanimously to support the Wesley Day Centre till March and find a new site before then to house it and as well as a second CTS, I was elated and filled with gratitude. We were told a report would be given in November to fill us in on everything. It all seemed clear and airtight. There was nothing to worry about anymore. So I thought.

In August, Wesley Community Homes finally broke their silence and shared why they would not consider extending the lease. Okay, I thought, that's their perspective, but all is well because the City is finding the Day Centre a new place, plus we are getting the badly-needed second CTS.

September and October went by in a blur for me. I run a Kumon centre so those are my busiest months, and I also juggle a dozen other responsibilities that were all wildly energy consuming. But every day I read heartbreaking stories about the opioid crisis and shared about them under the #SaveTheWesleyDayCentre hashtag on Twitter and on the Facebook page.

My husband, too, in his work at the Urban Core CTS and the Wesley Day centre, made it clear every time we spoke that people on the ground were suffering from the lack of any communication or encouragement that help was on its way.

I sat down with Andrea at the Wesley on October 10 to offer my help and support with promoting what they do and fundraising. Understandably they are currently swamped with their Christmas campaign and transition to a new ED, so I expect to speak further with them in the New Year.

In November Councillor Merulla recommended that Public Health recommend to Council to declare an opioid crisis. Otherwise, in spite of all my questions to councillors, I could not even get confirmation when this update meeting was happening.

At first I thought it would be November 7. But it wasn't on the agenda (I was later informed the staff weren't ready to report) so I promoted it on the Facebook page for November 21. I even confirmed with the clerk that it would happen then. But the November 21 meeting was cancelled so once more I moved the Facebook event, this time to December 6. Again I sought confirmation it would really happen, and received it.

I stand here, as I was reminded by my Extinction Rebellion colleague Becky Katz Wednesday when she gave her brilliant heartfelt delegation, as someone with a ton of privilege. I am a cis-het woman who has always enjoyed a middle class lifestyle and the benefits of being at least half-white, well educated, and since I was 18, a citizen of Canada. Like Becky, I seek to put that

privilege at the service of those who are most in need both in my full-time work which is primarily with immigrant families and in all my volunteer and community involvements.

Every time I come to delegate or support delegations, especially Wednesday when those delegations went on for 5 hours, I am powerfully impressed by the compassion and commitment of Hamiltonians who show up over and over again to plead with Council to do the right thing. This is an amazing city and I couldn't be more proud of everything people do for those who are in need.

At the same time, I listen to the voices of many who don't feel that their councillors and mayor are there for them. Their suffering is so great that they cannot perceive what you are attempting to do for them, and they are in daily danger of sinking under the weight of that pain. Suicide is a reality amongst other ways they die each day, slowly or quickly.

I hope that there will be a happy announcement today that a site has been secured. But whether or not that happens, I hope that each of you hears the cry of a city that badly needs you to be there for us, and to communicate clearly, consistently, and frequently on progress or even lack of progress. Please don't leave us in the dark. If we know what is happening, we who have privilege can share the news with others who don't have our access to it, and better continue to engage in the fight instead of giving up in despair.

Thanks for your time.

6.2

Form: Request to Speak to Committee of Council

Submitted on Friday, November 29, 2019 - 7:39 am

==Committee Requested==

Committee: Emergency and Community Services Committee
(Previously Healthy & Safe Communities)

==Requestor Information==

Name of Individual: Dr Jill Wiwcharuk

Name of Organization:

Contact Number:

Email Address:

Mailing Address:

Dundas, ON

Reason(s) for delegation request: CTS/Day Centre for
People Experiencing Homelessness

Will you be requesting funds from the City? No

Will you be submitting a formal presentation? No

6.3

Form: Request to Speak to Committee of Council

Submitted on Friday, November 29, 2019 - 2:54 pm

==Committee Requested==

Committee: Emergency and Community Services Committee
(Previously Healthy & Safe Communities)

==Requestor Information==

Name of Individual: Joe Speagle, Jody Ans, and Danielle Delottinville

Name of Organization: Keeping Six

Contact Number: 905 966 0242

Email Address: info@keepingsix.org

Mailing Address:

101 Strachan St East
Hamilton ON
L8L 3M6

Reason(s) for delegation request: To advocate for the importance of establishing a new space for the day centre and a second CTS in the city.

Will you be requesting funds from the City? No

Will you be submitting a formal presentation? No

6.4

Form: Request to Speak to Committee of Council
Submitted on Wednesday, December 4, 2019 - 12:23 pm

==Committee Requested==

Committee: Emergency and Community Services
Committee (Previously Healthy & Safe Communities)

==Requestor Information==

Name of Individual: Lance Dingman

Name of Organization: Coalition of Residential Care
Facilities Tenants

Contact Number:

Email Address:

Mailing Address: Hamilton, ON

Reason(s) for delegation request: To speak about the
Residential Care Facilities Subsidy Program Review
(HSC19064) at Emergency Community Services on
December 6 2019

Will you be requesting funds from the City? No

Will you be submitting a formal presentation? No

6.5

Form: Request to Speak to Committee of Council
Submitted on Thursday, December 5, 2019 - 10:07 am

==Committee Requested==

Committee: Emergency and Community Services
Committee (Previously Healthy & Safe Communities)

==Requestor Information==

Name of Individual: Stephanie Cox

Name of Organization: Hamilton Community Legal Clinic

Contact Number: 905-527-4572 ext. 49

Email Address:

Mailing Address: 100 Main Street East, Suite 203 Hamilton
ON

Reason(s) for delegation request: To represent the voices of tenant stakeholders who utilize RCF housing and respond to the report.

Will you be requesting funds from the City? No

Will you be submitting a formal presentation? No



Hamilton

Hamilton Veteran's Committee

Annual Advisory Committee Presentation - December 6, 2019



Hamilton Veterans Committee

Hamilton





Hamilton

Hamilton Veterans Committee

Mandate

- Reporting to Council, the Hamilton Veterans Committee oversees the planning and delivery of military remembrance and commemoration activities on behalf of the City of Hamilton.
- Provide input on projects and issues that are of concern to Hamilton Veterans.
- Maximize the Engagement of Youth in Remembrance activities.





Hamilton

Hamilton Veterans Committee



Remembrance Day & Memorial Services

- Provide direction, coordination and funding for Hamilton Remembrance Day and Decoration Day Parades and Memorial Services.
- Services have become inclusive of Hamilton's changing demographics.
- Advise the City on protocol in dealing with military traditions (i.e. why we have two official downtown services).
- The HVC is the only citizen committee in Canada that advises a municipal Council.



Hamilton

Hamilton Veterans Committee

Previous and Ongoing Projects

- Addition of video screens at services to make ceremonies accessible.
- Broadcast live video coverage through community television.
- Commemorated James Street North & South as “Veterans Way of Remembrance”.
- Continued expansion of the “Art Crawl Remembers” project.
- Cadet units now lead Decoration Day services to ensure passing on of traditions to youth.





Hamilton

Hamilton Veterans Committee



Future Goals

To continue to work with Veterans organizations across the City so as to establish one collective voice for all Veterans at the City of Hamilton.

- Outreach through existing Veterans network
- Adding resource members to committee

To expand engagement and education of youth in our city on the sacrifices made by Veterans in order to preserve their legacy.

- Re-focusing administrative commitments
- Introducing youth engagement initiatives at the community level

To ensure Veterans young and old from every branch of service are recognized in Hamilton.



Hamilton Veterans Committee

Would Like to Thank

The Hamilton City Council.



- For the approval of the changes this committee requested to expand youth engagement as part of our mandate.
- For it's HSR waiver for buses chartered for HVC hosted events.
- For it's continuous support of Veterans related issues.



Hamilton

Hamilton Veterans Committee



Bill Eisan



Fern Viola





Hamilton

Hamilton Veterans Committee



Thank You

**CITY OF HAMILTON
NOTICE OF MOTION**

Emergency and Community Services: December 6, 2019

**MOVED BY COUNCILLOR T. JACKSON.....
SECONDED BY COUNCILLOR S. MERULLA.....**

CityHousing Hamilton – 191 Main Street/200 Jackson Carpet Replacement

- (a) That \$180,290 be provided to CityHousing Hamilton to replace the carpet on all floors at 191 Main Street West and 200 Jackson Street West;
- (b) That Ward 2 Area Rating Account #108052 be used as the source of funding; and,
- (c) That the Mayor and City Clerk be authorized and directed to execute any required agreement(s) and ancillary documents in relation to replacing the carpet on all floors at 191 Main Street West and 200 Jackson Street West, with such terms and conditions in a form satisfactory to the City Solicitor.