



**City of Hamilton**  
**EMERGENCY & COMMUNITY SERVICES COMMITTEE REVISED**

**Meeting #:** 20-010  
**Date:** November 19, 2020  
**Time:** 1:30 p.m.  
**Location:** Council Chambers, Hamilton City Hall  
71 Main Street West

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

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1. **CEREMONIAL ACTIVITIES**
2. **APPROVAL OF AGENDA**  
(Added Items, if applicable, will be noted with \*)
3. **DECLARATIONS OF INTEREST**
4. **APPROVAL OF MINUTES OF PREVIOUS MEETING**
  - 4.1. November 5, 2020
5. **COMMUNICATIONS**
6. **DELEGATION REQUESTS**
7. **CONSENT ITEMS**
  - 7.1. Expanding Housing and Support Services for Women, Non-Binary, and Transgender Community Sub-Committee Report 20-002  
  
That Expanding Housing and Support Services for Women, Non-Binary, and Transgender Community Sub-Committee Report 20-002, be approved.

**8. PUBLIC HEARINGS / DELEGATIONS**

- \*8.1. Angela Pugliese, respecting the Crisis with Supportive Housing for those with Disabilities (approved November 5, 2020)
- \*8.2. Robert Scott Innes, regarding an update committee on progress on affordable low-cost housing program
- \*8.3. Francis Lao, McMaster Medical School Day of Action Committee, respecting homelessness in Hamilton (approved November 5, 2020)

**9. STAFF PRESENTATIONS**

**10. DISCUSSION ITEMS**

- 10.1. Poverty Reduction Investment Plan Update (CES16043(d)) (City Wide) (Outstanding Business List Item)
- 10.2. 2020 Arena Opening Plan (HSC20031(b)) (City Wide)
- 10.3. Macassa Lodge - Redevelopment Project (HSC20050) (Ward 7) - WITHDRAWN
- 10.4. Federal Reaching Home Funding Allocation (HSC20053) (City Wide) - REVISED
- 10.5. Paramedic Service Update (HSC20057) (City Wide)
- 10.6. Access to Housing (ATH) Offers and Refusals Policy Change (HSC20058) (City Wide)

**11. MOTIONS**

**12. NOTICES OF MOTION**

**13. GENERAL INFORMATION / OTHER BUSINESS**

**14. PRIVATE AND CONFIDENTIAL**

14.1. Long Term Care Home Incident Investigation Report (LC20028/HSC20049) (City Wide)

Pursuant to Section 8.1, Sub-sections (b), (e), and (f) of the City's Procedural By-law 18-270, as amended, and Section 239(2), Sub-sections (b), (e), and (f) of the Ontario Municipal Act, 2001, as amended, as the subject matter pertains to personal matters about an identifiable individual, including municipal or local board employees; litigation or potential litigation, including matters before administrative tribunals, affecting the City; the receiving of advice that is subject to solicitor-client privilege, including communications necessary for that purpose.

15. **ADJOURNMENT**



## **EMERGENCY & COMMUNITY SERVICES COMMITTEE MINUTES 20-009**

1:30 p.m.

Thursday, November 5, 2020

Council Chambers

Hamilton City Hall

71 Main Street West

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**Present:** Councillors E. Pauls, (Chair), B. Clark T. Jackson, S. Merulla and N. Nann

**Regrets:** Councillors T. Whitehead – Personal

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

**1. Consent Items (Items 7.1-7.2)**

**(Clark/Nann)**

That the following Consent Items, be received.

- (a) All Seasons Soccer Facility Proposal (HSC20047) (City Wide)  
(Outstanding Business List Item)
- (b) Status and Strategy for Wild Waterworks (HSC20048) (City Wide)

**Result: Motion CARRIED by a vote of 5 to 0, as follows:**

YES – Vice-Chair - Ward 3 Councillor Ninder Nann  
YES - Ward 4 Councillor Sam Merulla  
YES - Ward 6 Councillor Tom Jackson  
YES - Ward 7 Councillor Esther Pauls  
NOT PRESENT - Ward 14 Councillor Terry Whitehead  
YES - Ward 9 Councillor Brad Clark

**2. Hamilton Fire Department Service Delivery Plan (2019 - 2028) Progress Update (HSC19026(a)) (City Wide) (Item 10.1)**

**(Merulla/Jackson)**

That Report HSC19026(a), respecting Hamilton Fire Department Service Delivery Plan (2019 - 2028) Progress Update, be received.

**Result: Motion CARRIED by a vote of 4 to 0, as follows:**

YES – Vice-Chair - Ward 3 Councillor Nrinder Nann  
 YES - Ward 4 Councillor Sam Merulla  
 YES - Ward 6 Councillor Tom Jackson  
 YES - Ward 7 Councillor Esther Pauls  
 NOT PRESENT - Ward 14 Councillor Terry Whitehead  
 NOT PRESENT - Ward 9 Councillor Brad Clark

**3. YWCA Seniors Program Annual Operating Grant (HSC20018) (Ward 2 and 4) (Item 10.2)**

**(Merulla/Jackson)**

- (a) That the City of Hamilton be authorized to enter into a new five year Older Adult Program Operating Agreement with the Young Women’s Christian Association (YWCA) effective April 1, 2020 for the operation of two Senior Recreation Centres in lower Hamilton on terms and conditions satisfactory to the City Solicitor and the Director of the Recreation Division (the “Operating Agreement”);
- (b) That the Older Adult Program Operating Agreement include a clause permitting up to two extensions, each up to five additional years on the same terms and conditions as the Operating Agreement each at the discretion of the General Manager of the Healthy and Safe Communities Department or his designate;
- (c) That the City of Hamilton be authorized to enter into an extension of the Lease Agreement with the YWCA for the premises located at 1715 Main Street East, Hamilton, for a period of up to one year commencing on January 1, 2021 and expiring not later than December 31, 2021 on the same terms and conditions as the existing Lease Agreement except rent which shall be prorated, at the discretion of the General Manager of the Healthy and Safe Communities Department or his designate;
- (d) That the City provide an annual operating grant, the amount of which will be determined annually as part of the City budget process and confirmed with the YWCA once operating budgets have been approved by City Council, over the term of the agreement; and,
- (e) That the General Manager of the Healthy and Safe Communities Department, or his designate, be authorized to execute the Older Adult Program Operating Agreement, Lease Extension as well as any ancillary and extension agreements, in a form satisfactory to the City Solicitor.

**Result: Motion CARRIED by a vote of 4 to 0, as follows:**

YES – Vice-Chair - Ward 3 Councillor Nrinder Nann  
 YES - Ward 4 Councillor Sam Merulla  
 YES - Ward 6 Councillor Tom Jackson  
 YES - Ward 7 Councillor Esther Pauls  
 NOT PRESENT - Ward 14 Councillor Terry Whitehead  
 NOT PRESENT - Ward 9 Councillor Brad Clark

**4. Hamilton East Kiwanis Non-Profit Homes Inc. Subsidy Transfer (HSC20032) (Ward 3) (Item 10.3)**

**(Nann/Jackson)**

- (a) That the General Manager of the Healthy and Safe Communities Department be authorized and directed to enter into, execute and administer a rent subsidy agreement with Hamilton East Kiwanis Non-Profit Homes Inc. to transfer up to \$267,780 of social housing operating subsidy from the sale of up to 32 existing scattered units to rent supplements in newly constructed units located at 6 – 14 Acorn Street for a duration of 20 years in accordance with the terms and conditions contained in the Rent Supplement Term Sheet attached as Appendix “A” to Report HSC20032, in a form satisfactory to the City Solicitor;
- (b) That the value of the subsidy paid on the units at 6 – 14 Acorn Street be increased annually by the allowable rent increase guideline set by the Ministry of Municipal Affairs and Housing; and,
- (c) That during the period between the sale of the up to 32 scattered units and the rent up of the new units at 6 – 14 Acorn Street, the subsidy paid by the City of Hamilton to Hamilton East Kiwanis Non-profit Homes Inc. be applied to the development costs of 6 – 14 Acorn Street.

**Result: Motion CARRIED by a vote of 4 to 0, as follows:**

YES – Vice-Chair - Ward 3 Councillor Nrinder Nann  
 YES - Ward 4 Councillor Sam Merulla  
 YES - Ward 6 Councillor Tom Jackson  
 YES - Ward 7 Councillor Esther Pauls  
 NOT PRESENT - Ward 14 Councillor Terry Whitehead  
 NOT PRESENT - Ward 9 Councillor Brad Clark

**5. System Replacement for Discretionary Benefits for Ontario Works, Ontario Disability Support Program and Special Supports Low Income Program (HSC20039) (City Wide) (Item 10.4)**

**(Jackson/Merulla)**

- (a) That the single source procurement, pursuant to Procurement Policy #11 – Non-competitive Procurements, with Clark Marketing Communications (Clark) for the replacement of the Discretionary Benefits systems used for Ontario Works (OW), Ontario Disability Support Program (ODSP) and

Special Supports Low Income Program, be approved and funded as follows:

- (i) That the estimated one-time cost of \$171,410 be funded from Tax Stabilization Reserve (110046) generated from the Ontario Works forecasted 2020 Net Levy savings;
- (ii) That the annual Discretionary Benefits System monthly maintenance cost estimate of \$49,000 annually, (\$29,400 Net Levy, \$19,600 Provincial funding), with the Net Levy portion to be funded from annual savings derived from permanent efficiencies within the Ontario Works Program to be included and approved by Council through the 2021 Budget process;
- (b) That Council approve opening a Capital Project Budget in 2020 for the Discretionary Benefit System estimated at \$171,410 as described in recommendation (a) of Report HSC20039; and,
- (c) That the General Manager, Healthy and Safe Communities Department be authorized to negotiate, enter into and execute a Contract and any ancillary documents required to give effect thereto with Clark Marketing Communications, in a form satisfactory to the City Solicitor.

**Result: Motion CARRIED by a vote of 4 to 0, as follows:**

YES – Vice-Chair - Ward 3 Councillor Nrinder Nann  
 YES - Ward 4 Councillor Sam Merulla  
 YES - Ward 6 Councillor Tom Jackson  
 NOT PRESENT - Ward 7 Councillor Esther Pauls  
 NOT PRESENT - Ward 14 Councillor Terry Whitehead  
 YES - Ward 9 Councillor Brad Clark

**6. Dominic Agostino Riverdale Recreation Centre Licence Agreement (HSC20052) (Ward 5) (Item 14.2)**

**(Merulla/Jackson)**

- (a) That the directions to staff in Report HSC20052, respecting Dominic Agostino Riverdale Recreation Centre Licence Agreement, be approved;
- (b) That Report HSC20052, remain confidential until the negotiations have concluded and the agreement has been executed.

**Result: Motion CARRIED by a vote of 4 to 0, as follows:**

YES – Vice-Chair - Ward 3 Councillor Nrinder Nann  
 YES - Ward 4 Councillor Sam Merulla  
 YES - Ward 6 Councillor Tom Jackson  
 NOT PRESENT - Ward 7 Councillor Esther Pauls

NOT PRESENT - Ward 14 Councillor Terry Whitehead  
YES - Ward 9 Councillor Brad Clark

**FOR INFORMATION:**

**(a) APPROVAL OF AGENDA (Item 2)**

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

**6. Delegation Requests (Items 6.3-6.4)**

- 6.3 Brian H. Sibley, Hamilton East Kiwanis Non-Profit Homes Inc., respecting Hamilton East Kiwanis Non-Profit Homes Inc. Subsidy Transfer (for today's meeting)
- 6.4 Robert Scott Innes, respecting an update committee on progress on affordable low-cost housing program (for a future meeting)

**7. CONSENT ITEMS (Items 7.3)**

- 7.3 Housing and Homelessness Advisory Committee Minutes
  - (a) February 4, 2020
  - (b) March 3, 2020

**14. PRIVATE AND CONFIDENTIAL (Item 14.2)**

- 14.2 Dominic Agostino Riverdale Recreation Centre License Agreement (HSC20052) (Ward 5)

The rationale for going into Closed Session respecting Item 14.2 was amended to include Section 8.1, Sub-section (k) of the City's Procedural By-law18-270, as amended, and Section 239(2), Sub-section (k) of the Ontario Municipal Act, 2001, as amended as the subject matter pertains to a position, plan, procedure, criteria or instruction to be applied to any negotiations carried on or to be carried on by or on behalf of the municipality or local board, which was missing on the original agenda.

**(Nann/Merulla)**

That the agenda for the November 5, 2020 Emergency and Community Services Committee meeting be approved, as amended.

**Result: Motion CARRIED by a vote of 5 to 0, as follows:**

- YES – Vice-Chair - Ward 3 Councillor Nrinder Nann
- YES - Ward 4 Councillor Sam Merulla
- YES - Ward 6 Councillor Tom Jackson
- YES - Ward 7 Councillor Esther Pauls



NOT PRESENT - Ward 14 Councillor Terry Whitehead  
YES - Ward 9 Councillor Brad Clark

**(b) DECLARATIONS OF INTEREST (Item 3)**

There were no Declarations of Interest.

**(c) APPROVAL OF MINUTES OF PREVIOUS MEETING (Item 4)**

**(i) October 8, 2020 (Item 4.1)**

**(Clark/Jackson)**

That the Minutes of the October 8, 2020 meeting of the Emergency and Community Services Committee be approved, as presented.

**Result: Motion CARRIED by a vote of 5 to 0, as follows:**

YES – Vice-Chair - Ward 3 Councillor Nrinder Nann  
YES - Ward 4 Councillor Sam Merulla  
YES - Ward 6 Councillor Tom Jackson  
YES - Ward 7 Councillor Esther Pauls  
NOT PRESENT - Ward 14 Councillor Terry Whitehead  
YES - Ward 9 Councillor Brad Clark

**(d) DELEGATION REQUESTS (Item 6)**

**(Merulla/Jackson)**

That the following Delegation Requests, be approved, as presented:

- (a) Angela Pugliese, respecting the Crisis with Supportive Housing for those with Disabilities (for a future meeting) (Item 6.1)
- (b) Francis Lao, McMaster Medical School Day of Action Committee, respecting homelessness in Hamilton (for a future meeting) (Item 6.2)
- (c) Brian H. Sibley, Hamilton East Kiwanis Non-Profit Homes Inc., respecting Hamilton East Kiwanis Non-Profit Homes Inc. Subsidy Transfer (for today's meeting) (Added Item 6.3)
- (d) Robert Scott Innes, respecting an update committee on progress on affordable low-cost housing program (for a future meeting) (Added Item 6.4)

**Result: Motion CARRIED by a vote of 5 to 0, as follows:**

YES – Vice-Chair - Ward 3 Councillor Nrinder Nann  
YES - Ward 4 Councillor Sam Merulla

YES - Ward 6 Councillor Tom Jackson  
 YES - Ward 7 Councillor Esther Pauls  
 NOT PRESENT - Ward 14 Councillor Terry Whitehead  
 YES - Ward 9 Councillor Brad Clark

**(e) CONSENT ITEMS (Item 7)**

**(i) Housing and Homelessness Advisory Committee Minutes (Added Item 7.3)**

**(Clark/Jackson)**

That the following Housing and Homelessness Advisory Committee Minutes, be received:

- (a) February 4, 2020
- (b) March 3, 2020

**Result: Motion CARRIED by a vote of 5 to 0, as follows:**

YES – Vice-Chair - Ward 3 Councillor Nrinder Nann  
 YES - Ward 4 Councillor Sam Merulla  
 YES - Ward 6 Councillor Tom Jackson  
 YES - Ward 7 Councillor Esther Pauls  
 NOT PRESENT - Ward 14 Councillor Terry Whitehead  
 YES - Ward 9 Councillor Brad Clark

**(f) PUBLIC HEARINGS/DELEGATIONS (Item 8)**

**(i) Brian H. Sibley, Hamilton East Kiwanis Non-Profit Homes Inc., respecting Hamilton East Kiwanis Non-Profit Homes Inc. Subsidy Transfer**

Brian H. Sibley, Hamilton East Kiwanis Non-Profit Homes Inc., addressed the Committee respecting Hamilton East Kiwanis Non-Profit Homes Inc. Subsidy Transfer.

**(Nann/Clark)**

That the Delegation from Brian H. Sibley, Hamilton East Kiwanis Non-Profit Homes Inc., respecting Hamilton East Kiwanis Non-Profit Homes Inc. Subsidy Transfer, be received.

**Result: Motion CARRIED by a vote of 5 to 0, as follows:**

YES – Vice-Chair - Ward 3 Councillor Nrinder Nann  
 YES - Ward 4 Councillor Sam Merulla  
 YES - Ward 6 Councillor Tom Jackson  
 YES - Ward 7 Councillor Esther Pauls  
 NOT PRESENT - Ward 14 Councillor Terry Whitehead

YES - Ward 9 Councillor Brad Clark

For disposition of this matter, please refer to Item 4.

**(g) GENERAL INFORMATION/OTHER BUSINESS**

**(i) Amendments to the Outstanding Business List (Item 13.1)**

**(Nann/Jackson)**

That the following amendment to the Emergency and Community Services Outstanding Business List, be approved:

**(a) Items to be Removed**

- (i) All Seasons Soccer Facility**  
 Item on OBL: 19-B  
 Addressed as Item 7.1 on today's agenda

**Result: Motion CARRIED by a vote of 4 to 0, as follows:**

YES – Vice-Chair - Ward 3 Councillor Nrinder Nann  
 YES - Ward 4 Councillor Sam Merulla  
 YES - Ward 6 Councillor Tom Jackson  
 YES - Ward 7 Councillor Esther Pauls  
 NOT PRESENT - Ward 14 Councillor Terry Whitehead  
 NOT PRESENT - Ward 9 Councillor Brad Clark

**(h) PRIVATE AND CONFIDENTIAL (Item 14)**

The Emergency and Community Services Committee determined that it was not necessary to move into Closed Session respecting Items 14.1 and 14.2.

**(i) Closed Session Minutes – October 8, 2020**

**(Merulla/Jackson)**

That the Closed Session Minutes of the October 8, 2020 meeting of the Emergency and Community Services Committee, be approved, as presented.

**Result: Motion CARRIED by a vote of 4 to 0, as follows:**

YES – Vice-Chair - Ward 3 Councillor Nrinder Nann  
 YES - Ward 4 Councillor Sam Merulla  
 YES - Ward 6 Councillor Tom Jackson  
 YES - Ward 7 Councillor Esther Pauls  
 NOT PRESENT - Ward 14 Councillor Terry Whitehead

NOT PRESENT - Ward 9 Councillor Brad Clark

**(ii) Dominic Agostino Riverdale Recreation Centre Licence Agreement  
(HSC20052) (Ward 5) (Item 14.2)**

For disposition of this matter, refer to Item 6.

**(g) ADJOURNMENT (Item 15)**

**(Merulla/Jackson)**

That there being no further business, the Emergency and Community Services Committee be adjourned at 2:56 p.m.

**Result: Motion CARRIED by a vote of 4 to 0, as follows:**

YES – Vice-Chair - Ward 3 Councillor Nrinder Nann  
YES - Ward 4 Councillor Sam Merulla  
YES - Ward 6 Councillor Tom Jackson  
YES - Ward 7 Councillor Esther Pauls  
NOT PRESENT - Ward 14 Councillor Terry Whitehead  
NOT PRESENT - Ward 9 Councillor Brad Clark

Respectfully submitted,

Councillor E. Pauls  
Chair, Emergency and Community Services  
Committee

Tamara Bates  
Legislative Coordinator  
Office of the City Clerk



**EXPANDING HOUSING AND SUPPORT SERVICES FOR  
WOMEN, NON-BINARY, AND TRANSGENDER COMMUNITY  
SUB-COMMITTEE  
REPORT 20-002**

9:30 a.m.  
Tuesday, November 10, 2020  
Room 264  
Hamilton City Hall  
71 Main Street West

**Present:**

**Voting:** Councillors N. Nann (Chair), C. Collins, J. Farr, and M. Wilson  
S. Badri, R. Bouwman, C. Cowan-Morneau, K. Kalinowski, and  
C. Kirkby

**Non-Voting:** R. Mastroianni and N. Zelisko

**THE EXPANDING HOUSING AND SUPPORT SERVICES FOR WOMEN, NON-BINARY,  
AND TRANSGENDER COMMUNITY SUB-COMMITTEE PRESENTS REPORT 20-002  
AND RESPECTFULLY RECOMMENDS:**

**1. Change to the Membership of the Sub-Committee (Added Item 13.1)**

That the membership of the Expanding Housing and Support Services for Women, Non-Binary, and Transgender Community Sub-Committee be amended, as follows:

- four (4) members of Council;
- two (2) representatives from the Women's Housing Planning Collaborative (WHPC);
- ***one (1) representative from the Community University Policy Alliance on Gender Based Homelessness;***
- three (3) Council appointed volunteer citizens with experience and interest in homelessness prevention and the provision of affordable housing; and,
- A minimum of one (1) staff representative from the City's Homelessness Policy and Programs Team, Housing Services Division will also sit on the Sub-Committee as a non-voting member.

**FOR INFORMATION:****(a) APPROVAL OF AGENDA (Item 2)**

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

The agenda for the November 10, 2020 Expanding Housing and Support Services for Women, Non-Binary, and Transgender Community Sub-Committee meeting was approved, as presented.

**(b) DECLARATIONS OF INTEREST (Item 3)**

There were no declarations of interest.

**(c) APPROVAL OF MINUTES OF PREVIOUS MEETING (Item 4)****(i) March 6, 2020 (Item 4.1)**

The Minutes of the March 6, 2020 meeting of the Expanding Housing and Support Services for Women, Non-Binary, and Transgender Community Sub-Committee, were approved, as presented.

**(d) STAFF PRESENTATIONS (Item 9)****(i) Report on Homelessness, Policy, and Investments Pertaining to Women and Gender Diverse Peoples (Item 9.1)**

That the presentation from Nadia Zelisko, Senior Project Manager, Homelessness Policy and Programs Team, respecting Report on Homelessness, Policy, and Investments Pertaining to Women and Gender Diverse Peoples, was received.

**(e) GENERAL INFORMATION/OTHER BUSINESS (Item 13)****(i) Additional Emergency Shelter Beds (Added Item 13.2)**

Staff was directed to report back to the Expanding Housing and Support Services for Women, Non-Binary, and Transgender Community Sub-Committee, with options and alternatives related to additional capital and operating funds related to additional emergency shelter beds.

**(f) ADJOURNMENT (Item 15)**

There being no further business, the Expanding Housing and Support Services for Women and Transgender Community Sub-Committee was adjourned at 11:10 a.m.

**Expanding Housing & Support Services for Women,  
Non-Binary, and Transgender Community Sub-Committee  
Report 20-002**

**November 10, 2020**

**Page 3 of 3**

Respectfully submitted,

Councillor Nrinder Nann  
Chair, Expanding Housing and Support  
Services for Women, Non-Binary and  
Transgender Community Sub-Committee

Tamara Bates  
Legislative Coordinator  
Office of the City Clerk

## **Request to Speak to Committee of Council**

Submitted on Friday, October 16, 2020 - 10:45 am

==Committee Requested==

**Committee:** Emergency & Community Services Committee

==Requestor Information==

**Name of Individual:** Angela Pugliese

**Name of Organization:**

**Contact Number:**

**Email Address:**

**Mailing Address:**

**Reason(s) for delegation request:** I wish to speak to the Emergency Committee in regards to the Crisis with Supportive Housing for those with Disabilities

**Will you be requesting funds from the City?** No

**Will you be submitting a formal presentation?** Yes



## 8.2

### Request to Speak to Committee of Council

Submitted on Monday, November 2, 2020 - 1:28 pm

==Committee Requested==

**Committee:** Emergency & Community Services Committee

==Requestor Information==

**Name of Individual:** Robert Scott Innes

**Name of Organization:** na

**Contact Number:**

**Email Address:**

**Mailing Address:**

**Reason(s) for delegation request:** Update committee on progress on affordable low-cost housing program and suggest a method of creating suitable lots.

**Will you be requesting funds from the City?** No

**Will you be submitting a formal presentation?** No



## Proposal

To assist with accommodations for vulnerable populations in Hamilton through a collaborative effort between Spotted Properties Inc. (SPI) and partners, community groups and the City of Hamilton.

SPI represents the interest of over 200 Landlords with responsibility of managing over 800 tenancies across Hamilton. Opportunity for collaboration to tackle housing issues in the city is possible and can be arranged in a mutually beneficial manner.

The purpose of this proposal is to address housing problems of vulnerable populations facing significant challenges in life. We, at Spotted Properties believe that Landlords and housing groups are less inclined to take in vulnerable populations due to a lack of properly integrated facilities, infrastructure and support. It is our company's belief that these problems can be addressed through collaboration between the City Of Hamilton, private corporations and community group support.

SPI would like to suggest 3 possible avenues to begin exploring a working relationship between all parties.

### 1. **Existing structure proposal - Lodging - Vulnerable Population accommodation testing**

This first proposal is meant to create a space for a vulnerable population in Hamilton that struggles to find accommodations due to a lack of Landlords or housing groups willing to take them in. The goal here is to take an existing property with suitable facilities already in place, and accommodate these individuals through an existing program (ie: Good Shepherd) in a controlled and structured manner.

In order to evaluate the feasibility of placing and managing such properties with vulnerable populations, we recommend utilizing an existing facility currently under management and designating it for a population of the city's choosing.

**The facility:** We recommend the use of 69 Sanders Blvd, in Hamilton Ontario for a 1-2 year term. It is a legally converted lodging facility with 29 rooms and can accommodate up to 39 beds. It is legally zoned and located near McMaster university, very close to Fortinos and short distance from Food Basics. Access to Main Street West provides easy accessibility to transit routes.

Amenities include;

- Large furnished bedrooms
- Common internet throughout the building
- 4 individual common living spaces with TV's, couches, desks and chairs.



- Men and Women's washrooms
- Separate showers
- 1x Handicap Washroom
- Security Cameras
- Front and Side entrance to building
- Large parking lot for up to 15 Vehicles
- Can be easily handi-accessible
- Large common kitchen with multiple stoves, sinks and microwaves
- Janitorial facilities
- Management office on site
- Cleaning services already in place
- Dumpster on site for staff use of garbage disposal.

SPI has prior experience with organizations such as Good Shepherd, Living Rock, The Mission and others and have developed an understanding of possible requirements and measures that can be implemented for the successful management and accommodation of certain vulnerable populations.

It would satisfy all involved parties should the city employ “head leases” through an organization of its choosing where control over the rental units may be retained and place or reallocate people in their program as they see fit.

It is our belief that we can successfully accommodate distressed populations in Hamilton with proper support and collaboration in place, where the end results can be profitable for investors and beneficial for the community and the city.

Spotted Properties is exploring avenues of participation from local community churches, institutions and housing groups to assist where needed.

COVID-19 precautionary measures will be developed and implemented for safe management of the property.

The end goal is to test a working relationship between all parties and determine feasibility of such a venture. If successful, this venture may pave the way to the development of purpose built structures with systems and organizations involved for stable operations in accommodating people in need.

In this proposition each party will contribute:

- **Private Industry:** rooming and lodging facility, management and operations structure
- **Community:** Contribution of manpower to alleviate operational costs.
- **City of Hamilton:** Allocate financial budget to accommodate people through a program of choice and ensure rents are paid.



## 2. Existing structure zoning conversion (affordable housing proposition) - Major Conversions to non conforming properties to legal multi-residential - Long Term Accommodations

In order to create long term low cost accommodations for vulnerable populations in Hamilton, SPI proposes a collaborative effort which will result in low cost accommodations for select populations and legalization of non-conforming properties within the city.

SPI recognizes the existence of many buildings being used as “legal non-conforming” multiresidential properties. These buildings, not in compliance with zoning, can be converted to legally recognized units and reserved for low cost accommodations.

SPI would like to put forth a building able to meet fire and safety requirements, currently being used as a multi-residential property for designated rentals reserved for vulnerable populations. The property will be in or near the downtown area, close to transit routes and other local amenities. These units will be reserved for the city at a lower cost.

In exchange, it is requested the city waive all development fees and allow some flexibility with respect to zoning requirements, parking parameters and other factors that may otherwise impede legal conversion of the property. It can be understood that parking requirements may not need be as normally required when accommodating a population of a specific socio-economic class.

SPI will in turn offer long term head-leases at a reduced rate to the city. (details to be discussed)

In this proposition each party will contribute:

- **Private Industry:** apartment building, management and operations structure
- **Community:** Contribution of manpower to alleviate operational costs.
- City of Hamilton:** Allocate financial budget to accommodate people through a program of choice and ensure rents are paid. Alleviate development fees and allow flexibility with zoning requirements.



**3. HSR LAND - 123 Barton St W. - Land Donation - New Construction - Long term accommodation (south west corner)**

Plot of land @ 123 Barton St W. has been declared surplus land and was used as HSR utility station.

SPI proposes to work with development partners to construct low cost rental units to be leased by the city.

SPI and development partners will bring forth all environmental, engineer, architectural and construction costs.

In exchange, the city shall contribute the land for development through donation or sale, for the development of low cost rental units.

It is proposed the land be severed into 2 plots to allow for separate projects. Severance proposed for the south west corner of the plot at about 30x30meters.

**City Contribution:** The city of Hamilton will donate or sell the land to the development company and waive all city development fees possible in exchange for development of low income housing for a negotiated lease period.

**SPI & Development Partner Contribution:** Development company will put forth all construction costs, architectural, engineering and environmental costs to build medium density multi-unit residential building for low-cost rentals. .

## Request to Speak to Committee of Council

Submitted on Sunday, October 18, 2020 - 8:21 pm

==Committee Requested==

**Committee:** Emergency & Community Services Committee

==Requestor Information==

**Name of Individual:** Francis Lao

**Name of Organization:** McMaster Medical School Day of Action Committee

**Contact Number:**

**Email Address:**

**Mailing Address:**

1280 Main St W  
Hamilton, ON L8S 4L8

**Reason(s) for delegation request:**

Hello everyone,

My name is Francis Lao and I am a second-year medical student at McMaster University and a representative of the McMaster University Medical School Day of Action Committee. We are a group of McMaster University medical students who have come together to lobby on behalf of the Hamilton community.

This is the third year that medical students from McMaster have created a committee to discuss pertinent issues in the healthcare system that are impacting the Hamilton community from a medical learner lens. We hope to advocate for improved care, services, and policy through a holistic approach and understanding of the current needs of our community.

This year, our students are looking forward to advocating on the topic of homelessness during the week of Oct 26st-30th, 2020. We believe that a lot of the issues that individuals experiencing homelessness face have been recently exacerbated by the current pandemic. As future healthcare professionals, we are aware of both short and long term impacts of homelessness on an individuals' health and well-being. We want to ensure that our community supports people experiencing homelessness to the best of our ability.

We would greatly appreciate the opportunity to speak at the Emergency and Community Services committee to present our asks below:

1. Collaborate with public health, healthcare organizations, and shelters to integrate and expand access to harm reduction resources and supervised consumption across the shelter system.
2. Cease the criminalization of activities associated with homelessness.
  - a. Activities include many of those defined under the Public Nuisance bylaw (i.e loitering, public urination, public defecation, public intoxication) as well as sleeping rough and forming and living in encampments.
  - b. Appropriate responses to these activities should involve individuals trained to interact with and support underserved populations, such as community housing workers, health workers, and mental health workers in acute crises.
3. Acknowledge that public washrooms and hygiene facilities are essential services.

- a. Increase availability of and access to public hygiene facilities.

Thank you so much for your time and I'm looking forward to presenting at your next meeting!

Francis

**Will you be requesting funds from the City? No**

**Will you be submitting a formal presentation? Yes**



# Addressing Accessibility and Safety Issues for Hamiltonians Experiencing Homelessness

**Emergency and Community Services Committee**

November 19, 2020

Francis Lao, BHSc, MD Student

Mary Boulos, MSc, MD Student

Stephanie Li, MD Student

# Impact of COVID-19 on Persons Experiencing Homelessness in Hamilton

- Densely-populated settings facilitate viral transmission
- Lack access to basic hygiene supplies
- High prevalence of comorbid medical conditions
- Significant barriers in accessing timely healthcare.
- Difficult to perform contact tracing

# Challenges Accessing Hygiene Facilities

- Reduction in access to public services and spaces
- Challenging to protect against COVID-19 and from the elements
- United Nations COVID-19 Guidance Note: Public facilities for handwashing, toileting and showering must be available and regularly maintained at all times
- Bathrooms are essential to the day-to-day functioning of Hamiltonians and mitigate the spread of COVID-19

# Criminalization of Homelessness

- Without permanent shelter, individuals experiencing homelessness must fulfill their basic needs in public spaces.
- Often unable to pay fines for these activities necessary for survival
- Penalties do not solve the initial problem: people without a place to use the restroom need somewhere to relieve themselves; and individuals fined for panhandling need money to survive.

# Overdoses & Opportunity for Harm Reduction

- The rate of overdose deaths has more than doubled during the pandemic
  - Pre-pandemic death rate: 18 deaths per 100,000
  - Pandemic death rate: 40 deaths per 100,000
- Increased rate of folks using drugs alone with limited access to harm reduction supplies
- Discrepancies in harm reduction policies between shelters
- Harm reduction approaches in shelters can foster a safe environment and provide refuge for shelter tenants using substances

# Our Asks

# We ask that the Hamilton City Council:

1. Pass a motion to direct City staff to review mechanisms and best practices to implement accessible, four seasons, public washrooms in Hamilton
2. Pass a motion to direct Bylaw officers to cease the enforcement of the Public Nuisance Bylaw fines for folks experiencing homelessness
3. Motion to direct City Staff to identify discrepancies in harm reduction services and policies between shelters to standardize processes between shelters and ensure equity in shelter access for people who use drugs

**Ask 1A: Motion to direct City staff to review mechanisms and best practices to implement accessible, four seasons, public washrooms in Hamilton**



# Consult experts and review the practice of municipal jurisdictions regarding...

## 1. Maintenance

- To ensure cleanliness and safety

## 2. Surveillance

- To reduce vandalism and crime

# Consult experts and review the practice of municipal jurisdictions regarding...

## 3. Winterizing

- For warmth

## 4. Interim facilities

- To mitigate the spread of COVID-19 in the meantime

**Ask 1B: Motion to direct City staff to review locations that could benefit from temporary hygiene services such as porta potties and estimated costs of installation and maintenance and report back to Committee at a future meeting.**

**Ask 2: Motion to direct Bylaw officers to cease the enforcement of the Public Nuisance Bylaw fines for folks experiencing homelessness**

**Ask 3: Motion to direct City Staff to identify discrepancies in harm reduction services and policies between shelters to standardize processes between shelters and ensure equity in shelter access for people who use drugs**



## INFORMATION REPORT

<b>TO:</b>	Chair and Members Emergency and Community Services Committee
<b>COMMITTEE DATE:</b>	November 19, 2020
<b>SUBJECT/REPORT NO:</b>	Poverty Reduction Investment Plan Update (CES16043(d)) (City Wide) <b>(Outstanding Business List Item)</b>
<b>WARD(S) AFFECTED:</b>	City Wide
<b>PREPARED BY:</b>	Kirstin Maxwell (905) 546-2424 Ext. 3846
<b>SUBMITTED BY:</b>	Edward John Director, Housing Services Division Healthy and Safe Communities Department
<b>SIGNATURE:</b>	

### COUNCIL DIRECTION

At the September 27, 2017 Council meeting, staff were directed to:

“keep Council informed, by reporting back to the Emergency & Community Services Committee preferably semi-annually or, at minimum, annually with updates respecting the implementation of the Poverty Reduction Investment Plan.”

### INFORMATION

There are three components to the Poverty Reduction Implementation Plan which were approved by Council on September 27, 2017:

- \$20 M for new affordable rental housing construction at \$4 M annually for five years (2017-2021);
- \$20 M for social housing repairs and renovations at \$2 M annually for 10 years (2018-2027); and,
- \$10 M for general Indigenous poverty reduction at \$1 M annually for 10 years (2018-2027).

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**SUBJECT: Poverty Reduction Investment Plan Update (CES16043(d)) (City Wide) - Page 2 of 6**

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One half of the funds for new affordable rental housing construction and social housing repairs and renovations were allocated to CityHousing Hamilton.

On June 6, 2019, Council was informed of the investments made from the Poverty Reduction Fund until that time (Report CES16043(c)). This report provides an update on investments made prior to and in 2019.

#### INVESTMENT UPDATES

##### New Affordable Rental Housing Construction Projects – ProjectID 6731741609

The \$20 M total Poverty Reduction Implementation Plan funding allocated for rental construction was divided equally between the Housing Services Division (\$10 M) and CityHousing Hamilton, (\$10 M), with \$4 M funded annually starting in 2017 and ending in 2021.

Based upon projects that have been identified since 2017, approximately \$9 M of the Housing Services Divisions allocation has been committed as listed and identified in Table 1.

Table 1

<b>Housing Services Division \$10 M Allocation</b>			
#	Funding Recipient	Type of Investment	Actual Amounts (\$00s)
1	Hamilton Young Christian Women's Association (YWCA), Ottawa St. N. Project	Fee Offsets	\$774,913
2	Indwell, Parkdale Landing Project Building 2, 205 Melvin Ave.	Capital Fee Offsets	\$2,411,970 \$1,200,610
3	60 Caledon Ave., Mountain Secondary School Site Project	Land Purchase	\$3,130,000
4	YWCA – Carole Anne's Place/ Mission Services – Willow's Place	Operating Costs	\$128,000
5	90 Carling Street – Building & Planning Fees	Fee Offsets	\$16,759
	191 York Boulevard	Predevelopment Work	\$250,000
	Contracts Analyst – Indigenous 1 FTE (2018-2019)	Staffing Costs	\$146,862
	Contracts Analyst - Indigenous 1 FTE (projected to 2027)	Staffing Costs	\$898,255
	Contracts Analyst – Materials Recovery (projected to 2027)	Staffing Costs	\$19,896
<b>Total Allocated/Spent</b>			<b>\$8,977,265</b>
<b>Total Remaining</b>			<b>\$1,022,735</b>

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**SUBJECT: Poverty Reduction Investment Plan Update (CES16043(d)) (City Wide) - Page 3 of 6**

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The Housing Services Division will allocate the remaining \$1 M of the original \$10 M allocation for rental housing construction to top priority projects. These will be identified and reported to Council for final approval.

CityHousing Hamilton has received approval to fully allocate their \$10 M portion for two construction projects as shown in the following table. The Riverdale and Bay & Cannon Street projects are projected to be completed in 2023.

Table 2

<b>CityHousing Hamilton Allocation of \$10 M</b>		
<b>Funding Recipient</b>	<b>Type of Investment</b>	<b>Actual Amounts (\$000s)</b>
Bay & Cannon Street Project	Capital	\$3,500,000
Riverdale Project	Capital	\$6,500,000
<b>Total Allocated/Spent</b>		\$10,000,000
<b>Total Remaining</b>		0

Status Update of the Significant Projects identified in Table 1

1. Hamilton YWCA, Ottawa Street North Project

- 35 self-contained affordable units for single women and women with children who are experiencing homelessness.
- 35 units will be rented at or below 80% average market rent
- The project includes an additional 15 units for women with developmental disabilities.
- A range of community services will be provided on site.

Update: The project is 70% complete, with the structure finished and interior work underway. Occupancy is expected to begin by the end of May 2021 assuming there are only minimal delays to the schedule as a consequence of the COVID-19 pandemic.

Total contribution for new rental housing construction for this project totals \$774,913 and is broken down as follows:

- City's Development Charges (DC) of \$512,576
- Go Transit DCs of \$6,032
- Parkland dedication fees and DC fees exemptions of \$256,305

2. Indwell, Parkdale Landing Project Building 2, 205 Melvin Avenue (now McQueston Lofts)

- 50 units will be developed in a new five storey building with ground floor commercial uses.



**SUBJECT: Poverty Reduction Investment Plan Update (CES16043(d)) (City Wide) - Page 4 of 6**

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- Housing will be provided for singles with a history of unstable housing, most of which have a disability.
- 10 units will be prioritized for Indigenous persons experiencing homelessness through partnerships with the Native Women's Centre and Homeward Bound.
- Rents will be set at 60% of average market rents for one-bedroom units.
- Rents will be set at 80% of average market rent for two-bedroom units.

Update: The project is nearing completion with occupancy expected late November 2020.

Total contribution for new rental housing construction for this project totals \$3.6 M with \$2.4 M related to capital costs and \$1.2 M in fees broken down as follows:

- City's Development Charges (DC) of \$829,260
- Go Transit DCs of \$5,200
- Parkland dedication fees and DC fees exemptions of \$366,150

3. 60 Caledon Avenue, Mountain Secondary School Project

- The purchase of seven acres at 60 Caledon Ave. for new affordable housing development.

Update: The sale of the property to two social housing providers is almost complete

4. YWCA - Carole Anne's Place/Mission Services - Willow's Place

Carol Anne's Place and Willow's Place provide safe and accessible programs and supports to women in Hamilton experiencing homelessness. By providing safe spaces to rest, eat, and connect, these programs are vital to vulnerable women in our city. This investment enabled both facilities with supports to continue to provide services from December 1, 2019 to March 31, 2020. After March 2020, these programs have been funded through various COVID relief envelopes.

5. 90 Carling Street – Moderately Affordable Units in Rental Housing Development Project

- 10 moderately affordable units in a 100-unit rental project in Westdale.
- Tenants will be referred by social housing providers selected from social housing tenants paying market rents in rent-geared-to-income units.
- Funds to offset building permit and planning fees to qualify project for Canada Mortgage and Housing Corporation (CMHC) Rental Housing Financing Program.

Update: The project is finalizing CMHC financing.

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Social Housing Repair and Renovation – ProjectID 6731841611

The annual allotment of \$2 M for the period 2018-2027 for social housing repairs and renovations is distributed as follows:

- \$1 M to the Social Housing Section, Housing Services Division; and,
- \$1 M to CityHousing Hamilton.

1. Social Housing Section, Housing Services Division

2019 \$1 M was allocated as follows:

- Repairs and renovations for 510 units at an average cost of \$1,700 per unit, total cost of \$867 K. The following was achieved:
  - 10 chronically offline units (units that stood vacant for 18 months or longer) were brought back online (ready for move in);
  - three offline units (units that stood vacant for 3-6 months) were brought back online (ready for move in); and,
  - 497 units in multiple buildings were repaired, increasing cost and energy efficiencies. Work completed included LED lighting retrofits, balcony safety measures, mechanical upgrades, kitchen replacements, and installation and repairs of windows and doors.
- The balance of the funding \$133,K was used to pay for project and contract management support for all capital repair programs for social housing.

2. CityHousing Hamilton

2019 \$1 M was allocated as follows:

- Maintenance and repairs to 113 units at an average cost of \$8,850 per unit.

Indigenous Component of the Poverty Reduction Implementation Plan – ProjectID 6731841610

As of December 2019, a total of \$2 M has been spent of the \$10 M allocated over 10 years for the Indigenous Poverty Reduction program.

In 2019 \$1 M was spent as follows:

- \$425,365 for Indigenous social housing repairs and/or enhancements for 163 units at an average cost per unit of \$2,610; and,

**SUBJECT: Poverty Reduction Investment Plan Update (CES16043(d)) (City Wide) - Page 6 of 6**

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- \$574,635 for a range of programs to support housing stability and assistance. This includes:
  - Tenant advocacy and supports (709 households assisted);
  - Indigenous housing stability assistance/housing stabilized (28 households assisted);
  - Youth employment and stability (140 youth assisted);
  - Indigenous led child and family development/additional households served (707 households assisted);
  - Violence Against Women advocacy/increase capacity (17 people assisted);
  - Enhanced financial employment program/additional households served (111 households assisted);
  - Identification clinics/Indigenous people obtaining identification (150 people assisted); and,
  - Administrative management of funds and coordination of programs and strategies (completion of eight activities).

**APPENDICES AND SCHEDULES ATTACHED**

None



Hamilton

## INFORMATION REPORT

<b>TO:</b>	Chair and Members Emergency and Community Services Committee
<b>COMMITTEE DATE:</b>	November 19, 2020
<b>SUBJECT/REPORT NO:</b>	2020 Arena Opening Plan (HSC20031(b)) (City Wide)
<b>WARD(S) AFFECTED:</b>	City Wide
<b>PREPARED BY:</b>	Steve Sevor (905) 546-2424 Ext. 4645
<b>SUBMITTED BY:</b>	Chris Herstek Director, Recreation Division Healthy and Safe Communities Department
<b>SIGNATURE:</b>	

### COUNCIL DIRECTION

Not Applicable

### INFORMATION

Following reports in August 2020 (Report HSC20031) and October 2020 (Report HSC20031(a)), Recreation staff have finalized the reopening plan for City operated ice arenas. The phased opening of ice arenas was the result of the ever-changing status of the COVID-19 pandemic coupled with the uncertainty of how the restrictions would impact the registration figures for the local sport groups as well as the programming that each organization is permitted to offer.

As such the following arenas are now open, operational and have accommodated the programming needs of the ice users for the balance of the ice season:

- Bill Friday (Lawfield) Arena
- Carlisle Arena
- Chedoke Twin Pad Arena
- Dave Andreychuk Arena
- Glanbrook Arena
- Harry Howell Twin Pad Arena

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**SUBJECT: 2020 Arena Opening Plan (HSC20031(b)) (City Wide) - Page 2 of 3**

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- Inch Park Arena
- J.L. Grightmire Arena
- Mohawk 4Ice Centre
- Morgan Firestone Arena
- Mountain Skating Centre
- Pat Quinn (Parkdale) Arena
- Rosedale Arena
- Spring Valley Arena
- Valley Park Arena
- Westoby (Olympic) Arena

Limited public programming (public skate, seniors skate, parent and tot skate, shinny) will be programmed in November at Harry Howell Twin Pad Arena, Mountain Skating Centre, and Valley Park Arena. Ad-hoc rentals including adult groups are currently under review and may be commencing in the near future. As the programming needs for all ice users have been satisfied, ice will not be installed in any further arenas for the remainder of the ice season.

Consequently, recreation staff recognize the challenges that youth sport organizations have faced in accessing facility space for indoor training. The primary facilities for sports such as volleyball and basketball are gymnasiums. The Hamilton-Wentworth District School Board and the Hamilton-Wentworth Catholic District School Board do not have immediate plans to open their facilities for community rentals. Most private schools or institutions have communicated the same position for their gymnasiums. The inability for volleyball and basketball groups to secure training facilities has severely impacted their ability to provide development for a wide range of youth. As the City has been able to cautiously open arenas for ice users, there is an opportunity to provide the same support to the numerous volleyball and basketball organizations within arenas that will not have ice installed.

Preliminary discussions with affiliated youth volleyball and basketball organizations have resulted in overwhelming support and commitment to utilize these facilities. There are no additional staffing requirements needed to provide this opportunity to the affiliated volleyball and basketball organizations.

Recreation staff have identified the following locations to be made accessible for training effective November 2020 until May 2021:

- Beverly Arena – to support volleyball organizations
- Coronation Arena and Saltfleet Arena – to support basketball organizations

With the assistance of the user groups, specialized flooring and equipment can be installed in these arenas to transform them into appropriate gym space. User fees are

**SUBJECT: 2020 Arena Opening Plan (HSC20031(b)) (City Wide) - Page 3 of 3**

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already established for arena floor rentals and would be consistent to traditional uses of arenas. Rental revenue can be realized to offset the cost of operating the arenas.

It should be noted that the cost to operate an arena as a gym space would be significantly less than it would be to operate when ice is installed. Return to play guidelines are already established and organizations will comply with provincial guidelines for sport organizations as well as local Public Health Unit directives.

The following facilities would be not be operational for ice or any activity until May 2021:

- Eastwood Arena
- Stoney Creek Arena

Existing staff resources may be able to support a commitment of hours for any of the remaining arenas, provided that operating another facility made fiscal sense and if it met the appropriate programming needs of a sport.

**APPENDICES AND SCHEDULES**

None



Hamilton

## INFORMATION REPORT

<b>TO:</b>	Chair and Members Emergency and Community Services Committee
<b>COMMITTEE DATE:</b>	November 19, 2020
<b>SUBJECT/REPORT NO:</b>	Macassa Lodge – Redevelopment Project (HSC20050) (Ward 7)
<b>WARD(S) AFFECTED:</b>	Ward 7
<b>PREPARED BY:</b>	Holly Odoardi (905) 546-2424 Ext. 1906 Rom D’Angelo (905-546-2424 Ext. 4617)
<b>SUBMITTED BY:</b>	Paul Johnson General Manager Healthy and Safe Communities Department
<b>SIGNATURE:</b>	

### COUNCIL DIRECTION

Not Applicable

### INFORMATION

The existing Macassa Lodge D-Wing Resident Home Area (RHA) accommodates 44 residents in the south-west end of the building. The D-Wing was part of the original 1954 construction and although it has been upgraded over time, D-Wing is now dated and requires extensive upgrades in order to meet modern Long-Term Care facilities design standards, in addition there are some deficiencies that now require widespread improvements. The existing Central Building Services including kitchen, laundry, shipping and receiving is located in the facility and will continue to provide support services to the new RHA’s.

Through the 2018 Capital Budget process, Macassa Lodge was approved to complete a feasibility study on D-wing to address the aging of our D-wing unit at Macassa Lodge (constructed in 1956 and refurbished in 1988).

The Province of Ontario has committed to creating 30,000 new long-term care beds over the next decade. These new beds will increase access to long-term care and help

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**SUBJECT: Macassa Lodge – Redevelopment Project (HSC20050) (Ward 7) - Page 2 of 3**

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end hallway health care and provide high quality care and accommodation that meets the clinical, safety and social needs of Ontarians living in long-term care homes. Redeveloping long-term care beds means either renovating existing long-term care spaces in an existing home or building a new long-term care home to replace an older one. Redeveloping existing long-term care beds helps the long-term care sector continue to provide appropriate care to residents in safe and secure environments.

As work to modernize the Long-Term Care Development Program continues, the Ministry is seeking applications that will help to build a 21st century long-term care system, improve outcomes, and enable the effective use of additional long-term care capacity to meet the diverse needs of residents and their families where it is needed the most.

The Ministry of Long-Term Care provides funding for long-term care homes across Ontario to provide appropriate care and services to the residents who live in those homes. The Ministry provides support to projects that will add new long-term care bed capacity and redevelop existing, older long-term care beds to modern design standards. These net new beds will increase access to long-term care, reduce waitlists, ease hospital capacity pressures and help to end hallway health care.

The LTC Homes sector has advocated for adequate funding to support capital development and redevelopment and the impact of this lack of funding came to light during the COVID-19 pandemic. Information gathered on LTC Homes in Ontario highlighted that older homes fared far worse than the newer builds. The information indicated that approximately 59% of LTC home resident cases occurred in homes that are older than 30 years, noting that D-wing was built in 1954 with minor renovations in 1988. It was also identified that the design of these older homes contributed to the spread of the virus among residents and staff. Sadly, more than half of LTC Homes in Ontario are older and are not built to the latest Ministry design standards. The Ministry has committed to redeveloping 15,000 existing beds and building 15,000 new beds by 2025.

With all that has transpired over the past eight months, the landscape in which development or redevelopment needs to occur has shifted significantly. Any new developments or redevelopments must now consider how design standards and physical infrastructure can mitigate the impacts of outbreaks in LTC Homes.

The situation for the Local Health Integration Network (LHIN) for Hamilton, Niagara, Haldimand and Brant (HNHB), notes there are approximately 5,682 active files waiting for placement in LTC, and of those 934 are in crisis. Specifically, in Hamilton, there are approximately 1,851 active LTC files and 411 of those are in the crisis category. Research also reveals that some citizens in need of LTC decessed before they are



**SUBJECT: Macassa Lodge – Redevelopment Project (HSC20050) (Ward 7) - Page  
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admitted due to the lengthy placement waiting list. There is a great need to support Hamilton with enhancing our LTC bed capacity.

Macassa Lodge submitted a Long-Term Care Development application on September 25, 2020 to the Province to build a new wing to replace an existing wing at an estimated value of \$27.7 M. This application was submitted as a placeholder pending the completion of the feasibility study in addition to submitting a report to the Emergency and Community Services Committee which were both clearly outlined in the submission.

Additionally, the City has identified an expansion to the D Wing at Macassa Lodge as a growth project in the 2019 Development Charges Bylaw and Background Study (Report FCS19050) which was approved by Council on June 12, 2019.

Upon completion of the feasibility study a recommendation report will be submitted that will include detailed information and options that will be presented to Committee.

**APPENDICES AND SCHEDULES**

None



**CITY OF HAMILTON**  
**HEALTHY AND SAFE COMMUNITIES DEPARTMENT**  
**Housing Services Division**

<b>TO:</b>	Chair and Members Emergency and Community Services Committee
<b>COMMITTEE DATE:</b>	November 19, 2020
<b>SUBJECT/REPORT NO:</b>	Federal Reaching Home Funding Allocation (HSC20053) (City Wide)
<b>WARD(S) AFFECTED:</b>	City Wide
<b>PREPARED BY:</b>	Greg Tedesco (905) 546-2424 Ext. 7168 Rob Mastroianni (905) 546-2424 Ext. 8035 Nadia Zelisko (905)546-2424 Ext. 2548
<b>SUBMITTED BY:</b>	Edward John Director, Housing Services Division Healthy and Safe Communities Department
<b>SIGNATURE:</b>	

## RECOMMENDATION

That the General Manager of the Healthy and Safe Communities Department, or their designate, be authorized and directed to enter into and execute an Agreement with Employment and Social Development Canada to administer Canada's COVID-19 Economic Response Plan to Support People Experiencing and At Risk of Homelessness to a maximum amount of \$7,958,350 and any agreements with Community Services Provider(s) delivered in alignment with Reaching Home Directives, as well as any ancillary agreements, contracts, extensions and documents required to give effect thereto in a form satisfactory to the City Solicitor.

## EXECUTIVE SUMMARY

On September 21, 2020, the Federal Government announced an additional investment of \$236.7 M through Reaching Home: Canada's Homelessness Strategy to extend and expand emergency responses to the COVID-19 outbreak across Canada. The City of Hamilton's new incremental funding allocation under Canada's COVID-19 Economic Response Plan to Support People Experiencing and At Risk of Homelessness is \$5,306,800. Since April 1, 2020, Hamilton also received an additional \$2,651,550 through this Response Plan. This new Agreement is an inclusive amendment to the

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**SUBJECT: Federal Reaching Home Funding Allocation (HSC20053) (City Wide) -  
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previously received funding under the Response Plan with a cumulative total of \$7,958,350.

These additional funds are intended to complement current Reaching Home funding, with a focus on extending emergency measures that have been successful in reducing the risk of COVID-19 outbreaks among people experiencing homelessness, as well as providing communities with flexibility to deliver affordable housing solutions.

The additional funding through Reaching Home will allow Hamilton to continue with containment practices that have proven successful to date, including efforts to enhance permanent housing interventions, reduce shelter crowding, provide isolation services, COVID-19 screening and testing protocols in all funded shelters and drop-in programs, and securing personal protective equipment, cleaning supplies, and other equipment. With the goal of creating lasting solutions for people experiencing homelessness, effective and evidence-based strategies and approaches will continue to be implemented in the local context to ensure ongoing effectiveness and accountability.

**Alternatives for Consideration – Not Applicable**

**FINANCIAL – STAFFING – LEGAL IMPLICATIONS**

Financial:

The following chart outlines projected and committed costs related to COVID-19 specific homelessness funding, including federal Reaching Home – Canada’s COVID-19 Economic Response Plan to Support People Experiencing and At Risk of Homelessness Phase 1 (RH1) and Phase 2 (RH2), CMA Foundation COVID-19 Community Response Fund for Vulnerable Populations (CMA), and provincial Social Services Relief Fund Phase 1 (SSRF1) and Phase 2 (SSRF2):

	Dec-20	Mar-21	Fiscal 20/21 April to March TOTAL	June-21	Fiscal 21/22 April to June TOTAL
Existing Funding (RH1, CMA & SSRF1)		(9.88)	(9.88)		
SSRF2		(11.32)	(11.32)		
RH2		(5.30)	(5.30)		
Projected 2020 Surplus Utilization	(1.90)		(1.90)		
<b>Funding Subtotal</b>	<b>(1.90)</b>	<b>(26.50)</b>	<b>(28.40)</b>	<b>0.00</b>	<b>0.00</b>
Estimated COVID costs	10.54	1.35	11.89	3.90	3.90
HSC20020	2.70	0.90	3.60		0.00
HSC20020(a)	5.80	1.75	7.55	1.55	1.55
COVID Cost Subtotal	19.04	4.00	23.04	5.45	5.45
<b>Total</b>	<b>17.14</b>	<b>(22.50)</b>	<b>(5.36)</b>	<b>5.45</b>	<b>5.45</b>

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As of March 31, 2021, projected COVID costs total \$23.04 M. Costs beyond March 31, 2021 will need to be addressed by subsequent funding from Canada's COVID-19 Economic Response Plan to Support People Experiencing and At Risk of Homelessness and provincial Social Services Relief funding given that all funds provided to date must be utilized by March 31, 2021.

As of June 30, 2021, projected COVID costs of \$5.45 M do not have a confirmed funding source. Housing Services will continue to advocate for additional funding to address the shortfall.

Staffing – N/A

Legal – N/A

### **HISTORICAL BACKGROUND**

Reaching Home: Canada's Homelessness Strategy is part of the National Housing Strategy and aims to assist local communities in adopting an outcome based coordinated system response that supports the national goal of reducing chronic homelessness by 50% on or before March 31, 2028. A total of \$29,985,493 in Reaching Home base funding will be allocated in Hamilton over a 5-year period from April 1, 2019 to March 31, 2024

The City of Hamilton dedicates 20% of Federal homelessness program dollars to Indigenous-specific homelessness services, with the Indigenous Community Entity and Indigenous Community Advisory Board providing funding recommendations to the General Manager of Healthy and Safe Communities.

Through Reaching Home, Designated Communities are required to work toward the following mandatory community-level outcomes: chronic homelessness in the community is reduced; homelessness in the community is reduced overall and for specific populations; new inflows into homelessness are reduced; and returns to homelessness are reduced.

On March 30, 2020, the City of Hamilton received a funding allocation in the amount of \$2,274,966 under Canada's COVID-19 Economic Response Plan to Support People Experiencing and At Risk of Homelessness for 2020-2021 to support to support people experiencing homelessness during the COVID-19 outbreak.

After submitting a request for additional funding under Canada's COVID-19 Economic Response Plan to Support People Experiencing and At Risk of Homelessness, on July 14, 2020 the City of Hamilton received an additional funding allocation of \$376,584.

**SUBJECT: Federal Reaching Home Funding Allocation (HSC20053) (City Wide) -  
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**POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS**

As of April 3, 2020, the City of Hamilton entered into a Service Agreement with Employment and Social Development Canada. This Service Agreement applies to all Reaching Home funding, including emergency COVID-19 response, and will require the City of Hamilton to adhere to the requirements and directives prescribed through Reaching Home.

**RELEVANT CONSULTATION**

On March 27, 2020, Housing Services received endorsement from the Community Advisory Board for the investment of Federal and Provincial COVID-19 funds in accordance with the coordination provided by the City of Hamilton's Emergency Operations Committee and information provided by the Indigenous Community and community partners. Housing Services committed to reporting back to the Community Advisory Board with details on the investments made.

On an ongoing basis through the pandemic, the City has continued to consult regularly with the sector planning tables including the Women's Housing Planning Collaborative, the Men's Emergency Services Coordination Committee, as well as an ad hoc sector group representing community partners in the health and housing sector. These groups have advised on issues relating to shelter capacity, permanent housing interventions, eviction prevention, and responses that allow for maximizing physical distancing including the adaptation of existing congregate spaces.

The City has also maintained direct contact with Indigenous partners through the Indigenous Community Entity, ensuring that our response is in alignment with the unique needs present within Hamilton's Urban Indigenous population.

**ANALYSIS AND RATIONALE FOR RECOMMENDATION**

Additional funding under Canada's COVID-19 Economic Response Plan to Support People Experiencing and At Risk of Homelessness will continue to support Reaching Home objectives and deliverables, allowing Hamilton to further connect those experiencing homelessness to permanent housing with supports and to keep individuals and staff in the homelessness sector safe during COVID-19. Quick distribution of COVID-19 emergency response funding is critical to protect those experiencing homelessness or housing instability and the workers supporting them.

Building on existing Reaching Home program directives, additional funding under Canada's COVID-19 Economic Response Plan to Support People Experiencing and At Risk of Homelessness will have flexibility in how it is administered based on updated guidelines provided by the Federal government. This funding investment and all eligible

**SUBJECT: Federal Reaching Home Funding Allocation (HSC20053) (City Wide) -  
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operating expenses must be spent by March 31, 2021. As of June 30, 2021, projected COVID costs of \$5.45 M do not have a confirmed funding source. Housing Services will continue to advocate for additional funding to address the shortfall.

Authorization of the General Manager of Healthy and Safe Communities, or their designate, to enter into and execute an Agreement with Employment and Social Development Canada to administer Canada's COVID-19 Economic Response Plan to Support People Experiencing and At Risk of Homelessness is recommended to facilitate the acceptance and quick distribution of funding, which is critical to Hamilton's ongoing COVID-19 response related to housing and shelter services.

**ALTERNATIVES FOR CONSIDERATION**

None

**ALIGNMENT TO THE 2016 – 2025 STRATEGIC PLAN****Healthy and Safe Communities**

Hamilton is a safe and supportive City where people are active, healthy, and have a high quality of life.

**APPENDICES AND SCHEDULES ATTACHED**

None



## INFORMATION REPORT

<b>TO:</b>	Chair and Members Emergency and Community Services Committee
<b>COMMITTEE DATE:</b>	November 19, 2020
<b>SUBJECT/REPORT NO:</b>	Paramedic Service Update (HSC20057) (City Wide)
<b>WARD(S) AFFECTED:</b>	City Wide
<b>PREPARED BY:</b>	Michael Sanderson (905) 546-2424 Ext. 7741
<b>SUBMITTED BY:</b>	Paul Johnson General Manager Healthy and Safe Communities Department
<b>SIGNATURE:</b>	

### COUNCIL DIRECTION

Not Applicable

### INFORMATION

With the ongoing challenges related to COVID this report is provided to give members of Committee, and Council, an update on Paramedic Service current activities through to the end of October and planned activities over the next several months.

#### Operational Activity

Our 2019 Annual Report HSC20021 identified that on an average day last year there was an average of 194 distinct 9-1-1 events that required paramedic response. These events resulted in:

- An average of 238 responses per day; and,
- An average of 146 patients being transported to hospital per day

Upon activation of the Emergency Operations Centre (EOC) in mid-March we commenced daily tracking of workload to ensure a better understanding of the systems impact on our service delivery. To aid in this tracking we have taken a snapshot of the Ginjo Qlikview Dashboard and the Interdev Situational Awareness Dashboard at 07:00

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**SUBJECT: Paramedic Service Update (HSC20057) (City Wide) - Page 2 of 7**

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daily, included those results in our daily EOC Status Report, and performed analysis of the trend as compared to our 2019 averages (attached as Appendix "A" to Report HSC20057).

Actual paramedic workload in the March through May time period (early COVID) decreased below last year's averages as summarized below:

- Daily 9-1-1 events were down about 9%
- Daily ambulance responses were down about 11%
- Daily patients transported to hospital were down about 20%

During this three month period hospital offload delays were reduced to an almost non-existent level. We experienced no critical narrowing of resources (four ambulances or less) and there were no Code Zero events. Response time performance for calls dispatched as potential life-threatening emergencies improved by 26 seconds. Lesser emergencies had even more significant improvements in response times.

As workplace and social movement restrictions were relaxed, and the economy returned to more normal settings the paramedic workload has rebounded. Events and responses are now averaging higher than last year. We continue to have a higher on-scene cancellation rate and are still transporting less patients to hospital per day than last year. Since the end of May:

- Daily 9-1-1 events are 13% above last year's average
- Daily ambulance responses are 8% above last year's average
- Daily patients transported to hospital are 10% below last year's average.

With this return to normal, and higher than normal, ambulance service demands over the past five months we are also aware that hospital activities have returned to more normal levels as essential and urgent care is provided. Hospital occupancy rates and activities have returned to higher levels. Hospitals report significant number of alternative level of care (ALC) patients awaiting long term care placement as one of the factors contributing to bed shortages.

Over the past five months the increases in ambulance service demand, combined with a resurgence of hospital offload delays caused by capacity and patient flow challenges, has resulted in 47 incidents where we have had critical narrowing of resources (four ambulances or less available for response), and nine Code Zero events. Response time performance has returned to the same level as last year.

### COVID Patients

The Ministry of Health (MOH) has mandated, and periodically updated, both dispatch and paramedic assessment criteria to determine whether a patient should be treated as potential COVID. Since early March, dispatchers have utilized COVID screening questions and communicated results to responding paramedics. Paramedics have

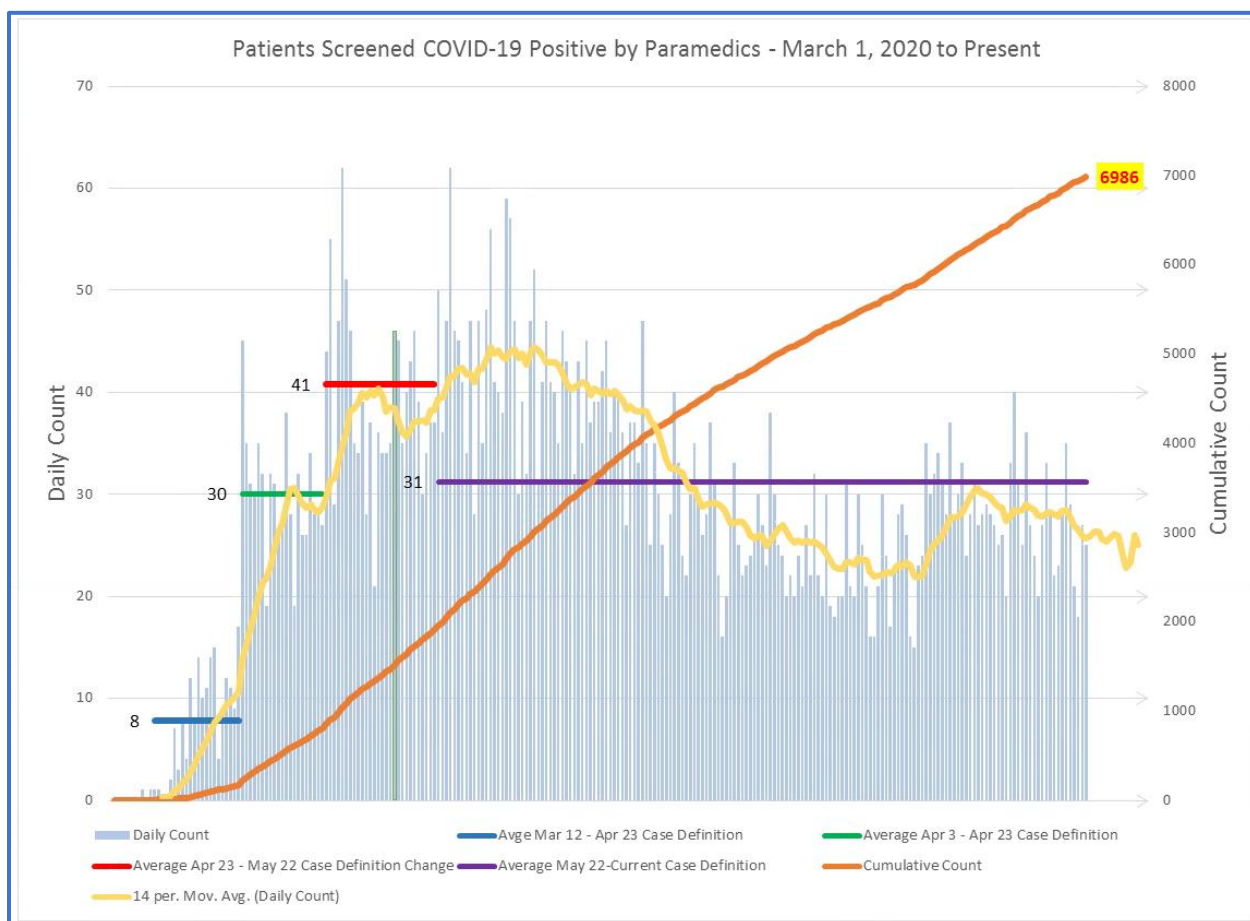


## SUBJECT: Paramedic Service Update (HSC20057) (City Wide) - Page 3 of 7

performed their own evaluation and where the patient screens as suspect COVID positive additional precautions are taken and receiving hospitals are pre-notified.

From March 12 through November 1, 2020, Hamilton paramedics suspected 6,986 patients as having COVID based on the MOH mandated assessment criteria. Suspect COVID patients constituted approximately 22% of all patients transported to hospital during this period.

Patients identified as suspect COVID by paramedics may or may not have actually been infected with the virus. Paramedic assessment is based on symptomatic and history presentation at an immediate point in time as mandated by the MOH. Confirmed COVID patients are typically identified through laboratory testing.



Additional precautions are required for suspect COVID patients which adds to the complexity of case management as well as the actual time it takes to complete the call. This additional time on calls can have the effect of reducing ambulance availability during peak call volume periods.

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## Staffing

The additional 24 hour/day ambulance approved by Council in the 2020 budget process was implemented in April 2020. Our operational staffing at peak daytime hours 31 transport ambulances and four single person Emergency Response Vehicles (ERV). During the lowest staffing period, which corresponds with the lowest service demand period, we staff 21 transport ambulances and four ERVs.

We successfully interviewed, selected, and provided a COVID modified orientation to 37 new part-time paramedics over the spring and early summer months. Several of these new hires are already in permanent full-time positions covering the approved staffing enhancement positions and normal attrition. Many more are in temporary full-time positions replacing paramedics out of the workplace due to long term absences such as long-term disability, WSIB, parental, and other leaves. Our recruitment cycle for 2021 has already commenced with an anticipated need to hire a similar number of paramedics.

Our staffing objective has been to ensure all ambulances and ERVs that should be staffed were in fact fully staffed throughout the pandemic period. With excellent work from our scheduling staff, and great cooperation and support from full time paramedics who cancelled or deferred scheduled time off, we have been successful in achieving this on almost every shift over the last eight months.

## COVID Self Isolation Requirements

Employee self-isolation has been required since March in accordance with Provincial and local direction in cases where the paramedic has had unprotected contact with a suspect or confirmed positive COVID patient, has tested positive themselves, or has had a history of recent out of country travel. Screening of all Paramedic Service staff has been actively undertaken using an on-line app developed by our staff. The app and procedures undertaken are consistent with all Provincial and local direction, and tracing records are electronically maintained.

We currently have three paramedics in mandated self-isolation. Over the eight months since the start of the pandemic there have been 125 staff placed into varying periods of self-isolation for the protection of our workforce and the public.

While a total of six staff have tested positive for COVID since March the likely causation in each case has been exposure in another workplace, exposure in family or social settings, or exposure as result of travel. There have been no Hamilton Paramedic staff known to have contracted COVID as result of exposure in our workplace. None of the staff who have tested positive for COVID were present in the workplace while symptomatic. Excellent support has been provided by both Public Health and

**SUBJECT: Paramedic Service Update (HSC20057) (City Wide) - Page 5 of 7**

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Occupational Health Service in managing and tracking exposures, self-isolation, and positive tests.

#### Personal Protective Equipment (PPE)

Mandatory use of minimal PPE for all patient contact, and enhanced use of PPE for contact with patients screened as suspected COVID positive, has been in place since the outset of the pandemic. With increased use of PPE, combined with provincial, national, and international shortages of some items, there were significant difficulties encountered obtaining replacement items.

Contingency plans were implemented to preserve difficult to access items. Key activities to work our way through regular supply shortages included:

- Distribution of non-disposable elastomeric half masks with N95 filter pucks to all paramedic staff;
- Utilization of donated PPE supplies from a large variety of community resources including physician or dental offices, teaching institutions, and industrial settings;
- Development and implementation of non-disposable isolation gowns along with a process for distribution, recovery, and cleaning; and,
- Acquisition of key supplies through the Provincial Ministry of Health supply chain support system.

With all of the above activities, and in conjunction with the development of new supply streams by Hamilton City Procurement and the EOC Logistics team, we are confident that we now have, or have access to, appropriate PPE for a minimum of three to six months.

#### Innovation

Over the last several years Hamilton has been a leader in the development and implementation of Community Paramedicine (CP) programs which are intended to proactively manage high risk patients and frequent system users with the goal of reducing both 9-1-1 responses and patient transports to hospital.

At the start of COVID, our regular staffing for CP activities included two full time paramedics performing targeted clinic, home visit, remote patient monitoring activities plus a third paramedic working in an integrated fashion with the Hamilton Police Service in the Social Navigator Program.

We were also providing under a funding agreement with the HNHB LHIN intended to provide influenza response and support to Long Term Care facilities.

## **SUBJECT: Paramedic Service Update (HSC20057) (City Wide) - Page 6 of 7**

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Since the onset of COVID, we began leveraging our CP experiences and have continued to develop initiatives that better enable us to meet the needs of vulnerable, high risk, and frequent use residents. Examples of these activities include:

- COVID swabbing through the CP program and the influenza response program. As of November 1, 2020, we have successfully tested 6,261 individuals at the request of Public Health and in support of various congregate settings.
- Expansion of the Remote Patient Monitoring (RPM) program and participating in the development of an integrated RPM program proposal to Ontario Health West with partners in the Hamilton Health Team;
- Development and implementation of a paramedic influenza immunization program in support of congregate settings;
- Implementation of an emergency responder influenza immunization program to support Occupational Health Services;
- Expansion of the Social Navigator Program by one full time paramedic to provide for seven day a week coverage along with expanded daily hours of operation;
- Development, submission, and implementation of a proposal to the HNHB LHIN to support high risk patients in the community awaiting long term care placement.

In addition to CP activities, we have undertaken other initiatives focussed on providing better response and better care for patients during the pandemic:

- Implementation of a high risk Infectious Disease Practitioner (IDP) team to support required interfacility patient movement of high risk COVID positive patients. This includes specialized equipment such as Positive Air Pressure Respirator (PAPR) equipment; and,
- A successful three month test of automated chest compression devices (ACD) to reduce the potential of close contact with aerosol generating medical procedures, and improve the quality of cardiopulmonary resuscitation, during treatment of sudden cardiac arrest patients

In future planning and in anticipation of the need to support future COVID immunization activities, we are in the process of acquiring a large rib-air inflatable tent that can be utilized as a temporary and portable immunization centre.

### Funding Issues

Additional unbudgeted costs expected to be in excess of \$2 M for 2020 fiscal year are being experienced as a result of COVID. These range from:

- additional shift replacement costs due to mandated COVID self-isolation;
- overtime cost escalation due to time on task increases, training requirements, and shift replacement;
- union agreements such as missed meal break payment;

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**SUBJECT: Paramedic Service Update (HSC20057) (City Wide) - Page 7 of 7**

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- significantly increased costs for PPE, medical, and other supplies;
- additional Logistical staff required to support enhanced vehicle and equipment cleaning schedules; and,
- purchase of specialized equipment such as NOCO sprayers for regular and frequent “fogging” disinfection of ambulance interiors.

While we have responded to the MOH request to indicate anticipated COVID specific costs for funding purposes at this point we have not received any indication of the timing or amounts of potential reimbursement. We continue to engage the MOH in discussion of this issue and costs have been included in both our year end projection and our budget for 2021.

Apart from the above noted MOH identified costs, we are continuing to identify and access short and long term grant funding for CP activities which support the broader health care system activities through reduction of patient transport to hospital and facilitation of alternative levels of treatment such as physician virtual visits. Key activities in this area include:

- LHIN grant funding of \$38,000 for the 8-week congregate setting influenza immunization program;
- Anticipated Ontario Health funding COVID swabbing activities;
- Anticipated Ontario Health funding for two additional paramedics to support the enhanced Remote Patient Monitoring program partnerships (this program is ready for implementation but awaiting confirmation of funding prior to starting);
- Anticipated HNHB LHIN funding for five additional paramedics to support high risk patients in the community awaiting long term care placement (this program is also ready for implementation and awaiting confirmation of funding prior to starting)

**APPENDICES AND SCHEDULES ATTACHED**

Appendix “A” to Report HSC20057 – Background Analytics

## Appendix "A" to Report HSC20057 Page 1 of 2

### Background Analytics

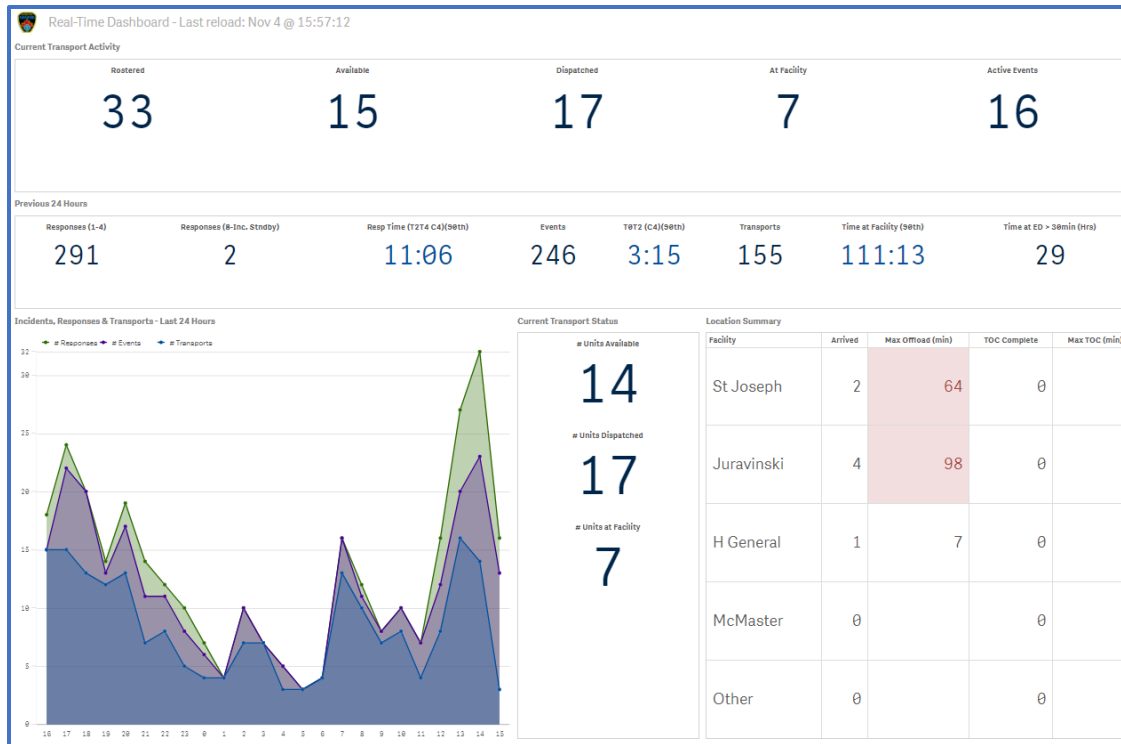


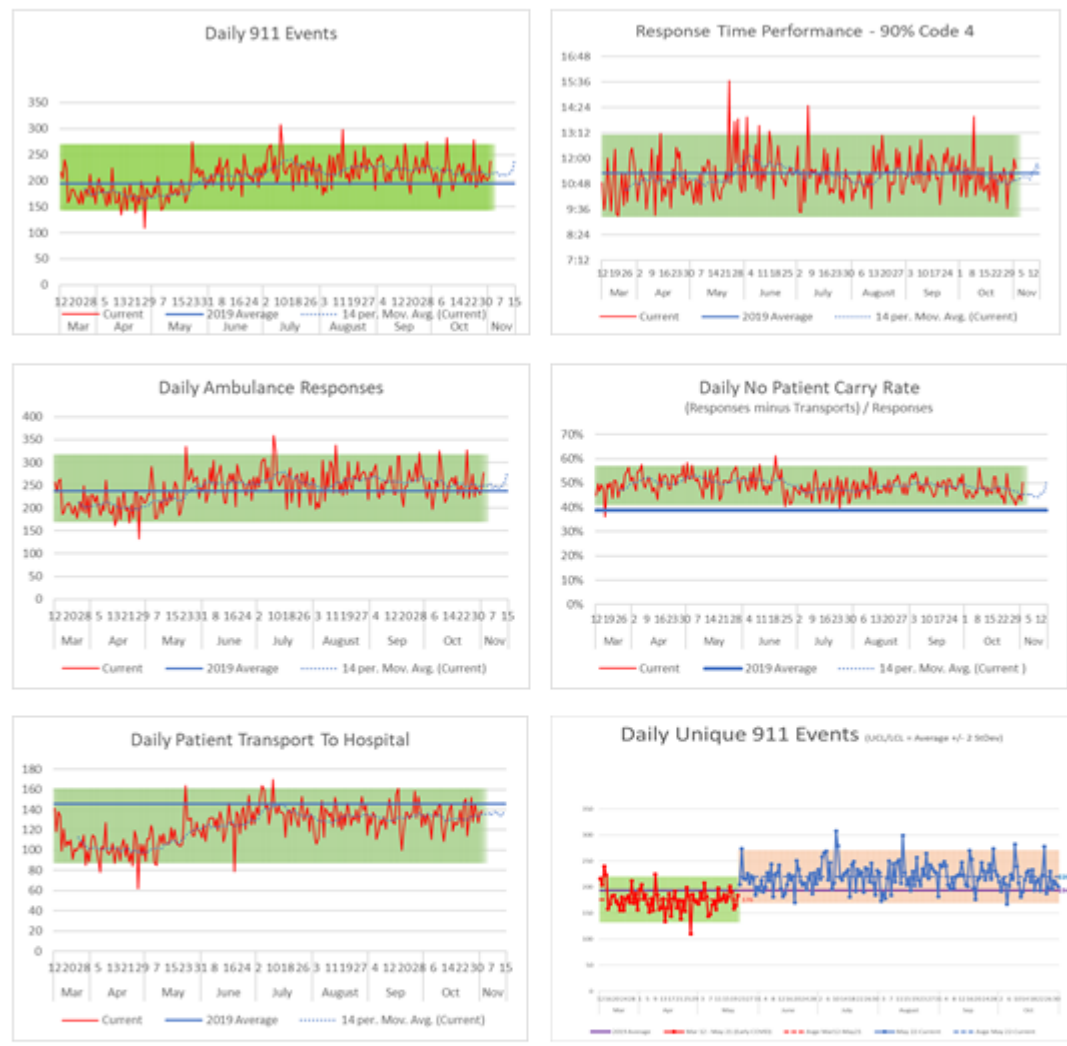
Figure 1 – Sample Ginqo Qlikview Analytics Dashboard



Figure 2 – Sample Interdev Situational Awareness Dashboard (SAD)

Appendix "A" to Report HSC20057  
Page 2 of 2

Updated to Monday Nov 2 – to be updated weekly unless significant changes – Blue line is 2019 Average. Light green shaded area represents +/- 2 Standard Deviations from the current period average. Red points above or below the +/- 2 StDev are statistical outliers. Update to charts normally occurs Mondays



Events and responses continue the trend above the 2019 average. In comparison to the 2019 average

	Mar 12-May 22 (early COVID)	Post May 22 (Economy Opening)
911 Events	9% Below Average	13% Above Average
911 Responses	11% Below Average	8% Above Average
Transports to Hospital	20% Below Average	10% Below Average

Despite transports to hospital continuing to be lower than last years average (but increasing toward the same level) the hospital offload delays continue to be a challenge. They have returned to being part of daily routine for issues management at pre-COVID levels.

Figure 3 - Sample Daily Demand and Performance Tracking

## Offers and Refusals Policy Change Questions and Answers Updated November 6, 2020

### Q. 1. What has changed?

A. Effective January 1, 2021 only a single (one) offer of housing will be made to a household eligible for rent-geared-to-income (RGI) social housing assistance. Previously, the legislation allowed a maximum of three offers.

### Q. 2. What happens when you refuse an offer?

A. You cease to be eligible for rent-geared-to-income (RGI) subsidized housing assistance.

### Q. 3. When do these rules take effect?

A. The Service Manager (City of Hamilton) has chosen to implement the change effective **January 1, 2021**. Until December 31, 2020, applicants on the ATH waitlist will have a maximum of 3 offers.

Effective January 1, 2021, a household on the ATH waitlist will cease to be eligible for RGI assistance after one (1) refusal of an offer of housing. This will result in your ATH application being cancelled and if you are over-housed, your subsidy will be revoked.

### Q. 4. Can I reapply to ATH to be on the wait list?

A. Yes. You can reapply to the ATH wait list. However, you will lose your position on the chronological wait list and be placed at the bottom of the list.

### Q. 5. What if I have a reason for refusing the offer?

A. In order to count as an offer, the household must have selected it on the Building Selection Form, and it must comply with the City of Hamilton's occupancy standards policy. The Service Manager may allow for an additional offer in Exceptional Circumstances.

It is important to note that all Service Manager and Housing Provider decisions relating to single offers are appealable per City of Hamilton's [Social Housing Review Policy](#). Applicants can apply for a review through the social review appeal (panel) for review of a refusal decision.

### Q. 6. What could be considered an extenuating circumstance?

A. Service Manager may determine that a household remains eligible for rent-geared-to-income assistance if the Service Manager is satisfied that there is an extenuating circumstance. Examples of extenuating circumstances could include situations where, at the time of an offer, an applicant is in the hospital, receiving treatment for addiction,



**Appendix “A” to Report HSC20058**  
**Page 2 of 2**

or if an applicant is a survivor of domestic violence or human trafficking and a preferred building is no longer safe.

**Q. 7. How will the changes impact special priority applicants?**

**A.** The provincial rule on refusal of offers would apply to all applicants on the ATH waitlist, including special priority applicants (SPP). The Service Manager may use its discretion to consider extenuating circumstances for special priority applicants to ensure they are not negatively impacted.

**Q. 8. Why is this change being made?**

**A.** This change is being made because it is now required by provincial legislation.

**Q. 9. Does this apply to housing allowances and portable housing benefits?**

**A.** No, this only applies offers of rent-geared-to-income social housing units.



Hamilton

## INFORMATION REPORT

<b>TO:</b>	Chair and Members Emergency and Community Services Committee
<b>COMMITTEE DATE:</b>	November 19, 2020
<b>SUBJECT/REPORT NO:</b>	Access to Housing (ATH) Offers and Refusals Policy Change (HSC20058) (City Wide)
<b>WARD(S) AFFECTED:</b>	City Wide
<b>PREPARED BY:</b>	Brian Kreps (905) 546-2424 Ext. 1782
<b>SUBMITTED BY:</b>	Edward John Director, Housing Services Healthy and Safe Communities
<b>SIGNATURE:</b>	

### COUNCIL DIRECTION

Not Applicable

### INFORMATION

This Information Report is to provide an overview of the Provincial regulatory amendment to O.Reg 367/11 under the *Housing Services Act, 2011* including a new provincial eligibility rule on refusal of offers. The change will be implemented in Hamilton on January 1, 2021.

#### Provincial Rule on Refusal of Offers

Effective January 1, 2021 a household will no longer be eligible for rent-g geared-to-income (RGI) assistance if the household refuses an offer from a Service Manager for assistance in a unit where the unit meets the Service Manager's occupancy standards and is in a housing project for which the household has expressed a preference.

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**SUBJECT: Access to Housing Offers and Refusals Policy Change (HSC20058)  
(City Wide) - Page 2 of 2**

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Section 32.2 provides that:

- The offer must be for assistance in a unit that meets the Service Manager's occupancy standards and is in a housing project for which the household has expressed a preference.
- If a household refuses an offer for a portable housing benefit it would not be considered as a refusal under this rule.
- Service Managers may determine that a household remains eligible if the Service Manager is satisfied that there are extenuating circumstances.

#### Single Offer of RGI Assistance

Effective January 1, 2021 households and applicants on the Access to Housing (ATH) Centralized Waiting List will cease to be eligible for rent-geared-to-income assistance if the household refuses an offer of a housing unit. Households must now accept the first offer of housing provided or be removed from the ATH centralized waiting list (including Special Priority Applicants). However, the Service Manager may determine that a household remains eligible if the Service Manager is satisfied that there are extenuating circumstances.

Housing Services staff are informing existing applicants through the direct mailing of information. Information is also being shared with community agencies and Hamilton Legal Clinic to ensure that applicants are aware of the change and information has been posted on the City's website.

#### What Do Applicants Need to Do?

It is important that applicants are satisfied with their building selections. If they wish to make a change on their building selection [form](#), they may complete the form and return it to the Housing Services office. Applicants may also call Access to Housing at 905-546-2424 x 3708 or e-mail [ath@hamilton.ca](mailto:ath@hamilton.ca) with questions or to update their selections.

Additional information is provided in the Offers and Refusals Policy Change Questions and Answers, attached as Appendix "A" to Report HSC20058.

#### **APPENDICES AND SCHEDULES ATTACHED**

Appendix "A" to Report HSC20058: Offers and Refusals Policy Change Questions and Answers