



City of Hamilton
EMERGENCY & COMMUNITY SERVICES COMMITTEE
AGENDA

Meeting #: Meeting#-xx-xxxx

Date: April 8, 2021

Time: 1:30 p.m.

Location: Due to the COVID-19 and the Closure of City Hall (CC)

All electronic meetings can be viewed at:

City's Website:

<https://www.hamilton.ca/council-committee/council-committee-meetings/meetings-and-agendas>

City's YouTube Channel:

<https://www.youtube.com/user/InsideCityofHamilton> or Cable 14

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

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. March 25, 2021

5. COMMUNICATIONS

6. DELEGATION REQUESTS

7. CONSENT ITEMS

7.1. Standardization of Adult Incontinent Products (HSC21005) (City Wide)

8. STAFF PRESENTATIONS

8.1. Age Friendly Plan 2021-2026 (CES14053(d)) (City Wide)

9. PUBLIC HEARINGS / DELEGATIONS

10. DISCUSSION ITEMS

10.1. Support for Rapid Housing Initiative Affordable Housing Development Projects (HSC20056(a)) (City Wide)

11. MOTIONS

12. NOTICES OF MOTION

13. GENERAL INFORMATION / OTHER BUSINESS

13.1. Amendments to the Outstanding Business List

13.1.a. Items to be Removed

13.1.a.a. Modular Housing

Item on the OBL: 20-E

Addressed as Item 10.1 on today's agenda

14. PRIVATE AND CONFIDENTIAL

15. ADJOURNMENT



EMERGENCY & COMMUNITY SERVICES COMMITTEE MINUTES 21-002

1:30 p.m.

Thursday, March 25, 2021

Council Chambers

Hamilton City Hall

71 Main Street West

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

Regrets: Councillor T. Whitehead – Personal

THE FOLLOWING ITEMS WERE REFERRED TO COUNCIL FOR CONSIDERATION:

1. Appointment of Vice-Chair (Item 1)

(Pauls/Merulla)

That Councillor T. Jackson be appointed as Vice-Chair of the Emergency and Community Services Committee for 2021.

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

YES - Chair - Ward 3 Councillor N. Nann

YES - Ward 4 Councillor S. Merulla

YES - Ward 6 Councillor T. Jackson

YES - Ward 7 Councillor E. Pauls

YES - Ward 9 Councillor B. Clark

NOT PRESENT - Ward 14 Councillor T. Whitehead

2. Bernie Morelli Recreation Site Outdoor Natural Play Area (HSC21009) (Ward 3) (Item 7.1)

(Clark/Pauls)

- (a) That the City of Hamilton be authorized to enter into a ten-year Licence Agreement with the Hamilton-Wentworth District School Board, for the construction of an outdoor natural play area on lands owned by the Hamilton-Wentworth District School Board at the Bernie Morelli Recreation Centre site on the terms set out in this Report; and,

- (b) That the General Manager of the Healthy and Safe Communities Department or his designate, on behalf of the City of Hamilton, be authorized to execute the Licence Agreement and any extensions and ancillary agreements in a form satisfactory to the City Solicitor.

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

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

3. Child Care and Early Years Funding Update (HSC21010) (City Wide) (Added Item 7.2)

(Pauls/Clark)

That the City of Hamilton accept the additional 100% provincial 2021 Child Care and Early Years Reinvestment funding in the amount of \$2,818,886 from the Ministry of Education (attached as Appendix "A" to Report HSC21010).

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

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

4. Consent Items (Items 7.3 (a) to (c))

(Jackson/Merulla)

That the following Consent Items be received, as presented:

- (a) Various Advisory Committee Minutes (Item 7.3):
- (i) Hamilton Veterans Committee (Item 7.3(a))
 - 1. September 29, 2020 (Item 7.3(a)(a))
 - 2. October 27, 2020 (Item 7.3(a)(b))
 - 3. December 8, 2020 (Item 7.3(a)(c))
 - (ii) Housing and Homelessness Advisory Committee (Added Item 7.3(b))
 - 1. September 1, 2020 (Added Item 7.3(b)(a))
 - 2. October 6, 2020 (Added Item 7.3(b)(b))
 - 3. November 3, 2020 (Added Item 7.3(b)(c))

- (iii) Seniors Advisory Committee (Added Item 7.3(c))
 - 1. March 6, 2020 (Added Item 7.3(c)(a))
 - 2. November 6, 2020 (Added Item 7.3(c)(b))
 - 3. December 4, 2020 (Added Item 7.3(c)(c))
 - 4. January 8, 2021 - No Quorum Report (Added Item 7.3(c)(d))
 - 5. February 5, 2021 (Added Item 7.3(c)(e))

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

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

5. Housing Focused Street Outreach (HSC21008) (City Wide) (Item 10.1)

(Pauls/Clark)

That Report HSC21008, respecting Housing Focused Street Outreach, be received.

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

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

6. Ministry of Long-Term Care Community Paramedic Funding (HSC21012) (City Wide) (Item 10.2)

(Jackson/Pauls)

- (a) That the Chief of the Hamilton Paramedic Service be authorized to sign on reports, amendments, and changes to the Agreement originally signed by the City Manager, Hamilton Community Paramedicine Long-Term Care Program (CPLTC) Transfer Payment Agreement (attached as Appendix "A" to Report HSC21012) for the period January 1, 2020 through March 31, 2024;
- (b) That subject to available funding the Hamilton Paramedic Service be authorized to increase their staffing complement by 12 Full Time Equivalents (FTE) to provide the staffing and activities as outlined in the CPLTC Proposal Hamilton (attached as Appendix "B" to Report HSC21012) and the Hamilton CPLTC Transfer Payment Agreement; and

- (c) That the Hamilton Paramedic Service be authorized to expend capital from existing vehicle and equipment reserves to acquire the vehicles and equipment necessary to fulfil the activities as outlined in Appendix "A" and Appendix "B" to Report HSC21012, such capital costs to be fully recovered over the period of the Agreement.

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

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

7. Provincial Fire Safety Grant (HSC21013) (City Wide) (Added Item 10.3)

(Jackson/Pauls)

That the Fire Chief be authorized to accept and utilize all grant funds provided by the Office of the Fire Marshal 2020/2021 Fire Safety Grant as per Appendix "A" to Report HSC21013 and be granted the authority to execute contracts, agreements, and documents required to give effect thereto in a form satisfactory to the City Solicitor.

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

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

8. Expanding Housing and Support Services for Women, Non-Binary, and Transgender Community Sub-Committee Report 21-001 (Added Item 10.4)

(Pauls/Clark)

(i) Appointment of Vice-Chair (Item 1)

That Rachel Bouwman be appointed Vice-Chair of the Expanding Housing and Support Services for Women and Transgender Community Sub-Committee for the remainder of the 2018-2022 term.

(ii) Winter 2020 Housing and Emergency Shelter Supports (HSC21007) (City Wide) (Item 7.1)

- (a) That Report HSC21007, respecting Winter 2020 Housing and Emergency Shelter Supports (City Wide), be received; and

- (b) That staff contact the Native Women's Centre to explore and address the funding gap resulting in the loss of 15 shelter beds at the Native Women's Centre.

(iii) Canada Ontario Housing Benefit (Added Item 13.2)

That the Council write to the Provincial and Federal Governments to advocate for an increase to the Canada Ontario Housing Benefit.

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

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

9. Feasibility and Viability of Establishing a New Urban Indigenous Housing and Services Hub at 77 Gage Avenue North (Added Item 9.1)

(Nann/Clark)

WHEREAS, through the Urban Indigenous Strategy, the City of Hamilton has committed to strengthening relationships with Indigenous communities and collaborate to address the unique needs and issues of Indigenous peoples;

WHEREAS, the City of Hamilton has committed to increase accessible and affordable housing for Indigenous peoples through the Housing and Homelessness Action Plan;

WHEREAS, the number one barrier to increasing dedicated indigenous affordable housing development is access to suitable land;

WHEREAS, Indigenous peoples are the original stewards of this land;

WHEREAS, the Hamilton Regional Indian Centre and Ontario Aboriginal Housing Services are requesting the City to partner with them to establish a first-of-its-kind Indigenous housing and services hub in Hamilton;

WHEREAS, the site formerly known as King George Elementary School, located at 77 Gage Avenue North, has remained vacant since the City acquired it in March 2018;

WHEREAS, the intended use of the property established by Council to serve as a Community Education and Services Hub with early years services and a mini library was not feasible due to a lack of confirmed capital funding from initial partners; and

WHEREAS, the Affordable Housing Site Selection Sub-Committee was formed with the purpose of building new affordable housing, and to develop a process for the disposition of City owned lands for the development of affordable housing.

THEREFORE, BE IT RESOLVED:

That City of Hamilton staff be directed to work with Hamilton Regional Indian Centre and Ontario Aboriginal Housing Services to review the feasibility and viability of establishing a new urban indigenous housing and services hub at 77 Gage Avenue North, with respect to matters including, but not limited to zoning, affordability, and long term sustainability, and report to the Affordable Site Selection Sub-Committee.

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

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

10. Community Homelessness Prevention Initiative (CHPI) Service Manager Service Agreement (Added Item 12.1)

(Merulla/Nann)

WHEREAS on December 12, 2012, City Council authorized the Mayor and City Clerk to, on behalf of the City of Hamilton, to enter into the Community Homelessness Prevention Initiative (CHPI) Service Manager Service Agreement with the Ministry of Municipal Affairs and Housing (the Ministry) effective January 1, 2013 (the CHPI Agreement);

WHEREAS by letter dated March 10, 2021 (the Amendment), the Ministry has offered to amend the CHPI Agreement to provide additional funding of approximately \$12.3 Million to the City pursuant to the terms and conditions outlined in the Amendment including that the City must accept the Amendment not later than March 22, 2021;

WHEREAS the City Manager, relying on the authority delegated to her in Hamilton By-law 20-044—the Covid-19 Emergency Delegated Authority—agreed to the Amendment on behalf of the City on March 19, 2021;

THEREFORE, BE IT RESOLVED:

- (a) That City Council endorses and approves the City Manager's decision to agree to the Amendment to the CHPI Agreement on behalf of the City of Hamilton; and

- (b) That the General Manager, Healthy and Safe Communities Department, or designate, be authorized and directed to execute all necessary agreements and documents as may be required to implement the funds provided by the Ministry pursuant to the amendment in the continued delivery the Community Homelessness Prevention Initiative, each such agreement being in a form satisfactory to the City Solicitor.

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

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

FOR INFORMATION:

Retirement – Announcement

Paul Johnson, General Manager of Healthy and Safe Communities announced the retirement of Grace Mater, Director of Children’s Services and Neighbourhood Development.

(a) APPROVAL OF AGENDA (Item 2)

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

6. DELEGATION REQUESTS (Item 6)

- 6.1. Audrey Davis and Justin Marchand, Hamilton Regional Indian Centre/Ontario Aboriginal Housing Services, respecting acquisition of former King George Elementary School to develop a housing and Friendship Centre hub (for today's meeting)

7. CONSENT ITEMS (Item 7)

- 7.3. Various Advisory Committee Minutes

7.3.b. Housing and Homelessness Advisory Committee

- 7.3.b.a. September 1, 2020
 7.3.b.b. October 6, 2020
 7.3.b.c. November 3, 2020

7.3.c. Seniors Advisory Committee

- 7.3.c.a. March 6, 2020
 7.3.c.b. November 6, 2020
 7.3.c.c. December 4, 2020

7.3.c.d. January 8, 2021 - No Quorum Report
 7.3.c.e. February 5, 2021

10. DISCUSSION ITEMS (Item 10)

10.3. Provincial Fire Safety Grant (HSC21013) (City Wide)

10.4. Expanding Housing and Support Services for Women, Non-Binary, and Transgender Community Sub-Committee Report 21-002

12. NOTICES OF MOTION (Item 12)

12.1. Community Homelessness Prevention Initiative (CHPI) Service Manager Service Agreement

13. GENERAL INFORMATION/OTHER BUSINESS (Item 13)

13.1 Amendments to the Outstanding Business List

13.1.a. Items Requiring a New Due Date

- (ii) Mitigation of Effects of Reno-victions
 Item on OBL: 20-J
 Current Due Date: March 25, 2021
 Proposed New Due Date: ~~September 9, 2021~~ **April 22, 2021**

(Clark/Jackson)

That the agenda for the March 25, 2021 Emergency and Community Services Committee meeting be approved, as amended.

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

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

(b) DECLARATIONS OF INTEREST (Item 3)

Councillor Merulla declared an interest on Item 13.1.(a)(b) Mitigation of Effects of Reno-Victions, as he is a landlord.

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

(i) February 4, 2021 (Item 4.1)

(Jackson/Clark)

That the Minutes of the February 4, 2021 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 - Chair - Ward 3 Councillor Nrinder Nann
 YES - Ward 4 Councillor Sam Merulla
 YES - Ward 6 Councillor Tom Jackson
 YES - Ward 7 Councillor Esther Pauls
 YES - Ward 9 Councillor Brad Clark
 NOT PRESENT - Ward 14 Councillor Terry Whitehead

(d) DELEGATION REQUESTS (Item 6)

(i) Audrey Davis and Justin Marchand, Hamilton Regional Indian Centre/Ontario Aboriginal Housing Services, respecting acquisition of former King George Elementary School to develop a housing and Friendship Centre hub (Added Item 6.1)

(Jackson/Clark)

That the Delegation Request from Audrey Davis and Justin Marchand, Hamilton Regional Indian Centre/Ontario Aboriginal Housing Services, respecting acquisition of former King George Elementary School to develop a housing and Friendship Centre hub, be approved for today's meeting.

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

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

(e) PUBLIC HEARINGS / DELEGATIONS (Item 9)

(i) Audrey Davis and Justin Marchand, Hamilton Regional Indian Centre/Ontario Aboriginal Housing Services, respecting acquisition of former King George Elementary School to develop a housing and Friendship Centre hub (Added Item 6.1)

Audrey Davis and Justin Marchand, Hamilton Regional Indian Centre/Ontario Aboriginal Housing Services, addressed the Committee

respecting the acquisition of the former King George Elementary School to develop a housing and Friendship Centre hub.

(Pauls/Clark)

That the Delegation from Audrey Davis and Justin Marchand, Hamilton Regional Indian Centre/Ontario Aboriginal Housing Services, respecting acquisition of former King George Elementary School to develop a housing and Friendship Centre hub, be received.

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

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

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

(f) NOTICES OF MOTION (Item 12)

(i) Community Homelessness Prevention Initiative (CHPI) Service Manager Service Agreement (Item 12.1)

(Merulla/Nann)

That the Rules of Order be waived to allow for the introduction of a Motion respecting Community Homelessness Prevention Initiative (CHPI) Service Manager Service Agreement.

Result: Motion CARRIED by a vote a 2/3's vote of 5 to 0, as follows:

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

For disposition on this matter, refer to Item 10.

(g) GENERAL INFORMATION AND OTHER BUSINESS (Item 13)

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

(Clark/Jackson)

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

- 13.1.a. Items Requiring a New Due Date
- (i) Hamilton Youth Engagement Collaboration
 Item on OBL: 17-C
 Current Due Date: July 9, 2020
 Proposed New Due Date: September 9, 2021
 - (ii) Mitigation of Effects of Reno-victions
 Item on OBL: 20-J
 Current Due Date: March 25, 2021
 Proposed New Due Date: April 22, 2021
- 13.1 (b) Items Considered Complete and to Be Removed
- (i) Home for Good
 Item on OBL: 17-D
 Addressed as Item 8.1 on the August 17, 2020 Agenda
 - (ii) Expanding Housing and Support Services for Women
 Item on OBL: 19-C
 Addressed as Item 10.9 on the December 10, 2020 Agenda
 - (iii) Ministry's continued support for critical housing and leveraging federal funding under the National Housing Strategy through new provincial investments and outlining the City's funding for housing and homelessness programs as confirmed by the 2019 Ontario Budget
 Item on OBL: 19-H
 Addressed as Item 10.1 on the February 1, 2019 Agenda and Item 10.3 on the May 2, 2019 Agenda
 - (iv) Residential Care Facilities Subsidy Program Review
 Item on OBL: 19-J
 Addressed as Item 10.2 on the October 8, 2020 Agenda and Item 7.3 on the February 4, 2021 Agenda

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

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

(h) ADJOURNMENT (Item 15)

(Pauls/Merulla)

That there being no further business, the Emergency and Community Services Committee be adjourned at 2:27 p.m.

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

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

Respectfully submitted,

Councillor N. Nann
Chair, Emergency and Community Services
Committee

Tamara Bates
Legislative Coordinator
Office of the City Clerk

7.1



CITY OF HAMILTON
HEALTHY AND SAFE COMMUNITIES DEPARTMENT
Ontario Works Division
and
Long Term Care

TO:	Chair and Members Emergency and Community Services Committee
COMMITTEE DATE:	April 8, 2021
SUBJECT/REPORT NO:	Standardization of Adult Incontinent Products (HSC21005) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Erica Brimley (905) 546-2424 Ext. 4815
SUBMITTED BY: SIGNATURE:	Bonnie Elder Director, Ontario Works Division Healthy and Safe Communities Department
SUBMITTED BY: SIGNATURE:	Holly Odoardi Senior Administrator, Long Term Care Healthy and Safe Communities Department

RECOMMENDATION(S)

That Council approve the standardization of TENA® adult incontinent products for use in Macassa and Wentworth Lodges and the Ontario Works Special Supports Program, pursuant to Procurement Policy #14 – Standardization, until February 28, 2026.

EXECUTIVE SUMMARY

The TENA® adult incontinent products have been utilized by Macassa and Wentworth Lodge residents with tremendous success over the past 19 years. Currently, 87.5% of the residents require an incontinent product compared to 75% of residents in 2009 in our two Long Term Care Homes (LTC's).

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

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

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

SUBJECT: Standardization of Adult Incontinent Products (HSC21005/) (City Wide)
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Council endorsed the standardization of the TENA product in 2009 (Report CS09017), 2014 (Report CES14009) and 2017 (Report CES17005) because of the high quality of this incontinent product. Annual inspections of the Homes by the Ministry of Health and Long-Term Care have made reference to the lack of urine odours and low rates of skin rashes and skin breakdown which is one indicator of a superior adult incontinent product.

Further to this, the Homes' 2020 Resident Satisfaction Survey results indicated that 95% of the residents and families are pleased with the quality of the product. Many of the residents on admission are already using the TENA® product, and their familiarity with the product facilitates a smooth transition into either Macassa or Wentworth Lodge. This is a significant issue when referencing quality of life for our residents and the reputation of the City's LTC Homes in the community.

Many other Long Term Care Homes are also committed to using the TENA® incontinent products due to their superior properties, the manufacturer's commitment to continual quality improvement and the positive feedback received from residents and staff who are most familiar with the product.

The Ontario Works Special Supports Program has provision for incontinence supplies as a health-related benefit for Ontario Works recipients and low-income individuals, including seniors. Special Supports Program has a contract, C5-01-15 Supply and Delivery of Medical Supplies, for the dispensing of incontinence products to Special Supports Program clients. This contract recommends TENA® as a product due to the variety of sizes and quality.

Standardizing to TENA® products would not result in a single source purchase. A competitive process would still be utilized to secure the best value for the City of Hamilton. There are a number of vendors that would be able to supply the TENA® products.

Alternatives for Consideration – Not Applicable

FINANCIAL – STAFFING – LEGAL IMPLICATIONS

Financial: Current annual costs for this program are \$254,000 (gross/net) for both Macassa and Wentworth Lodges and \$62,000 (gross/net) for the Ontario Works Special Supports Program. Incontinent products new contract pricing for the Special Supports Program (July 1, 2021) and LTC's (February 1, 2022) will be allocated within the Operating budget.

Staffing: N/A

SUBJECT: Standardization of Adult Incontinent Products (HSC21005/) (City Wide)
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Legal: N/A

HISTORICAL BACKGROUND

Council approved Report CES17005, standardizing TENA® adult incontinent products for use in Macassa and Wentworth Lodges, pursuant to Procurement Policy #14 – Standardization, until February 8, 2022.

Through a previous competitive tender process, TENA® incontinent products have been in place at both Homes since 2001. These products are the cornerstone of the Incontinence Management Program at Macassa and Wentworth Lodges. Upon admission, each resident is assessed to identify level of continence. If the resident is classified as incontinent, an individualized continence plan is developed, which includes a product selection plan. As the TENA® product line is comprehensive, continence plans can be tailored to the resident's individual requirements.

A Request for Tender, C10-09-07 for Adult Incontinent Products for Macassa and Wentworth Lodges was issued on November 5, 2007 and closed on December 4, 2007. The tender was originally issued specifying TENA® products only. The tender was expanded to incorporate any incontinent products meeting minimum criteria. Seven submissions were received, and the tender was awarded to Quality Life Products, the lowest bidder.

A two-week trial of Quality Life Products was conducted at both Macassa Lodge and Wentworth Lodge. During this assessment period, the evaluation clearly indicated that the supplied product failed to meet required performance expectations. Notably, there were increased urine odours, leakage of urine despite the proper application of the product, discomfort experienced by residents, as well as an increase in skin rashes and skin breakdown. Frontline staff, using the product, expressed significant concerns about the product and the impact on residents. A request was made to Quality Life Products to provide an improved product; however, they elected to withdraw from consideration.

Given the negative impact on resident care noted during the product trial, staff's reluctance to expose residents to increased risk and the importance of safeguarding the dignity and well-being of our residents, it was recommended and endorsed by Council in 2009 (Report CS09017), 2014 (CES14009) and 2017 (CES17005), that the TENA® adult incontinent products be established as the product standard.

POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS

City of Hamilton's Purchasing Policy #14 – Policy for Standardization

SUBJECT: Standardization of Adult Incontinent Products (HSC21005/) (City Wide)
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Ministry of Health and Long-Term Care Homes Act & Regulations, Contenance

RELEVANT CONSULTATION

Procurement was consulted regarding accordance with the City's Procurement Policy.

ANALYSIS AND RATIONALE FOR RECOMMENDATION(S)

Based on research, the following criteria are fundamental when assessing the efficacy of incontinent products for ensuring quality outcomes:

1. Urine odours;
2. Occurrences of rashes and skin breakdown;
3. Comfort for the end-user/resident;
4. Ease of application of product; and,
5. Satisfaction of end-user/resident.

Over the past nineteen years since the TENA® product has been utilized, the LTC's have experienced very positive outcomes. The number of residents requiring the use of incontinent products has increased from 75% in 2009 to 87.5% in 2020. The majority of new residents have already been wearing the TENA® product prior to admission because of their satisfaction with this product. This assists with a smoother transition of the resident into the home since they are already familiar with the product.

Prior inspections at the Homes by the Ministry of Health and Long-Term Care, references have been made to the lack of urine odours and low rates of skin rashes and skin breakdown. Ongoing audits and daily observations completed by management and registered staff also note the lack of urine odours.

At Macassa and Wentworth Lodges, there are minimal perineum skin issues which is directly attributable to the use of the higher quality TENA® products. In the frail elderly, skin can begin to deteriorate within 24-hours of exposure to a pressure or an irritant. Healing the resulting wound can be painfully debilitating to the resident and very costly. Skin breakdown that progresses to a decubitus ulcer (bed sore) can cost from \$500 to \$40,000 to heal¹. Prevention of any kind of skin breakdown is not only humane, but economically sound.

The Homes are required by the Ministry of Health and Long-Term Care Homes Act 2007 to determine the level of satisfaction residents have with the incontinent products provided to them. Residents and their families are encouraged to express opinions

¹ Prevalence of pressure ulcers in Canadian healthcare settings, *Ostomy Wound Management*, 2004; 50 (10): 22 – 38

SUBJECT: Standardization of Adult Incontinent Products (HSC21005/) (City Wide)
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through routine care conferences, the Homes' complaint/compliment processes and the annual 2020 Resident Satisfaction Survey. Positive feedback from the residents is evidenced through the survey results, which showed a greater than 95% satisfaction rate with TENA® products at both LTC's.

Many LTC Homes are also committed to using TENA® incontinent products because of their superior properties, the manufacturer's commitment to continual quality improvement and the positive feedback from residents and staff who are most familiar with the product. This is a significant issue when referencing quality of life for our residents and the reputation of the City's Homes in the community.

Standardizing to TENA® products would not result in a single source purchase. A competitive process would still be utilized to secure the best value for the City of Hamilton. There has been an increase in the number of vendors who supply the TENA® products over the past several years.

Since the Homes continue to experience very positive feedback from residents and staff on the TENA® product, staff is recommending that Council endorse the TENA® product from July 1, 2021 to February 28, 2026.

Future Procurement Process

Special Supports Request for Tender will be effective July 1, 2021 and Lodges Request for Tender will be effective February 8, 2022.

City Staff were unable to provide an updated analysis for this report due to the COVID pandemic. Should Council approve this recommendation, staff will conduct a market scan for comparable goods to TENA and provide the analysis in any future standardization recommendation to Committee for consideration.

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



Hamilton

INFORMATION REPORT

TO:	Chair and Members Emergency and Community Services Committee
COMMITTEE DATE:	April 8, 2021
SUBJECT/REPORT NO:	Age Friendly Plan 2021-2026 (CES14053(d)) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Lisa Maychak (905) 546-2424 Ext. 1721 Jessica Chase (905) 546-2424 Ext. 3590
SUBMITTED BY:	Brenda Bax Acting Director, Children's Services and Neighbourhood Development Division Healthy and Safe Communities Department
SIGNATURE:	

COUNCIL DIRECTION

Not Applicable

INFORMATION

Background:

The City of Hamilton is home to 160,170 residents age 55+, which represents 30% of the population. This demographic is the fastest growing worldwide. As a response to this, the World Health Organization (WHO) established the Age-Friendly cities framework so that cities and communities around the world can create enabling environments to encourage active aging. In 2010, the WHO's Global Network of Age-Friendly Cities and Communities was established, and currently includes 100 cities and communities in 41 countries covering over 240 million people. In 2015, Hamilton became a certified member of WHO's global network.

The City and key partners, Hamilton Council on Aging (HCoA) and Seniors Advisory Committee (SAC) developed Hamilton's first Age-Friendly Plan, and in 2014 City Council endorsed "Hamilton's Plan for an Age-Friendly City (Report CES14053)." This

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SUBJECT: Age Friendly Plan 2021-2026 (CES14053(d)) (City Wide) - Page 2 of 6

plan focused on improving Hamilton's age-friendliness across seven goals, 25 objectives and 101 actions.

The launch of the new Age Friendly Plan is also timely as the United Nations have declared 2021-2030, the Decade of Healthy Ageing.

Key Achievements:

By the end of 2019, 81 actions were either completed or being implemented. Highlights of key accomplishments include:

- **Adaptations in the Home** - Funded by the City of Hamilton's Public Health Services and a partnership of the Seniors Advisory Committee, City of Hamilton, Hamilton Council on Aging and McMaster University, three brochures were developed in 2017-2018 to provide information and tips about home adaptations:
 1. Adaptations in Rental Buildings - For Tenants
 2. Adaptations in Rental Buildings - For Property Managers
 3. "There's No Place Like Home" - For Home Owners
- **"Let's Get Moving" project** - The Hamilton Council on Aging in partnership with the City of Hamilton led this two-year project from 2017-2019 with the goal of inspiring older adults to become engaged in active forms of transportation. This project was funded by the Ontario Sport and Recreation fund and was comprised of three workshops: "Let's Take the Bus", "Let's Ride a Bike" and "Let's Take a Walk".
- **New City Webpage** - In 2015, a landing page on the City of Hamilton's website was launched, which includes comprehensive information on services and supports for older adults. This page was further re-developed in 2021 and can be viewed at www.hamilton.ca/seniors.
- **Hamilton Social Isolation Impact Plan** - This three-year project (2016-2019) led by the Hamilton Council on Aging involved seven community organizations working together to reduce social isolation among older adults in Hamilton. Close to 1,300 socially isolated and/or at-risk older adults were connected to programs and services.
- **New 55+ Recreation Program Guide** - In 2015, the City's Recreation Division launched a bi-annual 55+ programming guide geared specifically towards older adults.
- **Seniors Centre Without Walls** - Launched in 2019 by the City's Recreation Division, provides free recreational activities over the phone for older adults. The membership in this program has grown to close to 200 participants, and in 2021 a virtual program is now being offered.

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SUBJECT: Age Friendly Plan 2021-2026 (CES14053(d)) (City Wide) - Page 3 of 6

- **Portraits of Aging Project** - In 2018, the Hamilton Council on Aging launched this senior-led photography and story-telling project in an effort to lesson stereotypes around ageism by sharing stories and wisdom from local older adults.
- **Hamilton Senior of the Year Awards** - 2020 marked the 25th year for this celebratory event, which recognizes citizens age 65+ who have voluntarily contributed to the social, cultural or civic life of the Hamilton community. The event hosts 30+ nominees and 400-500 attendees annually.

The full 2014-2019 Age-Friendly Community Progress Report can be found at www.hamilton.ca/agefriendly.

Plan Development and Stakeholder Engagement:

Like the first plan, the Age-Friendly Collaborative Governance Committee (AFCGC), comprised of members from HCoA, SAC, and other community partners recognized that it was important to gain insight about the experiences, interests, needs and priorities of an many older adults as possible to inform Hamilton's second Age-Friendly plan. In 2019, the AFCGC facilitated a broad community consultation in all 15 wards with a focus on vulnerable, marginalized and ethno-cultural communities. Focus groups took place with the following diverse communities:

- Indigenous
- Afro-Caribbean
- Muslim
- Jewish
- Chinese
- Spanish
- Francophone
- LGBTQS+
- Persons with disabilities
- Older adults living with low income
- Adults living with dementia and their care partners/families

Over 4,100 older adults provided feedback about their experiences, challenges, and proposed solutions. Consultation methods included the following:

- Age-Friendly Consultation Launch Event- 300 participants
- 27 Focus Groups - 487 participants
- "Aging in Hamilton" Survey - 516 online; 177 hard copy
- 12 Community Events/Fairs - 2,630 older adults

In addition, two sessions were facilitated with other stakeholders including 51 community service providers and 26 City of Hamilton staff and leaders. The purpose of these two sessions was to review the barriers and solutions suggested by older adults

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SUBJECT: Age Friendly Plan 2021-2026 (CES14053(d)) (City Wide) - Page 4 of 6

and begin the process of formulating recommendations for Hamilton's 2021-2026 Age-Friendly Plan.

Background research also informed the development of the second plan, including data collection, various international sources, and two statistical reports prepared in Hamilton. These reports, A Statistical Profile of Older Adults in Hamilton (March 2019) and the Aging in the City of Hamilton: An Assessment and Report on the Age-Friendliness of the City of Hamilton Using the CLSA Data (2019) can be found at www.hamilton.ca/agefriendly. Further research looked at other cities and communities worldwide who connected and/or integrated dementia-friendly communities into overall age-friendly initiatives.

Dementia-Friendly:

In Hamilton, there are 14,336 individuals living with dementia, which represents approximately 10% of residents age 65+, with many cases still undiagnosed. This number is expected to increase. To ensure the needs and priorities of those living with dementia are addressed, in 2020 HCoA partnered with the Alzheimer's Society of Brant, Haldimand Norfolk, Hamilton and Halton and other key partners to begin the development of a dementia-friendly plan. Funded by the Public Health Agency of Canada, the "Empowering Dementia-Friendly Communities" project rolled out a community engagement plan, including interviews with 71 individuals living with dementia and their care partners/families. As a result of this project, dementia-friendly recommendations from these consultations have been embedded into Hamilton's 2021-2026 Age-Friendly Plan making the Hamilton plan unique in that it is both an age-friendly and dementia-friendly plan.

Impact of COVID-19:

Prior to the COVID-19 pandemic, the majority of community consultations, data collection and background research were completed. In response to the pandemic, further consultations took place with members of the AFCGC, community service providers and City of Hamilton staff. The purpose was to understand how the pandemic was impacting older adults and to identify possible gaps and opportunities that could be included in Hamilton's 2021-2026 Age-Friendly Plan.

Age Friendly Plan, 2021-2026:

Like Hamilton's first Age-Friendly Plan, the new plan aligns with the City of Hamilton's vision to be "the best place to raise a child and age successfully" and is built on the same vision and principles. Hamilton's 2021-2026 Age-Friendly Plan maintains the same seven principles, including "equity, inclusion, and respect" with the addition of an eighth principle, "building a dementia-friendly community." The second plan has seven strategic goals with 21 objectives and 61 recommendations.

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The seven goals are outlined in the below table:

GOAL	
Housing	Everyone should have a place to live. People are supported in ways that make sense for their unique circumstances with a full range of housing options in their neighbourhoods.
Transportation	The City's transportation systems, urban design and physical infrastructure enables people to participate in community life as they choose, as well as age in their community.
Information and Communication	Older adults have access to information and systems that are better connected and are able to influence and design the type of information systems they need; customer service and way-finding are intentional and responsive to individual needs and capacities.
Health and Community Services	Older adults have access to a wide range of supports and services that allow them to remain in their homes and attend to their health and personal needs. Aging in community is eased by good urban design, appropriate housing, and the support of family and community.
Social Participation	Social engagement opportunities are welcoming and reflect the diverse interests and preferences of older adults in the community and are available in a variety of formats.
Civic Engagement, Volunteerism and Employment	Hamilton's vibrant civic life includes meaningful roles for older adults as leaders, influencers, employees and volunteers.
Outdoor Spaces	Outdoor and green spaces are welcoming and well-maintained, include sufficient seating and are accessible for people of all ages and abilities. They are designed with pedestrian safety, cycling and walkability in mind.

The full Hamilton's 2021-2026 Age-Friendly Plan, including all objectives and recommendations, can be found at www.hamilton.ca/agefriendly. The Executive Summary is attached as Appendix "A" to Report CES14053(d).

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Next Steps:

The 2021-2026 Age Friendly plan will be launched and shared with community partners and older adults across the city at this year's Seniors Kick-Off event. Next steps also include the development of a comprehensive implementation plan that includes tracking and monitoring tools. City staff will be work closely with the AFCGC to develop a cross sectoral approach to engage organizations in the not-for-profit, private and public sectors, as well as individual citizens, in the implementation of this plan.

Given that we are still in the midst of a global pandemic and understanding how this has impacted older adults, the AFCGC plans to complete a review of the plan mid-way in order to identify any gaps and new opportunities. Regular updates will be provided to all key stakeholders, as well as the broader community. A progress update will be shared with Council on an annual basis.

APPENDICES AND SCHEDULES ATTACHED

Appendix "A" to Report CES14053(d): Hamilton's Plan for an Age Friendly Community, 2021-2026, Executive Summary

EXECUTIVE SUMMARY

2021-2026

HAMILTON'S PLAN FOR AN AGE FRIENDLY COMMUNITY



“Consistent with our commitment to social inclusion, we are pleased to be one of the first cities globally to specifically integrate a dementia-friendly approach into our age-friendly plan”

Dementia Friendly Communities treat people living with dementia with **LUVE**



EXECUTIVE SUMMARY

2021-2026 HAMILTON'S PLAN FOR AN AGE FRIENDLY COMMUNITY

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BACKGROUND

Hamilton was the first city in Ontario to begin work on its Age-Friendly Plan and our work continues to be informed and guided by the World Health Organization's (WHO) Age-Friendly Communities initiative. The WHO framework identifies eight age-friendly domains that include:

- I. housing;
- II. outdoor spaces and buildings;
- III. transportation;
- IV. community support and health services;
- V. social participation;
- VI. respect and social inclusion;
- VII. communication and information; and,
- VIII. civic participation and engagement.

Hamilton's 2021-2026 Age-Friendly Plan aligns with and builds on the success of the 2014-2019 Age-Friendly Plan. In developing the earlier plan, the Hamilton Council on Aging partnered with the City of Hamilton and their Seniors Advisory Committee to create Hamilton's plan for an Age-Friendly City. The 2014-2019 plan focused on improving Hamilton's age friendliness across 7 goals, 25 objectives and 101 actions. By the end of March 2019, 81 actions were either completed or were being implemented.

The 2021-2026 plan has been written through an equity and inclusion lens that recognizes and celebrates diversity in its many forms including age, race, ethnicity, gender, ability and sexual orientation. Consistent with a commitment to social inclusion, Hamilton is one of the first cities globally to specifically integrate a dementia-friendly approach into our age-friendly plan.

There are many sectors that will be able to draw on recommendations from the plan to assist them in supporting both current and emerging needs and interests of older adults and their families. This includes not only municipal decision-makers and community organizations but the corporate sector as well.

It would be remiss not to recognize that the plan was prepared during the COVID-19 pandemic. While social and economic disruptions bring hardship, periods of societal upheaval also present opportunities for innovation and positive change. Hamilton is in a strong position to come together to identify these opportunities and to collaboratively work on them to ensure that the strategic vision that Hamilton City Council adopted in 2014—to be the best place to raise a child and to age successfully – is realized.

THE PLANNING PROCESS

There were three main stages to preparing the 2021-2026 plan:

- I. background research and data collection;
- II. broad consultation and community engagement; and,
- III. data analysis and developing the plan.

The overall objective was to gain insight about the experiences, interests, needs and priorities of as many older adults as possible who live in Hamilton to inform the recommendations included in the plan. A concentrated effort was made to ensure that what we heard represented the diversity of Hamilton’s older adult population. For purposes of this report, ‘older adult’ is used to represent adults 55+. Community consultations took place in all City of Hamilton wards and focused outreach was provided to vulnerable and ethno-cultural communities with translation and interpretation services provided upon request.

A total of 4,100 individuals provided feedback about their experiences, challenges and proposed solutions related to aging in Hamilton. The Age-Friendly Hamilton Collaborative Governance Committee also hosted two events to gain additional feedback, one for community-based stakeholders and one for City of Hamilton staff and leaders.



VISION AND PRINCIPLES

The foundation of the 2021-2026 plan includes a vision and eight guiding principles that shape the plan and can be operationalized in both the development of policy and service delivery across different sectors. Principle #4, that speaks to building a dementia-friendly community, is new in the 2021-2026 plan and reflects the importance of integrating a dementia-friendly approach into the age-friendly plan.

Vision

All residents of Hamilton are respected in community life regardless of age, ethnicity, race, gender, ability and background. Policy and planning engages residents, reflects diversity, fosters social connectivity and provides the opportunity for active living and aging in place. Social connectivity links people to each other, places and services thus advancing health and well-being, while increasing the City’s social capital.

Principles

1. **Creating supportive and enabling environments** where hospitality is practiced, and accessibility is the norm.
2. **Optimizing opportunities for health, participation, security and life-long learning** across the life cycle. Health refers to physical, mental, social and spiritual well-being.
3. **Equity, inclusion and respect;** recognizing the diversity of older adults including their wide range of interests, cultural practices, capacities and resources while reducing barriers to social connectivity that result from differences.
4. **Building a dementia-friendly community** in which dementia-friendly environments, opportunities and supports for individuals living with dementia and their care partners are understood and fully integrated into the overall age-friendly plan.
5. An informed community that practices **accountability and transparency** while facilitating personal, social and system **connectivity**.
6. **Community and neighbourhood** capacity building.
7. **Effective public service**, delivered with integrity, that is adaptive, dynamic and uses an equity and inclusion lens and that is responsive to individual and collective needs as well as emerging opportunities while delivering value for money spent.
8. **Community engagement**, where people have meaningful opportunities to have a say in designing services and influencing decisions that affect them.

GOALS AND RECOMMENDATIONS

The 2021-2026 plan is organized into seven strategic goals, 21 objectives and 61 recommendations. The 21 objectives are included in this Executive Summary; the 61 detailed recommendations can be found in the full plan which is available on the City of Hamilton and the Hamilton Council on Aging websites:

- www.hamilton.ca/agefriendly
- www.coahamilton.ca




Seven strategic goals



While not identified as one of the strategic goals, the pervasiveness of technology in our society and its impact – from telehealth and telemedicine, online banking and shopping, the use of iPads, cellphones, voice enabled Smart Homes and Artificial Intelligence to wearable technology such as personal alarm systems and fitness trackers – cannot be underestimated and is acknowledged in the plan.

GOAL 1 Housing




Safe and affordable housing is fundamental to our health and well-being and represents basic needs upon which other needs are addressed and met. Increasingly, older adults want a broader range of housing options available when making decisions about where they want to live as they age. Most older adults want to age-in-place in their own homes and familiar neighbourhoods.

OBJECTIVES

- 1 Ensure affordable, accessible and safe housing options for older adults.
- 2 Increase supports to facilitate aging-in-place.

GOAL 2 Transportation



Transportation is important for active aging, from enabling us to participate in social activities to being able to access health and other core services. The City's transportation system in both rural and urban areas enables older adults to be involved in their communities.

OBJECTIVES

- 1 Provide driver training and other supports to enable older adults to continue to drive safely.
- 2 Create a public transportation system that is affordable and accessible to everyone living within Hamilton's geographic boundaries.
- 3 Implement measures to increase pedestrian safety.

GOAL 3 Information and Communication



Accurate and reliable information must be available, accessible and easy to find. Community information systems must be available in multiple formats to meet the diverse needs of older adults who may access information in print, online, via telephone, and on local television and radio stations. In addition, community information must be accessible by individuals who may be living with a cognitive impairment, vision and/or hearing challenges or who may have low literacy skills.

OBJECTIVES

- | | |
|----------|---|
| 1 | Increase and improve access to information for all older adults. |
| 2 | Review City of Hamilton website to make sure that it is user friendly, easy to access and navigate. |
| 3 | Provide training to staff in the public, not-for-profit, profit and private sectors to ensure they have up-to-date information about services designed for isolated and/or vulnerable older adults in Hamilton. |



GOAL 4 Health and Community Services



Older adults should have access to a wide range of supports and services that allow them to remain in their homes and communities with supports that enable aging-in-place. Optimal health and access to community services is fundamental to our overall well being, the goal being to maintain good health and functional ability for as long as possible.

OBJECTIVES

1

Ensure accessibility to services that addresses the diversity of needs of older adults while reducing barriers such as language, culture, affordability and transportation.


2

Increase awareness of available health and community programs and services.



GOAL 5 Social Participation	
	<p>Opportunities for social participation and connecting with others are critical for our physical, mental and emotional well-being. Whether participating in social and recreational activities in person or through a virtual platform, opportunities should be accessible and reflect the diverse interests and needs of older adults in our community.</p>
OBJECTIVES	
1	Maximize use of available resources and spaces to increase program opportunities.
2	Improve access to recreation and leisure activities that are inclusive and accessible for all.
3	Develop partnerships with a variety of transportation services to increase access to programs.
4	Increase awareness about available programs with both older adults and service providers.
5	Offer programs that are affordable for all older adults.
6	Recognizing that not all social participation involves a formal program, ensure there is a strong emphasis on developing social networks within neighbourhoods.

GOAL 6 Civic Engagement, Volunteerism and Employment

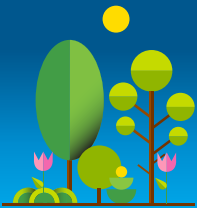


Good health, social connections and financial security all impact our overall quality of life. Civic engagement, volunteering and paid employment provide meaningful roles for older adults as community leaders, employees, employers, mentors and volunteers.

OBJECTIVES

- 1** Reduce ageism in both employment and in volunteerism.
- 2** Create a framework, guidelines and training to ensure age-friendly and inclusive workplaces.
- 3** Create communication strategies to more effectively educate and market volunteer opportunities to both community organizations and older adults.

GOAL 7 Outdoor Spaces and Buildings



Outdoor and green spaces should be welcoming and well-maintained in our communities. Spaces include sufficient seating and are accessible for people of all ages and abilities. They are designed with pedestrian safety, cycling and walkability in mind.

OBJECTIVES

- 1** Provide safe trails and sidewalks for walkers and cyclists of all ages and abilities.
- 2** Ensure that the buildings located in public spaces are safe, inclusive, accessible and well maintained.

NEXT STEPS

- Create a comprehensive implementation plan that includes tracking and monitoring tools
- Develop a cross sectoral approach for engaging organizations in the not-for-profit, private and public sectors as well as individual citizens
- Plan for a mid-way review of the plan
- Provide regular updates to all key stakeholders as well as the broader community



For additional information about Hamilton's Plan for an Age-Friendly Community, please contact

agefriendly@hamiltoncoa.com
or visit www.coahamilton.ca
or www.hamilton.ca/agefriendly



www.coahamilton.ca

“An authentic age-friendly vision can only be generated and sustained by the widest possible ownership of it”

Dr. Alex Kalache, President, ILC-Brazil



www.hamilton.ca/agefriendly

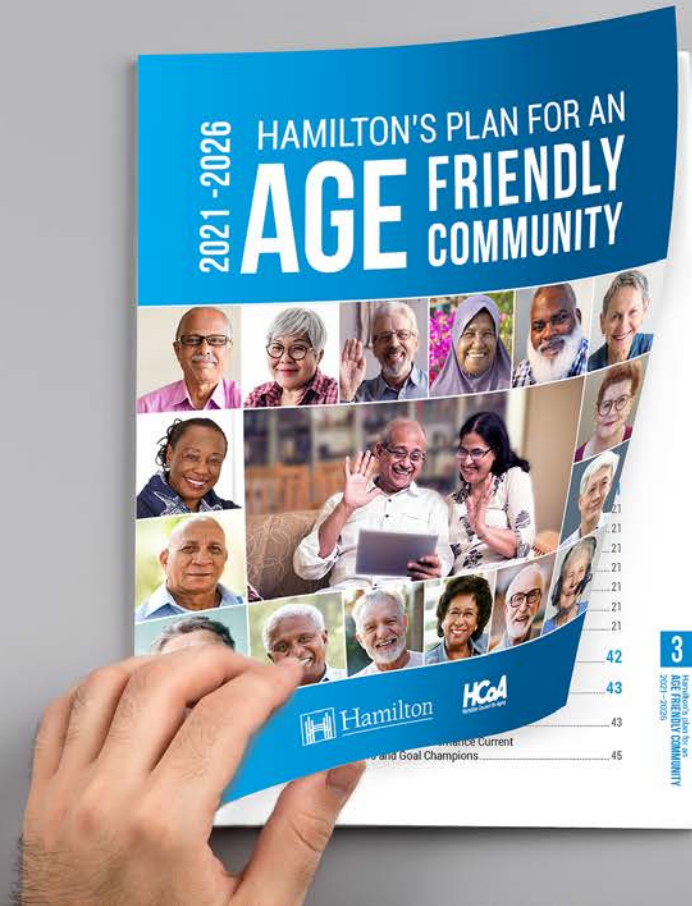


www.coahamilton.ca

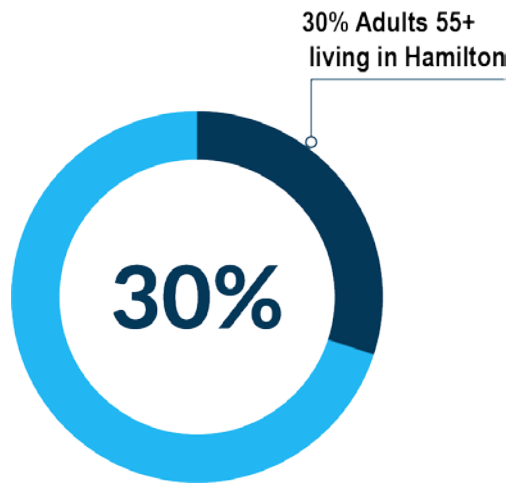
2021-2026 HAMILTON'S PLAN FOR AN **AGE FRIENDLY COMMUNITY**



Emergency and Community Services Committee
April 8, 2021



Demographic Profile



- Seniors are the fastest growing age group in Ontario.
- For the first time in Canadian history there are now more seniors age 65+ than children under age 14.
- The senior population in Ontario is expected to double by 2041.
- There are 167,170 adults age 55+ living in Hamilton which represents 30% of the population
- There are 14,336 adults age 65+ living with dementia and this number is growing .

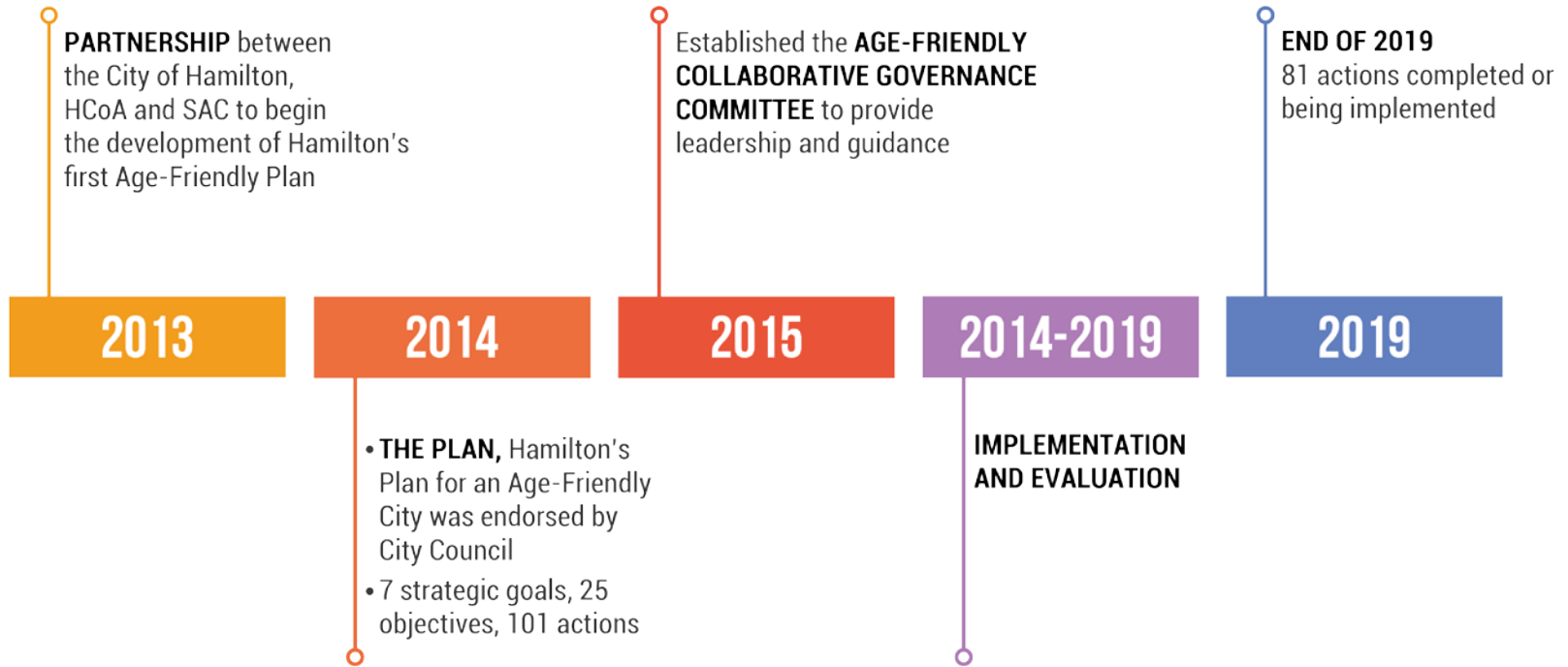
World Health Organization (WHO)



**World Health
Organization**

- WHO initiative and framework established for cities and communities globally to create enabling environments for active aging
- 2010 - Global Network of Age-Friendly Cities and Communities was established and currently there is a membership of over 100 cities in 41 countries covering 240 million people
- Hamilton became a certified member of the network in 2015

Hamilton's Age-Friendly Journey



2014-2019 Key Achievements



- 3 Home Adaptation Guides: for Tenants, Property Managers, Home Owners
- “Let’s Get Moving” Project - 3 types of workshops: “Let’s Take the bus”, “Let’s Ride a Bike” and “Let’s Take a Walk”
- New City of Hamilton webpage dedicated to older adults: www.hamilton.ca/seniors
- Hamilton Social Isolation Impact Plan- close to 1,300 older adults connected to programs and services

2014-2019 Key Achievements



- New City of Hamilton (Recreation Division) 55+ Program Guide
- Seniors Centre Without Walls - telephone and virtual programming with close to 500 members
- “Portraits of Aging” Project - aimed at lessening stereotypes around aging
- Hamilton Senior of the Year Awards - evolved to a gala event hosting 400-500 attendees

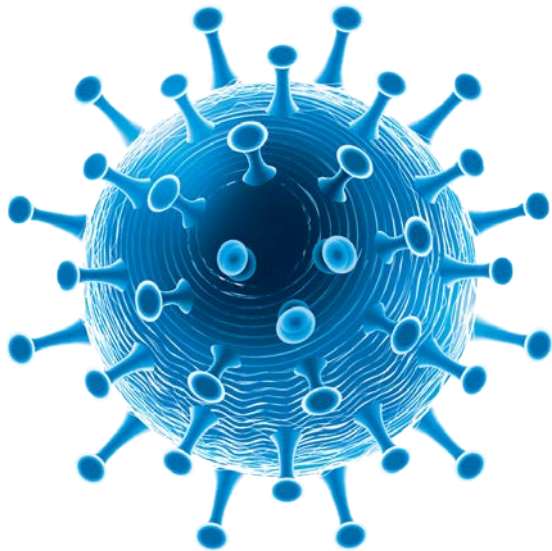
Development of the 2021-2026 Age-Friendly Hamilton Plan

- Led by the Age Friendly Collaborative Governance Committee which is comprised of the Hamilton Council on Aging, Seniors Advisory Committee and City of Hamilton
- Broad consultation in all **15 wards**
- Focus on vulnerable, marginalized and ethno-cultural communities
- Received feedback from over **4,100 older adults** and other stakeholders
- **Methods for consultation:**
 - Age-Friendly Consultation Launch Event
 - **27** Focus Groups
 - “Aging in Hamilton” survey available online and print
 - **12** Community Events
 - **2** Focus Groups with community service providers and City staff and leaders

Dementia- Friendly

- “Empowering Dementia-Friendly Communities – Hamilton and Haldimand” Project
- Partnership between HCOA, Alzheimer Society and other partners
- Funded by the Public Health Agency of Canada
- First phase: consulted with 71 persons living with dementia and care partners
- Incorporating dementia-friendly recommendations in the 2021-2026 Age-Friendly Hamilton Plan
- Unique opportunity to have both Age-friendly and Dementia-Friendly recommendations in one plan
- Hamilton is a leader by incorporating a dementia-friendly lens in the new plan

Impact of Covid-19



- Development of Age-Friendly Hamilton planning was temporarily suspended in early months of the pandemic
- Additional consultations took place in fall 2020 to:
 - understand the impact of COVID-19 on older adults and
 - identify gaps and opportunities in the 2021-2026 Age-Friendly Hamilton Plan
- Recognition that COVID-19 implications will continue; thus, recommend a mid-point review to reconsider implications

2021-2026 Age-Friendly Hamilton Plan



- Aligns with the City of Hamilton’s vision, “To Be the Best Place to Raise A Child and Age Successfully”
- Builds on successes of the first plan, Hamilton’s Plan for an Age-Friendly City (2014)
- One new principle: “Building a Dementia-Friendly Community”
- 7 Strategic Goals, 21 Objectives, 61 Actions



Next Steps



- Launch the 2021-2026 Age-Friendly Plan to older adults and community partners at the virtual 2021 Seniors Kick-off Event in June
- Develop a comprehensive implementation and evaluation plan
- Develop of a cross sectoral approach to implementation
- Review the plan midway to identify current gaps and opportunities
- Present annual progress report to City Council and the broader community

Contact Information

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City of Hamilton



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www.hamilton.ca/agefriendly

Lori Letts / Julie Richardson

Co-Chairs, Age Friendly Hamilton
Collaborative Governance Committee
Hamilton Council on Aging



lettsl@mcmaster.ca or jrichard@mcmaster.ca



<https://coahamilton.ca/our-priorities/age-friendly-hamilton/>

Thank you





CITY OF HAMILTON
HEALTHY AND SAFE COMMUNITIES DEPARTMENT
Housing Services Division

TO:	Chair and Members Emergency and Community Services Committee
COMMITTEE DATE:	April 8, 2021
SUBJECT/REPORT NO:	Support for Rapid Housing Initiative Affordable Housing Development Projects (HSC20056(a)) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Kirstin Maxwell (905) 546-2424 Ext. 3846 Jana Amos (905) 546-2424 Ext. 1554
SUBMITTED BY:	Edward John Director, Housing Services Division Healthy and Safe Communities Department
SIGNATURE:	

RECOMMENDATION(S)

- (a) That the Minister of Municipal Affairs and Housing (MMAH) be advised that the City of Hamilton recommends that the Ontario Priorities Housing Initiative (OPHI) New Rental Housing Component Year 3 funding in the amount of \$750,000 be allocated to Wesley Community Homes, 195 Ferguson Avenue North under Request for Proposal (RFP) C5-19-19 prior to its expiration July 31, 2021;
- (b) That the Minister of Municipal Affairs and Housing (MMAH) be advised that the City of Hamilton recommends that the Ontario Priorities Housing Initiative (OPHI) New Rental Housing Component Year 3 funding in the amount of \$822,495 be allocated to the Corktown Co-op affordable housing development under Request for Proposal (RFP) C5-19-19 prior to its expiration July 31, 2021;
- (c) That, subject to approval of the reallocation of Canada-Ontario Community Housing Initiative (COCHI) Year 3 funds from the Rent Supplement Component to the Capital Component, New Build by the Minister of Municipal Affairs and Housing (MMAH), CityHousing Hamilton's Rapid Housing Initiative project at 350

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

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

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

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King Street East be recommended to the Minister for funding in the amount of \$846,414;

- (d) That the Options for Independent Living and Development's (OFILD) modular affordable housing development Rapid Housing Initiative (RHI) project, 137 George Street be funded in the amount of \$483,303 from the Poverty Reduction Fund (Project ID 6731741609) to provide the full amount requested in its proposal;
- (e) That a contingency of approximately \$565 K, be used at the sole discretion of the General Manager of the Healthy and Safe Communities Department to address unanticipated issues that arise in affordable housing development projects using the funds remaining in the Poverty Reduction Fund Housing Services Division (Project ID 6731741609); and,
- (f) That the Outstanding Business List item identified as Modular Housing Pilot, be removed from the Outstanding Business List and considered complete.

EXECUTIVE SUMMARY

The need for more affordable housing in Hamilton has been long documented. The COVID-19 Pandemic has made the lack of affordable housing even more challenging as occupancy in shelters and temporary spaces grows.

The City of Hamilton Housing Services Division is taking advantage of every available federal, provincial and local funding option to support the development of new affordable housing as quickly as possible. The federal and provincial programs come with many requirements that must be navigated quickly or risk losing the funds.

The approvals sought in this Report are needed to help ensure that projects funded through the Rapid Housing Initiative (RHI) and other sources meet the challenging program deadlines and requirements. The recommendations accomplish the following two objectives:

1. Provide funds to top-up project funding to the full amount requested in the proposals; and,
2. Allocate contingency funds to address unanticipated issues that arise in affordable housing development projects.

Alternatives for Consideration – Not Applicable

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FINANCIAL IMPLICATIONS

The following chart provides a summary of the projects to be funded as identified in the Recommendation section of this report and the amount allocated from the identified source of funding. The chart also identifies that if all recommendations are approved, there will remain a balance of \$929,221 in COCHI Year 3 Rent Supplement Project to be allocated in fiscal year 2021-2022.

Recommendation	Available Balance	HSC20056(a)	Balance Remaining
OPHI - Year 3 - Rental Housing	\$1,572,495	\$1,572,495	\$-
(a) Wesley Community Homes		\$750,000	
(b) Corktown Co-op		\$822,495	
COCHI - Year 3 - New Build/Rent Supp*	\$1,775,635	\$846,414	\$929,221
(c) City Housing Hamilton		\$846,414	
PRF 6731741609 - Aff Rnt Hsg Const	\$1,048,848	\$1,048,848	\$-
(d) Options for Independent Living and Development		\$483,303	
(d) Emergency Fund		\$565,545	

* COCHI Y3 Rent supplements available balance \$1,775,635, less request to transfer \$846,414 to the "Capital New Build" component, maintains a "Rent Supplement" available balance of \$929,221 for fiscal 2021-22

STAFFING IMPLICATIONS – N/A

LEGAL IMPLICATIONS – N/A

HISTORICAL BACKGROUND

On October 27, 2020, the Canada Mortgage and Housing Corporation (CMHC) announced the Rapid Housing Initiative (RHI) "to help address urgent housing needs of vulnerable Canadians by rapidly creating new affordable housing" and to "help support Canada's economic recovery by creating employment in the housing and construction sectors." Municipalities were given 30 days to vet and propose projects for funding, and the projects must be completed within one year of approval.

On November 4, 2020, Council approved Report HSC20056 which authorized and directed staff to accept the City's \$10,760,585 allocation of RHI funds, administer the RHI, and provide support to projects approved for funding. Additionally, Council approved the exemption of "actions from approved City policies, procedures, and

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business practices as needed to meet RHI timelines; and take other actions needed to ensure success” of the RHI projects. Hamilton and other municipalities were required to authorize and direct staff to make decisions and bypass normal practices to be able to meet CMHC’s timelines.

On December 4, 2020, CMHC approved the projects proposed to collectively receive the \$10,760,585 in RHI Major Cities Stream funding, thereby setting the completion deadline of December 4, 2021.

POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS

None

RELEVANT CONSULTATION

The RHI investment plan submission deadline, which required cities to receive, review, vet, and select proposal submissions, as well as propose and fully commit to affordable housing development projects within 30 days, did not allow for public consultation or normal competitive project selection processes. Staff are collaborating with other municipalities to inform CMHC of the difficulties this approach created for municipalities and other stakeholders.

ANALYSIS AND RATIONALE FOR RECOMMENDATION(S)

❖ Rapid Housing Initiative Projects

Four projects have to date been approved by CMHC for the Rapid Housing Initiative (RHI):

- 137 George Street, 6-unit modular built, three 3-bedroom and three 2-bed units, Options for Independent Living and Development
- 195 Ferguson North, 12-unit office conversion, 11 1-bedroom and 1 2-bedroom units, Wesley
- 350 King Street East, commercial space conversion 14 1-bedroom units, CityHousing Hamilton
- 219 East Ave. North, Royal Oaks site Carriage House conversion, 13 bachelor units, Indwell & Sacajawea

❖ Rapid Housing Initiative Requirements

The City is responsible to ensure that all projects submitted for RHI funding by the City meet all RHI requirements. The most critical requirements are the March 4, 2021 construction start deadline, the 12-month completion deadline (December 4, 2021) for

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the initially approved projects), rents of 30% of tenant income, long-term operational viability, and a minimum 20-year affordability period. The City could be required to repay funds to CMHC if projects do not meet the requirements.

As the 12-month completion deadline is the most difficult requirement to meet, the primary criteria on which projects were prioritized was the level of certainty that they could be completed within 12-months. Staff has developed new processes and requirements for project proponents to increase the certainty of on-time completion, but the RHI projects require more staff oversight and support from the Housing Services Division and other divisions such as Legal and Building Services than other projects.

Four projects were determined by staff to be able to meet the RHI timelines, primarily completion by December 4, 2021. For two reasons it was decided to fund all of four projects even though doing so meant they would not receive the full amount of funds requested. With only 30 days from the announcement of the RHI to submission of a completed detailed investment plan, there was no time for a competitive selection process. Reducing the funding each project received allowed all to be approved under the RHI, avoiding choosing between projects. Additionally, with the potential for additional funding in the future, staff wanted to demonstrate Hamilton's ability to exceed the minimum requirement of 38 units.

Over time it became increasingly clear that to meet the very low, but variable rent requirement of the RHI, 30% of income for new tenants experiencing or at severe risk of homelessness, the projects needed the full amount of funding requested. All potential sources of funding were explored, and the resulting recommendations are the best match between the project and funding program specifics.

❖ Establishment of an Affordable Housing Development Project Emergency Fund

Completion of any development project is fraught with potential obstacles that can take time and funding to overcome. The 12-month completion requirement of the RHI is very challenging, particularly with potential delays caused by the pandemic. CMHC has been clear that extensions even for reasons of the pandemic are unlikely. The pandemic and tight timelines have already increased costs beyond typical contingencies. New City requirements unanticipated by proponents have also increased costs.

Previous affordable projects have encountered challenges that could have been quickly and easily resolved with immediate access to funds. Immediate access to funds at the General Manager's discretion, could save an RHI project. Any funds remaining in the Contingency Fund after any needs of the RHI projects are met will be retained in the fund to be reallocated to future affordable projects.

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❖ Balance of OPHI New Rental Housing Component Year 3 Funding

Allocating \$750 K of OPHI New Rental Housing Component Year 3 Funding to the Wesley RHI project leaves a balance of \$822,495, which is insufficient as a primary funding source for an affordable housing development project. Request for Proposal (RFP) C5-19-19 allows that at the City of Hamilton's discretion, proposals submitted for the Request for Proposals may be recommended for funding in 2019 for 2019-2020 Ontario Priorities Housing Initiative funding or after December 31, 2019 up until July 31, 2021 for in the Ontario Priorities Housing Initiative or any Federal, Provincial or Municipal funding program. The Corktown Co-op proposal has been demonstrated to be viable but does not qualify for the Rapid Housing Initiative. Of the five proposals that were accepted for the RFP, four have now received either funding or in-kind contribution. The unfunded proposed project is being undertaken by the Corktown Co-operative Homes Inc.

The Corktown proposal did not meet all of the RFP benchmarks. However, the proposal was submitted almost two years ago and since that time substantial progress has been made in the areas of insufficiency. Awarding the remaining OPHI funds to the Corktown project significantly strengthens its CMHC Co-Investment Fund application score.

❖ Affordable Housing Modular Development Project OBL Item

OBL Item E&CS 20-007 Item 3, 20-E Modular Housing directs staff to prepare a report (business plan) for the development of two modular housing pilot projects and bring a report to the Emergency and Community Services Committee. Hamilton's first modular affordable housing project was approved in accordance with the Ontario Transfer Payment Amending Agreement for COCHI/OPHI by Council February 10, 2021. This report approves funding for Hamilton's second affordable modular project at 137 George St., thus completing OBL Item E&CS 20-007 Item 3, 20-E Modular Housing.

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