



City of Hamilton
EMERGENCY & COMMUNITY SERVICES COMMITTEE
AGENDA

Meeting #: 21-005
Date: May 6, 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. April 22, 2021 - REVISED
5. COMMUNICATIONS
6. DELEGATION REQUESTS
7. CONSENT ITEMS

7.1. Residential Care Facility (RCF) Liaison Report 3rd Quarter Update (HSC20040(b)) (City Wide)

7.2. Various Advisory Committee Minutes

7.2.a. Seniors Advisory Committee Minutes - March 5, 2021

7.2.b. Housing and Homelessness Advisory Committee Minutes - January 5, 2021

8. STAFF PRESENTATIONS

9. PUBLIC HEARINGS / DELEGATIONS

10. DISCUSSION ITEMS

10.1. Accessing Capital Repair Funds from the National Housing Strategy -Co-Investment Fund for CityHousing Hamilton (HSC19048(a)) (City Wide)

10.2. Citizen Committee Report - Seniors Advisory Committee - Snow Removal Recommendations and HSR Services

10.3. Citizen Committee Report - Seniors Advisory Committee - Proposed Statement regarding Long-Term Care Homes

10.4. Citizen Committee Report - Seniors Advisory Committee - Funding for the International Federation of Aging Conference Taking Place in Niagara Falls, Canada, from November 9-12, 2021

11. MOTIONS

12. NOTICES OF MOTION

13. GENERAL INFORMATION / OTHER BUSINESS

14. PRIVATE AND CONFIDENTIAL

15. ADJOURNMENT



EMERGENCY & COMMUNITY SERVICES COMMITTEE MINUTES 21-004

1:30 p.m.
Thursday, April 22, 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 – Leave of Absence

THE FOLLOWING ITEMS WERE REFERRED TO COUNCIL FOR CONSIDERATION:

1. Ontario's Vision for Social Assistance (HSC21014) (City Wide) (Item 7.1)

(Merulla/Pauls)

That Report HSC21014), respecting Ontario's Vision for Social Assistance, be received.

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

YES - Chair - Ward 3 Councillor N. 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

2. Tenant Defence Fund (HSC19011(a)) (City Wide) (Item 10.1)

(Jackson/Pauls)

- (a) (i) That the Tenant Defence Fund Program be expanded and amended to include tenants being displaced due to evictions as a result of renovations;
- (ii) That the Tenant Defense Fund grant cap be removed, as the costs can be much more than \$2500, and allocation of funds be at the

discretion of Housing Services based on the eligibility criteria for the Fund;

- (iii) That the Outstanding Business List item identified as Mitigation Effects of Renovictions, be removed from the Outstanding Business List and considered complete; and
- (iv) That staff report back to the Emergency and Community Services Committee within six months regarding the use of the Tenant Defence Fund.

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

YES - Chair - Ward 3 Councillor Nringer Nann
 NOT PRESENT - 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

(Clark/Nann)

- (b) That staff draft a letter to Chair of Landlord Tenant Board, copied to the respective Minister, outlining the City of Hamilton's experiences and concerns with the proliferation of N13 use, and the loss of affordable housing stock and increase in homelessness as a result.

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

YES - Chair - Ward 3 Councillor Nringer Nann
 NOT PRESENT - 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. Financial Support to Remove Existing Wood Fence, and Supply and Install New Pressure Treated Wood Fence at 470 Stone Church Rd East, Hamilton (Added Item 11.1)

(Pauls/Jackson)

WHEREAS, CityHousing Hamilton owns the property located at 470 Stone Church Rd E - a 70-unit multi-residential townhouse complex built in 1970;

WHEREAS, the roughly 750 ft original dividing fence between the property and the abutting yards of 15 private homeowners along Stone Church Rd E, Delancey Blvd and Hussar Ave is at the end of its useful life and requires full removal and replacement;

WHEREAS, CityHousing Hamilton has assumed full responsibility for the cost and scope of work, consistent with City of Hamilton Planning Department practices, to remove and replace the existing board-on-board “Good Neighbour” fence with a new board-on-board “Good Neighbour” fence;

WHEREAS, CityHousing Hamilton has undertaken a Request for Quote process to obtain the best price for removal and replacement of the fence;

WHEREAS, the scope of work requires \$58 952.00 to complete the removal and replacement of the fence; and,

WHEREAS, CityHousing Hamilton can commit total funds of \$29 476.00 from operating dollars and \$14 794.00 from previously committed Ward 7 area rating funds;

THEREFORE, BE IT RESOLVED:

- (a) That the remaining cost of \$14 682.00 for the removal and replacement of the fence, be funded from the Ward 7 Area Rating Special Capital Re-Investment Discretionary Account; and,
- (b) That the Mayor and City Clerk be authorized and directed to execute any required agreement(s) and ancillary documents, with such terms and conditions in a form satisfactory to the City Solicitor.

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

YES - Chair - Ward 3 Councillor Nringer Nann
 NOT PRESENT - 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. Red Hill Valley Joint Stewardship Board (Added Item 11.2)

(Clark/Jackson)

WHEREAS the Red Hill Valley Joint Stewardship Board (JSB) was established as a collaboration between the Haudenosaunee First Nation and the City of Hamilton in 2006 to oversee activities within the Red Hill Valley and;

WHEREAS the JSB funding is not reflective of the growing amount of work necessary to fulfil the spirit of the agreement;

THEREFORE, BE IT RESOLVED:

- (a) That staff be directed to establish a Red Hill Valley Joint Stewardship Board (JSB) reserve and that any annual operating surpluses of the JSB

be allocated to this reserve, for the purposes of funding projects and improvements for the Valley;

- (b) That the annual budget amount be adjusted annually by the Ontario CPI all items, not seasonally adjusted index, to ensure sustainability of the Board;
- (c) That the 2021 JSB budget be adjusted by 12.5 % to reflect a retro-active CPI increase dating back to 2013;
- (d) That staff be directed to establish a mechanism by which the JSB can procure the necessary technical services, when required, within the available budget;
- (e) That the annual funding for the JSB be provided in a one-time payment at the start of every calendar year; and
- (f) That the JSB budget be restated from the Public Works Department to Healthy and Safe Communities Department so as to align with the Urban Indigenous Strategy.

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

YES - Chair - Ward 3 Councillor Nringer Nann
 NOT PRESENT - 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:

(a) APPROVAL OF AGENDA (Item 2)

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

5. COMMUNICATIONS (Item 5)

5.1. Correspondence regarding Renovictions/Tenant Defence Fund

Recommendation: to be received and referred to Item 10.1, Tenant Defence Fund (HSC19011(a)).

5.1.a. Morgan Betz

5.1.b. Linda Lukasik, Environment Hamilton

5.1.c. Hunter Celenza, ACORN

5.1.d. Ali Naraghi, Hamilton Community Legal Clinic

- 5.1.e. Elizabeth Ellis, ACORN
- 5.1.f. Melanie Attwood, ACORN
- 5.1.g. Dawn Hoad, ACORN

6. DELEGATION REQUESTS (Item 6)

- 6.1. Delegation Requests respecting Renovictions/Tenant Defence Fund (for today's meeting)
 - 6.1.a. Keith Alarie, Hamilton Tenants in Unity
 - 6.1.b. Veronica Gonzalez, ACORN
 - 6.1.c. Karl Andrus, HCBN
 - 6.1.d. Darlene Wesley, ACORN
 - 6.1.e. Jonathan Lopez, ACORN - Video Submission
 - 6.1.f. Violetta Nikolskaya, YWCA Hamilton
 - 6.1.g. Gordon Smyth, ACORN - Video Submission
 - 6.1.h. Juan Balandra, ACORN - Video Submission
 - 6.1.i. Michael Lopez, ACORN – Video Submission
 - 6.1.j. Drew Hewitt, ACORN - Video Submission
 - 6.1.k. Darryl Starr, ACORN - Video Submission
 - 6.1.l. Rebecca Guzzo, ACORN - Video Submission
 - 6.1.m. James Webb, ACORN - Video Submission
 - 6.1.n. Mike Wood, Hamilton Tenants in Unity
 - 6.1.o. Kojo Dampsey, Hamilton Centre for Civic Inclusion
 - 6.1.p. Bill Johnston
 - 6.1 q. Dayna Sparkes, ACORN

10. DISCUSSION ITEMS (Item 10)

- 10.2 Accessing Capital Repair Funds from the National Housing Strategy - Co-Investment Fund for CityHousing Hamilton (HSC19048(a)) (City Wide) – DEFERRED to the May 6, 2021 Emergency and Community Services Committee meeting.

12. NOTICES OF MOTION (Item 12)

- 12.1. Financial Support to Remove Existing Wood Fence, and Supply and Install New Pressure Treated Wood Fence at 470 Stone Church Rd East, Hamilton
- 12.2 Red Hill Valley Joint Stewardship Board

(Pauls/Clark)

That the agenda for the April 8, 2021 Emergency and Community Services Committee meeting be approved, as amended.

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

**Emergency & Community Services Committee
Minutes 21-004**

**April 8, 2021
Page 6 of 13**

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

(b) DECLARATIONS OF INTEREST (Item 3)

Councillor Merulla declared a conflict of Interest for Items 5.1 (a) to (g), Communications, respecting Renovictions/Tenant Defence Fund, as he is a landlord.

Councillor Merulla declared a conflict of Interest for Items 6.1 (a) to (q), Delegation Requests, respecting Renovictions/Tenant Defence Fund, as he is a landlord.

Councillor Merulla declared a conflict of Interest for Items 9.1 (a) to (q), Delegations, respecting Renovictions/Tenant Defence Fund, as he is a landlord.

Councillor Merulla declared a conflict of Interest for Item 10.1, Tenant Defence Fund (HSC19011(a)), as he is a landlord.

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

(i) April 8, 2021 (Item 4.1)

(Jackson/Merulla)

That the Minutes of the April 8, 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 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

(d) COMMUNICATIONS (Item 5)

(i) Correspondence respecting Renovictions/Tenant Defence Fund (Items 5.1(a) to (g))

(Pauls/Clark)

That the following correspondence items respecting Renovictions/Tenant Defence Fund, be received and referred to the consideration of Item 10.1, Tenant Defence Fund (HSC19011(a)):

1. Morgan Betz (Added Item 5.1.a)
2. Linda Lukasik, Environment Hamilton (Added Item 5.1.b)
3. Hunter Celenza, ACORN (Added Item 5.1.c)
4. Ali Naraghi, Hamilton Community Legal Clinic (Added Item 5.1.d)
5. Elizabeth Ellis, ACORN (Added Item 5.1.e)
6. Melanie Attwood, ACORN (Added Item 5.1.f)
7. Dawn Hoad, ACORN (Added Item 5.1.g)

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

YES - Chair - Ward 3 Councillor Nrinder Nann
 CONFLICT - 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 2.

(e) DELEGATION REQUESTS (Added Item 6.1)

(i) Delegation Requests respecting Renovictions/Tenant Defence Fund (Items 6.1 (a) to (q))

(Jackson/Pauls)

That the following Delegation Requests respecting Renovictions/Tenant Defence Fund, be approved for today's meeting:

1. Keith Alarie, Hamilton Tenants in Unity (Added Item 6.1.a)
2. Veronica Gonzalez, ACORN (Added Item 6.1.b)
3. Karl Andrus, HCBN (Added Item 6.1.c)
4. Darlene Wesley, ACORN (Added Item 6.1.d)
5. Jonathan Lopez, ACORN - Video Submission (Added Item 6.1.e)

6. Violetta Nikolskaya, YWCA Hamilton (Added Item 6.1.f)
7. Gordon Smyth, ACORN - Video Submission (Added Item 6.1.g)
8. Juan Balandra, ACORN - Video Submission (Added Item 6.1.h)
9. Michael Lopez, ACORN – Video Submission (Added Item 6.1.i)
10. Drew Hewitt, ACORN - Video Submission (Added Item 6.1.j)
11. Darryl Starr, ACORN - Video Submission (Added Item 6.1.k)
12. Rebecca Guzzo, ACORN - Video Submission (Added Item 6.1.l)
13. James Webb, ACORN - Video Submission (Added Item 6.1.m)
14. Mike Wood, Hamilton Tenants in Unity (Added Item 6.1.n)
15. Kojo Dampsey, Hamilton Centre for Civic Inclusion (Added Item 6.1.o)
16. Bill Johnston (Added Item 6.1.p)
17. Dayna Sparkes, ACORN (Added Item 6.1.q)

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

YES - Chair - Ward 3 Councillor Nrinder Nann
 CONFLICT - 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

(f) PUBLIC HEARINGS/DELEGATIONS (Added Item 9.1)

(i) Delegations respecting Renovictions/Tenant Defence Fund

The following delegations addressed the Committee respecting Renovictions/Tenant Defence Fund:

1. Keith Alarie, Hamilton Tenants in Unity, respecting Renoviction (Added Item 9.1.a)
2. Veronica Gonzalez, ACORN, respecting Renoviction (Added Item 9.1.b)
3. Karl Andrus, HCBN, respecting Renoviction (Added Item 9.1.c)

4. Darlene Wesley, ACORN, respecting Renoviction (Added Item 9.1.d)
5. Jonathan Lopez, ACORN – Pre-Recorded Video Submission, respecting Renoviction (Added Item 9.1.e)
6. Violetta Nikolskaya, YWCA Hamilton, respecting Tenant Defence Fund (Added Item 9.1.f)
7. Gordon Smyth, ACORN - Pre-Recorded Video Submission, respecting Renoviction (Added Item 9.1.g)
8. Juan Balandra, ACORN - Pre-Recorded Video Submission, respecting Renoviction (Added Item 9.1.h)
9. Michael Lopez, ACORN – Pre-Recorded Video Submission, respecting Renoviction (Added Item 9.1.i)
10. Drew Hewitt, ACORN - Pre-Recorded Video Submission, respecting Renoviction (Added Item 9.1.j)
11. Darryl Starr, ACORN - Pre-Recorded Video Submission, respecting Renoviction (Added Item 9.1.k)
12. Rebecca Guzzo, ACORN - Pre-Recorded Video Submission, respecting Renoviction (Added Item 9.1.l)
13. James Webb, ACORN - Pre-Recorded Video Submission, respecting Renoviction (Added Item 9.1.m)
14. Mike Wood, Hamilton Tenants in Unity, respecting Renoviction (Added Item 9.1.n)
15. Kojo Dampsey, Hamilton Centre for Civic Inclusion, respecting Tenant Defence Fund (Added Item 9.1.o)
16. Bill Johnston, respecting Tenant Defence Fund (Added Item 9.1.p)
17. Dayna Sparkes, ACORN, respecting Renoviction (Added Item 9.1.q)

(Jackson/Pauls)

That the following Delegations, respecting Renovictions/Tenant Defence Fund, be received and referred to the consideration of Item 10.1, Tenant Defence Fund (HSC19011(a)):

1. Keith Alarie, Hamilton Tenants in Unity (Added Item 9.1.a)
2. Veronica Gonzalez, ACORN (Added Item 9.1.b)

3. Karl Andrus, HCBN (Added Item 9.1.c)
4. Darlene Wesley, ACORN (Added Item 9.1.d)
5. Jonathan Lopez, ACORN - Video Submission (Added Item 9.1.e)
6. Violetta Nikolskaya, YWCA Hamilton (Added Item 9.1.f)
7. Gordon Smyth, ACORN - Video Submission (Added Item 9.1.g)
8. Juan Balandra, ACORN - Video Submission (Added Item 9.1.h)
9. Michael Lopez, ACORN – Video Submission (Added Item 9.1.i)
10. Drew Hewitt, ACORN - Video Submission (Added Item 9.1.j)
11. Darryl Starr, ACORN - Video Submission (Added Item 9.1.k)
12. Rebecca Guzzo, ACORN - Video Submission (Added Item 9.1.l)
13. James Webb, ACORN - Video Submission (Added Item 9.1.m)
14. Mike Wood, Hamilton Tenants in Unity (Added Item 9.1.n)
15. Kojo Dampsey, Hamilton Centre for Civic Inclusion (Added Item 9.1.o)
16. Bill Johnston (Added Item 9.1.p)
17. Dayna Sparkes, ACORN (Added Item 9.1.q)

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

YES - Chair - Ward 3 Councillor Nrinder Nann
NOT PRESENT - 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 2.

(g) DISCUSSION ITEMS (Item 10)

- (i) Tenant Defence Fund (HSC19011(a)) (City Wide) (Item 10.1)**
(Nann/Pauls)

**Emergency & Community Services Committee
Minutes 21-004**

**April 8, 2021
Page 11 of 13**

- (a) That recommendation (b) in Report HSC19011(a) be **amended** by deleting it in its entirety and replacing it as follows:
- ~~(b) *That the Tenant Defence Fund grant amount eligible to tenants for legal fees be increased to \$2,500;*~~
- (b) *That the Tenant Defense Fund grant cap be removed, as the costs can be much more than \$2500, and allocation of funds be at the discretion of Housing Services based on the eligibility criteria for the Fund;*
- (b) That the recommendations in Report HSC19011(a) be **amended** by adding the following sub-section:
- (d) *That staff report back to the Emergency and Community Services Committee within six months regarding the use of the Tenant Defence Fund.*

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

YES - Chair - Ward 3 Councillor Nrinder Nann
 NOT PRESENT - 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 2.

(Clark/Nann)

- (c) That staff be directed to report back to the Emergency and Community Services Committee with a framework, including timeline and resources to develop a comprehensive renovations strategy for City Hamilton as part of our recovery plan, to include: the evaluation of the tenant defense fund, proactive tenant education options, and options for a licensing and by-law regime.

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

YES - Chair - Ward 3 Councillor Nrinder Nann
 NOT PRESENT - 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 2.

(h) NOTICES OF MOTION (Item 12)

- (i) Financial Support to Remove Existing Wood Fence, and Supply and Install New Pressure Treated Wood Fence at 470 Stone Church Road East, Hamilton (Added Item 12.1)**

(Pauls/Jackson)

That the Rules of Order be waived to allow for the introduction of a Motion respecting Financial Support to Remove Existing Wood Fence, and Supply and Install New Pressure Treated Wood Fence at 470 Stone Church Road East, Hamilton.

Result: Motion CARRIED by a vote a 2/3's vote of 4 to 0, as follows:

YES - Chair - Ward 3 Councillor Nrinder Nann
 NOT PRESENT - 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 3.

- (ii) Red Hill Valley Joint Stewardship Board (Added Item 12.2)**

(Clark/Jackson)

That the Rules of Order be waived to allow for the introduction of a Motion respecting Red Hill Valley Joint Stewardship Board.

Result: Motion CARRIED by a vote a 2/3's vote of 4 to 0, as follows:

YES - Chair - Ward 3 Councillor Nrinder Nann
 NOT PRESENT - 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 4.

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

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

(Pauls/Clark)

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

13.1.a. Items to Be Removed

- (i) Mitigation of Effects of Reno-viction
Item on OBL: 20-J
Addressed as Item 10.1, Tenant Defence Fund
(HSC19011(a)) on today's Agenda

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

YES - Chair - Ward 3 Councillor Nrinder Nann
NOT PRESENT - 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

(f) ADJOURNMENT (Item 15)

(Jackson/Pauls)

That there being no further business, the Emergency and Community Services Committee be adjourned at 4:07 p.m.

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

YES - Chair - Ward 3 Councillor Nrinder Nann
NOT PRESENT - 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



INFORMATION REPORT

TO:	Chair and Members Emergency and Community Services Committee
COMMITTEE DATE:	May 6, 2021
SUBJECT/REPORT NO:	Residential Care Facility (RCF) Liaison Report 3rd Quarter Update (HSC20040(b)) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Rikki Frith (905) 546-2424 Ext. 7604
SUBMITTED BY:	Paul Johnson General Manager Healthy and Safe Communities Department
SIGNATURE:	

COUNCIL DIRECTION

Emergency and Community Services Committee at its meeting of June 19, 2020 approved the following:

“That Staff be directed to report back on the recommended accountability standards, service levels and process requirements for the various types of complaints that can be addressed by the RCF Liaison position, including details regarding:

- (i) How the facility will be told that there is a complaint and given an opportunity to correct the situation;
- (ii) If the investigation reveals non-compliance, how the facility will be required to correct the situation and ensure future compliance and how the public will be notified; and,
- (iii) How the Complainant will be provided with follow up information regarding the outcome of the investigation.

That the General Manager of the Healthy and Safe Communities Department will report quarterly a summary of the complaints received, and the status of the complaints”.

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: Residential Care Facility (RCF) Liaison Report 3rd Quarter Update
(HSC20040(b)) (City Wide) - Page 2 of 4**

INFORMATION

A one-year temporary Residential Care Facility (RCF) liaison position was created in June 2020 to answer phone calls and emails from RCF residents and/or their families, friends, caregivers, staff, etc. who have serious concerns or complaints about their residential care facility. Concerns may include (but not limited to) facility cleanliness or disrepair, food issues (lack thereof or quality), infestation, abuse or neglect, aggressive residents or lack of supervision, medication control and/or fire hazards. In the early days of this position being created, posters advertising the RCF complaint liaison phone number and email were distributed to all Hamilton-based RCFs for posting in their common areas. Public Health Inspectors have been advised to look for the posters during their routine inspections to ensure they are posted in high-visibility areas. The contact information is also available on the City of Hamilton website.

All complaints received are logged and forwarded on to the appropriate city staff to deal with (i.e. Municipal Law Enforcement (MLE), Public Health, Hamilton Fire Department) or, in some cases (including abuse and neglect), to the Retirement Home Regulatory Authority (RHRA) (www.rhra.ca or 1-855-ASK-RHRA). Where the RHRA might play a role, residents or their advocates are encouraged to call the RHRA directly to connect with someone who can either provide immediate support and recommendations or can begin an official investigation into the facility. If an investigation is warranted, results are posted on the RHRA website approximately 90 days after the investigation is opened.

The following table outlines the contact volume/type of contacts received, including complaint status, in the third quarter of this year-long initiative (January-March 2021):

Complainant	Complaint Type	Departments Involved	Outcome
Resident	Co-resident's disturbing behaviour.	RCF Subsidy Office	Resolved.
Resident's Parent	Concern around level of care provision. Inappropriate home placement due to level of care required.	Public Health RCF Subsidy Office	Resolved. Awaiting transfer to different care home.
Resident	Not permitted to use personal mug instead of home-issued coffee mug.	RCF Subsidy Office	Resolved.
Resident	Co-residents smoking in bedrooms.	Public Health	Resolved. No charges laid.
Resident of Retirement Home	Food quality and lack of variety.	Public Health RHRA	No charges laid by City.

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: Residential Care Facility (RCF) Liaison Report 3rd Quarter Update
(HSC20040(b)) (City Wide) - Page 3 of 4**

Complainant	Complaint Type	Departments Involved	Outcome
Resident	Concerns with staff and food quality.	Public Health RCF Subsidy Office	Resolved. No charges laid.
Resident	Pest infestation.	Public Health	Resolved. No charges laid.
Resident	Unhappy with the Home's pet bird housed near dining area.	Public Health	Resolved. No charges laid.
Ex-resident	Concern re cleanliness, pest infestations.	Public Health MLE	Property Standards Notice issued for violations. Follow-up ongoing.
Hospital RN	Requested investigation of RCF regarding medication administration and monitoring.	Public Health	Notice to Comply (by April 30, 2021) issued. License revocation possible if not compliant.
Resident	Concern that co-resident is helping staff to distribute medication and nutritional snacks to residents.	Public Health	Resolved. No charges laid.

Other phone calls and emails received via the RCF Liaison complaint mechanism were not specific to RCF residents and/or caregivers, friends, family, etc. These included neighbour complaints specific to RCF resident behaviours (i.e. drug dealing and use, public urination/defecation, noise/bad language, theft, aggressive panhandling), perceived lack of supervision by operators/RCF home staff, general disorderly conduct within a neighbourhood and the impacts these behaviours have on neighbours' lives. Often these complaints were shared with multiple contacts within the city and most recently, correspondence addressing these concerns and outlining the city's actions was sent to several residents who shared these concerns. Where appropriate, these complaints were shared with MLE and complainants were advised to contact the Hamilton Police Services for more immediate disturbances. Other phone calls and emails received had nothing to do with RCFs and were redirected as appropriate.

**SUBJECT: Residential Care Facility (RCF) Liaison Report 3rd Quarter Update
(HSC20040(b)) (City Wide) - Page 4 of 4**

Public Health Inspectors and MLE Enforcement Officers routinely work proactively with operators of these RCFs to address issues related to food/menu planning, adherence to COVID guidelines and regulations and finding solutions to resident complaints. Notices to Comply are followed-up with to ensure compliance. MLE and Public Health staff also track complaints received through their offices and if a pattern emerges, additional steps can be taken (including but not limited to suspension of RCF operator license renewal). In some cases (as noted above) the same complaint comes in via several different contacts (emails and phone calls to various departments, Councillor's office, Customer Contact Centre and RCF liaison). Representatives from the RCF multi-disciplinary team are looking forward to a review of Schedule 20 to address some of the duplicities seen with these concerns. In the meantime, the RCF multi-disciplinary team meets on a regular basis to discuss mutual issues and proactively address concerns and inefficiencies.

APPENDICES AND SCHEDULES ATTACHED

N/A.



Hamilton

**Meeting Minutes
Seniors Advisory
Committee**

March 5, 2021

10:00am – 12:00pm

Due to the COVID-19 and the Closure of City Hall

All electronic meetings can be viewed at:

City's YouTube Channel

<https://www.youtube.com/user/InsideCityofHamilton>

In Attendance:

Penelope Petrie (Chair), Aref Alshaikhahmed, Sheryl Boblin, David Broom, Carolann Fernandes, Jeanne Mayo, Maureen McKeating, Sarah Shallwani, Barry Spinner, Douglas Stone, Marian Toth, Marjorie Wahlman, Lisa Maychak, Ann Elliot, Kamal Jain, Noor Nizam

Also, in Attendance:

Cole Gately, Staff Liaison, Diversity and Inclusion Office
Taline Morris, Admin Assistant, Diversity and Inclusion Office
Darren Murphy, Crimes Against Seniors Unit, Hamilton Police Services
Edward Soldo, Director, Transportation Operations and Maintenance

Councillor Tom Jackson

Absent with Regrets: Dahlia Petgrave

Absent: Vince Mercuri

1. CEREMONIAL ACTIVITIES

Land Acknowledgement presented by M. Toth.

S. Shallwani volunteered to read Land Acknowledgement at the next meeting.

Committee members observed 30 seconds of silence for the seniors that have lost their lives due to COVID-19.

2. APPROVAL OF AGENDA

That the following items be added to the agenda:

Item 1 – M. McKeating would like to add reading materials to other business
Item 2 –Leave of Absence for D. Petgrave

(M. Wahlman/ D. Broom)

That the Senior Advisory Committee approves the March 5, 2021 agenda, as amended.

CARRIED

3. APPROVAL OF MINUTES OF PREVIOUS MEETING

J. Mayo provided typographical edits.

(M. Wahlman/ M. Toth)

That the Senior's Advisory Committee approves the February 5, 2021 Minutes as amended with typographical edits.

CARRIED

4. STAFF PRESENTATIONS

i. Edward Soldo-Director, Transportation Operations and Maintenance

Edward Soldo, Director of Transportation Operations and Maintenance spoke with the Senior Advisory Committee about the City of Hamilton's winter control E. Sold program which encompasses of 6479 kilometers of roads and 2445 kilometers of sidewalks, which are maintained according to maintenance standards. Total operational 2021 budget is approximately 33.6 million dollars. Core activities can include monitoring weather conditions, anti-icing, de-icing, snow plowing/removal and disposal. Last to back snowfall event in the City took 7 to 8 days to clear. As per maintenance standard, sidewalk clearings done up approximately 48 hours after a snowfall event, however City staff aim to have this completed 24 hours after a snowfall event. E. Soldo also reviewed the snow angels' program which involves community members volunteering to clear snow for seniors. As per E. Soldo, recommendations for enhancements to the sidewalk program and updated costs will be presented to council in April. If accepted, implementation would be in winter 2022.

Note: E. Soldo's presentation was interrupted as Staff was made aware that the Senior Advisory Committee meeting was not being live streamed. Meeting was recessed for staff to troubleshoot.

ii. Darren Murphy - Crimes Against Seniors Unit (CASU), Hamilton Police Services

Darren Murphy presented to the Senior's Advisory Committee about the role of the Crimes Against Seniors unit in the community and how issues within long-term care homes are addressed.

As per D. Murphy, the mandate of the crimes against seniors unit is to investigate crimes for persons over 60 and vulnerable adults. He advised that the CASU gets involved when there is a report of crime or potential crime as per referral process that is already in place for long term care and retirement homes.

D. Murphy reviewed examples of potential crimes and the process for investigations when a death occurs in a facility. He further highlighted that while there have been charges laid because of assault, sexual assault, theft and fraud, there have been no charges relating to neglect.

A question and answer period followed the presentation in which D. Murphy answered questions submitted in advance and at today's meeting.

(S. Boblin/M. Toth)

That the Seniors' Advisory Committee receive the presentations by Edward Soldo, Director of Transportation Operations and Maintenance and Darren Murphy with the Crimes Against Seniors Unit at the Hamilton Police Service.

10. DISCUSSION ITEMS

i. Proposed Statement Regarding LTC Residential Homes (Item 10.3)

This item was moved forward to 10.1 in the interest of time.

The Seniors' Advisory Committee has created an attached statement for resolution concerning retirement and long-term care homes to be submitted to council for consideration that reads as follows:

Resolution concerning Retirement and Long-Term Care Homes

Following the recent articles printed in the Hamilton Spectator concerning the state of COVID-19 outbreaks in Long-term Care and Retirement Homes in the City of Hamilton, the Seniors Advisory Committee states the following:

Seniors Advisory Committee deplores the deaths related to COVID-19 in residential and long-term care homes in Hamilton. However, SAC recognizes the great efforts deployed by all concerned which have resulted in Hamilton's COVID-19 death rate as being almost 10% less than the provincial average. (See Hamilton Spectator, Feb. 11, 2021).

Seniors' Advisory Committee requests that the City of Hamilton convey our great appreciation to all the personnel working at Macassa and Wentworth lodges for working so hard to contain the spread of COVID-19 in these facilities. (See Hamilton Spectator, Feb. 6, 2021)

Seniors' Advisory Committee deplores the fact that the Government of Ontario has not carried out full comprehensive inspections of long-term care homes in Hamilton since 2018 and urges the City of Hamilton to compel the Government of Ontario to undertake comprehensive inspections of all long-term care homes in the City of Hamilton immediately and ensure recommendations for changes are implemented. (See Hamilton Spectator, Feb. 11)

Seniors' Advisory Committee urges the City of Hamilton to ensure that all retirement homes and long-term care homes in Hamilton comply with all municipal and provincial standards.

Seniors' Advisory Committee requests that a spokesperson from the City of Hamilton attend a SAC meeting to outline the actions being undertaken to ensure the health and safety of the residents and staff in retirement and Long-Term Care Homes.

March 5, 2021

Discussion on the motion: There was some discussion on inviting a staff member from the City to speak with the senior advisory committee regarding investigations in long term care homes.

Councillor Jackson to investigate inviting General Manager Paul Johnson from healthy and safe communities and/or Dr. Elizabeth Richardson, Medical Officer of Health to present to the committee.

(J. Mayo/M. McKeating)

That the Seniors' Advisory Committee would like to submit the attached resolution concerning retirement and long-term care homes to council for consideration.

CARRIED

ii. All Advisory Committee Event Feedback (Item 10.1)

Staff advised, that the Clerk's office is planning an All Advisory Committee Event. This event would provide an opportunity to learn about other committees, as well as share information about their committees. Staff advised the senior advisory committee, that dates have not been set yet, however, the Clerk's office is looking for feedback on whether this is something the committee would be interested in. Committee members expressed interest in an all advisory event.

iii. International Federation on Aging Conference November 9-12, 2021 (Item 10.2)

The International Federation On Aging Conference will take place in November 2021 in Niagara Falls. Individuals can attend virtually or in person. The cost for the virtual registration is \$400.

(J. Mayo/D. Broom)

That the senior advisory committee will pay half the registration fee for 2 committee members to attend the international federation on aging conference virtually from November 9-12, 2021.

CARRIED

iv. Working Groups (Item 10.4)

a. Getting Around Hamilton Working Group

J. Mayo advised that the working group will be discussing follow-up to the snow-removal presentation received at today's meeting. They will also begin to address the issue of e-bikes on trails and will introduce the concept of mobility justice.

b. Older Adult Financial & Physical Abuse Working Group

D. Broom reported that a resource officer is working on a closed-circuit television for City Housing Hamilton to impart information to their senior residents.

M. Wahlman reported that officer M. McLaughlin arranged to have informational placemats made for seniors. Each placemat costs approximately \$1.14 to make. A request for funding may appear later.

c. Housing Working Group

There are no updates from this group.

d. Communication Working Group

D. Broom report that there have been changes made to the City of Hamilton Seniors website. As a result, all committee members are encouraged to review website. The working group is now working on getting the information from the website out to seniors in the community. The working group have re-established their relationship with Hamilton Public Library. Elizabeth Blackwell is the representative from the library who will attend all working group meetings. Tammy Dumas from 211 will also be attending future meetings. The next meeting is March 17th at 1pm.

v. Committees (Item 10. 2)

a. Age Friendly Plan - Governance Committee

There are no updates from this committee.

b. Older Adult Network

There are no updates from this committee.

c. International Day of Older Persons Committee

There are no updates from this committee.

d. McMaster Institute for Research on Aging

There are no updates from this committee.

e. Ontario Health Coalition

C. Fernandes reports she will continue to send out reports as they are received.

f. Our Future Hamilton Update

There are no updates

g. Senior of the Year Award

Nominations opened on March 1, 2021. The event will take place in the fall.

12. GENERAL INFORMATION / OTHER BUSINESS**i. Reading Material (Added Item 1)**

M. McKeating encouraged her colleagues to read the book titled *Neglected No More* by André Picard. The book is about persistent ongoing neglect in long term care homes in Canada.

ii. Correspondence from Clerk's regarding citizen committee reports

The Seniors' Advisory Committee requested an update to their response that was provided to the Clerk's Office regarding the citizen committee report correspondence. Staff indicated she did not receive the committee's response. Committee chair to re-send to staff for forwarding to the Clerk's Office.

iii. Leave of Absence

An email correspondence was received from D. Petgrave requesting a Leave of Absence for a period of 3 months due to medical reasons.

(P.Petrie/M. Wahlman)

That the senior advisory committee approves a leave of absence for D. Petgrave for a period of 3 months as requested.

CARRIED

15. ADJOURNMENT

(D. Broom/M. Wahlman)

That the Senior's Advisory Committee adjourned at 12:24 p.m.

Next Meeting: April 9,2021



Hamilton

Housing and Homelessness Advisory Committee Minutes

**6pm
Tuesday January 5, 2021**

**Virtual WebEx
71 Main Street West, Hamilton**

James O'Brien, Senior Project Manager Housing & Homelessness
905-546-2424 x 3728

- Present:** Mary-Ellen Crechiola, Sandy Leyland, Rhonda Mayer, Michael Power, Julia Verbitsky, Eileen Campbell, Lance Dingman, Tom Mobley, Michael Slusarenko, Morgan Stanek, Shaun Jamieson
- Absent with Regrets:** Councillors N. Nann, M. Wilson, C. Collins, Tony Manganiello, Leisha Dawson
- Absent:** Alexandra Djagba Oli, Violetta Nikolskaya
- Guests:** Graham Cubitt, Melanie McAulay, Kirstin Maxwell
-

FOR THE INFORMATION OF COMMITTEE:

1. Ceremonial Activities

There were no ceremonial activities

2. Approval of Agenda

**Housing and Homelessness Advisory Committee
Minutes**

**January 5, 2021
Page 2 of 4**

Staff advised that the Item respecting encampments has been removed as there was no update at this time. This verbal update did not occur as the presenter had an unexpected conflict.

CARRIED

(Campbell/ Slusarenko)

That the agenda be accepted as amended.

3. Declaration of Interest

There were no declarations of Interest.

4. Approval of Minutes of Previous Meetings

(i) November Minutes (Item 4.1)

(Crechiola / Mayer)

That the minutes be accepted as presented

CARRIED

5. Communications

(i) Letter From Clerks (Item 5.1)

(Dingman/ Slusarenko)

That the letter be received

CARRIED

5. Staff Presentations (Item 9)

(i) Rapid Housing Initiative Update (Item 9.2)

- The City continues to invest and take steps to address the emergency needs in the community, and balance longer term permanent solutions to our housing pressures. Hamilton will receive \$10.8 million as part of the Rapid Housing Initiative. This funding is intended to help municipalities and turn existing buildings, land and modular housing into supportive and affordable homes.
- 137 George Street will provide permanent housing with supports for 15 women at risk of homelessness in two and 3-bedroom apartments in a low-rise, new modular building.

**Housing and Homelessness Advisory Committee
Minutes**

**January 5, 2021
Page 3 of 4**

- 180 Ottawa Street North will convert an existing commercial property into 12 bachelor units for Indigenous women experiencing or at-risk of homelessness.
- 195 Ferguson Avenue North will convert office space inside the existing Wesley Community Homes building into one-bedroom apartment units for 11 individuals experiencing homelessness as well as one two-bedroom unit for a superintendent.
- 350 King Street East will convert unused ground-floor commercial space in an existing social housing seniors building to an additional 15 one-bedroom units for seniors.
- These RHI accelerated projects in Hamilton will house 53 tenants from Hamilton's Access to Housing Waitlist and By-Name Priority List and will be move-in ready in the next 12 months.
- For various projects work has been done to focus on accessibility, energy efficiency, and to preserve historic features in the community.
- Affordability definition for this funding stream is 30% of tenant income.

(Slusarenko /Dingman)

**That the Presentation respecting the Rapid Housing Initiative Update, be received
CARRIED**

6. Discussion Items (Item 10)

(i) Building new affordable housing and fees (Item 10.1)

- Discussion around understanding what fees the City collects, and what the fees are used for.
- Understanding that some fees go to broad City infrastructure needs.

(Power/ Mayer)

That discussion respecting Building New Affordable Housing and Fees, be received
CARRIED

7. Motions (Item 11)

(Power/ Mayer)

That the City ask the Province of Ontario to change legislation to allow municipalities to pay for relevant fees associated with Affordable Housing through existing City funds.

CARRIED

8. General Information / Other Business (Item 13)

(i) Request to review the status of all members, and review attendance of past meetings.

The Advisory Committee asked Staff to provide a brief review of attendance for the next meeting

(ii) Discussion around ability to have lockers for personal belongs in shelter for clients.

Members raised this as an idea to provide an added support for those accessing the shelters.

Other members shared that this would be challenging for the agencies probably as it could great both a security challenge and it would be a challenge if people leave items in the lockers for extended period of times without coming back for them.

9. ADJOURNMENT (Item 15)**Mobley/ Campbell)**

That, there being no further business, the Housing & Homelessness Advisory Committee adjourn at

Next meeting, February 2, 2021

WebEx

City Hall – Room 264 – 2nd Floor

Respectfully submitted,
Julia Verbitsky
Chair, Housing and
Homelessness Advisory
Committee

James O'Brien
Senior Project Manager
Housing Services Division



CITY OF HAMILTON
HEALTHY AND SAFE COMMUNITIES DEPARTMENT
Housing Services Division

TO:	Chair and Members Emergency and Community Services Committee
COMMITTEE DATE:	May 6, 2021
SUBJECT/REPORT NO:	Accessing Capital Repair Funds from the National Housing Strategy - Co-Investment Fund for CityHousing Hamilton (HSC19048(a)) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Jennifer Hohol (905) 546-2424 Ext. 7857
SUBMITTED BY:	Edward John Director, Housing Services Division Healthy and Safe Communities Department
SIGNATURE:	

RECOMMENDATION

- (a) That the General Manager of Healthy and Safe Communities Department, as the Service Manager, be authorized to enter into and execute the Letter of Intent with the Canadian Mortgage and Housing Corporation for funding through the National Housing Strategy Co-Investment Fund – Repair and Renewal Stream to support CityHousing Hamilton;
- (b) That staff report back to the Emergency and Community Services Committee with any Service Manager consents or other approvals required to execute CityHousing Hamilton’s Credit Agreement with the Canadian Mortgage and Housing Corporation for the National Housing Strategy Co-Investment – Repair and Renewal Stream; and,
- (c) That the City of Hamilton will act as guarantor of the long-term financing and performance obligations identified in the Letter of Intent, not to exceed \$87,413,328 in repayable loans and \$58,275,552 in forgivable loans and that the General Manager, Finance and Corporate Services, and City Clerk be authorized to execute any agreements and ancillary documents relating to the guarantee.

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: Accessing Capital Repair Funds from the National Housing Strategy - Co-Investment Fund for CityHousing Hamilton (HSC19048(a)) (City Wide) - Page 2 of 7

EXECUTIVE SUMMARY

On March 11, 2021, CityHousing Hamilton (CHH) and the City of Hamilton received confirmation through a Letter of Intent from the Canada Mortgage and Housing Corporation (CMHC) for \$145,688,880 in funding over eight years. This funding is delivered through the National Housing Co-Investment Fund – Repair and Renewal Stream and will support \$194,251,800 in repair and renewal projects impacting 6,290 CHH units. As this funding from CMHC requires a co-investment approach, CHH will contribute the remainder of the \$48,562,920 in funding from its capital budget to complete these projects across the portfolio. This includes investment of CHH’s annual capital allocation from the Service Manager.

The \$145,688,880 in funding from CMHC consists of \$87,413,328 in repayable loans and \$58,275,552 in forgivable loans. In order for CHH to receive the funding, CMHC is requesting the City of Hamilton guarantee payment and performance obligations for CHH. The risk associated with this broad unlimited guarantee is unknown until further details are acquired.

The 6,290 units from CHH that will benefit from this funding are just a portion of the 14,000 social/affordable housing units across the city. The total estimated need alone for CHH capital repairs over the next 20 years is \$400 M. The National Housing Co-Investment Fund – Repair and Renewal Stream also has a primary goal to fund projects that will achieve improved outcomes related to affordability, energy efficiency and accessibility. As this funding has a defined scope, money cannot be used to address all types of repair needs. The funding from the National Housing Co-Investment Fund will help to extend the lifespan of some, but not all, of CHH’s housing stock.

If the Letter of Intent is successfully executed by CHH and the City of Hamilton, the next step in securing funding will be to understand the detailed terms of the funding and performance outcomes through a Credit Agreement with CMHC. Further reports will come forward to attain required financial and Service Manager consents.

Alternatives for Consideration – Not Applicable

FINANCIAL – STAFFING – LEGAL IMPLICATIONS

Financial: The City of Hamilton is being asked to act as guarantor of the long-term financing and performance obligations for funding from the Canada Mortgage and Housing Corporation to CityHousing Hamilton, not to exceed \$87,413,328 in repayable loans and \$58,275,552 in forgivable loans. At this time, Report HSC19048(a) is only seeking authority for the City of Hamilton

SUBJECT: Accessing Capital Repair Funds from the National Housing Strategy - Co-Investment Fund for CityHousing Hamilton (HSC19048(a)) (City Wide) - Page 3 of 7

to act as a guarantor. Once loan terms and conditions including issues of interest rate, security, and loan amortization are known and included in an agreement, a further report will come forward to the Audit, Finance and Administration Committee seeking appropriate authority to enter into the agreement.

Staffing: N/A

Legal: N/A

HISTORICAL BACKGROUND

On November 22, 2017, the federal government released Canada's National Housing Strategy: A Place to Call Home. The goal of the National Housing Strategy is to, over ten years, deliver a range of housing program initiatives.

One of the National Housing Strategy programs, the National Housing Co-investment Fund (NHCF), was launched on May 2, 2018. The NHCF is a \$16.6 B federal investment, \$5 B of which is new funding, with two funding streams: new construction of affordable housing and repair and renewal of social housing.

On August 15, 2019, Report HSC19048 was brought forward to the Emergency and Community Services Committee which sought permission for staff to engage in discussion with the Canada Mortgage and Housing Corporation (CMHC) alongside CityHousing Hamilton (CHH) to negotiate funding principles and to determine the extent of the municipal contribution needed under the NHCF. Since 2019, staff have been working with CHH and CMHC to negotiate funding principles to support repair and renewal projects across CHH's housing portfolio.

On March 11, 2021, CHH and the City of Hamilton received confirmation through a Letter of Intent from CMHC for \$145,688,880 in funding over eight years to support \$194,251,800 in repair and renewal projects impacting 6,290 CHH units. This information was communicated to CHH's Board of Directors on March 30, 2021 through CHH Report #21009 (attached as Appendix "A" to Report HSC19048(a)). If the Letter of Intent is successfully executed by CHH and the City of Hamilton, the next step in securing funding would be to understand the detailed terms of the funding and performance outcomes through a credit agreement with CMHC.

POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS

Under the *Housing Services Act, 2011* the City of Hamilton is legally obligated to maintain a minimum number of Rent-Geared-to-Income units. Hamilton's Service Level

SUBJECT: Accessing Capital Repair Funds from the National Housing Strategy - Co-Investment Fund for CityHousing Hamilton (HSC19048(a)) (City Wide) - Page 4 of 7

Standard of 9,257 is composed of units from 38 housing providers including CityHousing Hamilton. There is no expiration date on Hamilton's obligation to continue calculating and paying subsidy to these providers according to provincial regulations.

RELEVANT CONSULTATION

Consultation and comment on Report HSC19048(a) has been provided by CityHousing Hamilton, Corporate Services – Financial Planning, Administration, and Policy and Legal Services.

Legal Services has recommended that a request be made to CMHC to adjust the language in the Letter of Intent so that the City of Hamilton has to guarantee only the payment, and not the performance obligations of CHH. CMHC is not agreeable to this change as this approach would differ from NHCF agreements already in place with other organizations.

ANALYSIS AND RATIONALE FOR RECOMMENDATION

There are approximately 14,000 social/affordable housing units in Hamilton, of which CHH has just over 7,000 which constitute an important part of Hamilton's service level standard. These units were built post-war and continue to provide critical affordable housing for thousands of Hamilton residents. Many of the major systems in these CHH units are at the end of their life cycle, and the state of repair and quality of these units have been in decline due to a lack of reinvestment and deferred maintenance as a result of limited financial resources. Due to this, CHH saw value in applying to the NHCF – Repair and Renewal Stream to support repair and renewal across the portfolio.

National Housing Co-Investment Funding for CityHousing Hamilton

A Letter of Intent received from CMHC outlines \$145,688,880 in funding over eight years to support \$194,251,800 in repair and renewal projects that will impact 6,290 CHH units. As this funding from CMHC requires a co-investment approach, CHH will contribute the remainder of the \$48,562,920 in funding from its capital budget to complete these projects across the portfolio. This includes investment of CHH's annual capital allocation from the Service Manager.

The primary goal of the NHCF – Repair and Renewal Stream is to fund projects that will achieve improved outcomes related to affordability, energy efficiency and accessibility. As a condition of this funding, CHH will be expected to regularly report outcomes and achieve performance targets in each of these three areas. Under these performance targets, CHH will aim to:

SUBJECT: Accessing Capital Repair Funds from the National Housing Strategy - Co-Investment Fund for CityHousing Hamilton (HSC19048(a)) (City Wide) - Page 5 of 7

- Maintain affordability for at least 20 years beyond the project such that rents for a minimum of 50% of the units will be on average below 69.9% of the median market rental rate;
- Reduce energy consumption and greenhouse gas emissions by at least 25% relative to pre-repair levels; and,
- Meet accessibility criteria in 20% of units, addressing in-unit accessibility needs customized to tenants.

Further details on performance obligations will be outlined in the Credit Agreement with CMHC. CHH will be expected to ensure they meet all performance obligations identified in future agreements with CMHC under the NHCF and regularly report progress to the City of Hamilton.

City of Hamilton Contribution

The \$145,688,880 in funding from CMHC consists of \$87,413,328 in repayable loans and \$58,275,552 in forgivable loans. In order to receive funding, CMHC is asking the City of Hamilton to guarantee payment and performance obligations for CHH.

Continued Need for Social Housing Repair and Renewal in Hamilton

The total estimated need for CHH capital repairs over the next 20 years is \$400 M. The funding from the NHCF will help to extend the lifespan of some, but not all, of CityHousing Hamilton's housing stock. For example, the scope of the NHCF funding will not apply to singles, semis and new development projects across CHH's portfolio. Capital investment needs for repair and renewals for semis and singles will still remain.

As this funding has a defined scope focused on projects that will improve outcomes related to affordability, energy efficiency and accessibility, money cannot be used to address all types of repair needs in buildings. CHH has confirmed with CMHC that within annual funding allotments, there is some flexibility on which projects from the portfolio are being addressed when over the eight-year project timeframe. This will help to best meet the housing unit needs in the event of emergency repairs.

The 6,290 units from CHH that will benefit from this funding are just a portion of the 14,000 social/affordable housing units across the city. Many housing providers also struggle with aging housing stocks in need of capital investment. The City of Hamilton will continue to explore ways to better support all housing providers in securing capital to extend the lifespan of their housing stock.

SUBJECT: Accessing Capital Repair Funds from the National Housing Strategy - Co-Investment Fund for CityHousing Hamilton (HSC19048(a)) (City Wide) - Page 6 of 7

Matters Requiring Further Review and Evaluation

What is understood about the extent of the guarantee at this time is that it is quite broad asking for an unlimited payment and performance guarantee and indemnity agreement (including, but not limited to, indemnification for environmental matters). If approval to sign-off on the Letter of Intent is given, there is risk to the City in acting as a guarantor in this broad capacity should CHH not be able to achieve financial or performance obligations. The City of Hamilton has asked CMHC to narrow the language of the guarantee required, however, CMHC is not agreeable to this.

To pay back the repayable loan portion of the funding, CHH will apply anticipated utility savings that will be realized as a result of completed energy efficiency projects. CHH will also be requesting City of Hamilton contribution to the balance of the repayment of the principle and interest of the loan. The details related to how this is proposed to be structured, including any future levy impacts will be addressed in a report to the Audit, Finance and Administration Committee that will be prepared once a Credit Agreement with CMHC is available.

Next Steps

Many details must still be understood with CMHC including the interest rate for the loan, the amortization period, reporting expectations and other terms. Report HSC19048(a) only seeks permission to sign the Letter of Intent and act as guarantor for CHH so that funding discussions may continue. If the Letter of Intent is successfully executed by CHH and the City of Hamilton, the next step in securing funding would be to understand the detailed terms of the funding and performance outcomes through a Credit Agreement with CMHC. A report will be brought to Council to approve the Credit Agreement and its associated terms. The report will spell out the details of the arrangements and the implications for the City of Hamilton including any additional reporting requirements that may need to be put in place between CHH and the City to ensure ongoing monitoring of performance obligations. It will also include any further financial and Service Manager consents that may be appropriate.

ALTERNATIVES FOR CONSIDERATION

None.

ALIGNMENT TO THE 2016 – 2025 STRATEGIC PLAN

Economic Prosperity and Growth

Hamilton has a prosperous and diverse local economy where people have opportunities to grow and develop.

SUBJECT: Accessing Capital Repair Funds from the National Housing Strategy - Co-Investment Fund for CityHousing Hamilton (HSC19048(a)) (City Wide) - Page 7 of 7

Healthy and Safe Communities

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

Built Environment and Infrastructure

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

APPENDICES AND SCHEDULES ATTACHED

Appendix “A” to Report HSC19048(a): CityHousing Hamilton Corporation Report #21009 - National Housing Co-Investment Fund – Repair and Renewal Stream Letter of Intent



Date: March 30, 2021

Report to: Board of Directors
CityHousing Hamilton Corporation

Submitted by: Tom Hunter, Chief Executive Officer/Secretary **Prepared by:** Samantha Blackley, Development Coordinator

Subject: **National Housing Co-Investment Fund – Repair and Renewal Stream Letter of Intent (Report #21009)**

RECOMMENDATION:

That the Board of Directors approve the following resolution:

- (i) That the CEO of CityHousing Hamilton be authorized to negotiate, enter into and execute the Letter of Intent with the Canada Mortgage and Housing Corporation for funding through the National Housing Co-investment Fund – Repair and Renewal Stream, in a form satisfactory to the CityHousing Hamilton legal support;
- (ii) That staff report back to the Board of Directors regarding the terms and conditions of the loan agreement which is the next step to receive funding through the National Housing Co-investment Fund – Repair and Renewal Stream; and
- (iii) That Report #21009 be forwarded to the City of Hamilton in its capacity as Service System Manager for approval of all necessary consents and financial commitments.

A handwritten signature in blue ink that reads "Tom Hunter".

Tom Hunter
Chief Executive Officer/Secretary

EXECUTIVE SUMMARY:

In partnership, CityHousing Hamilton (CHH) and the City of Hamilton have created an eight-year CHH portfolio-wide application to the Canada Mortgage and Housing Corporation (CMHC) under the National Housing Co-Investment Fund (NHCF) – Repair and Renewal Stream. The CHH portfolio-wide application consists of \$194,251,800 in projects over eight years for repair and renewal that will impact 6,290 units.

On March 11th, CHH and the City of Hamilton received confirmation through a Letter of Intent (LOI) from CMHC for \$145,688,880 in funding to support the proposed CHH portfolio-wide projects. This funding consists of \$87,413,328 in repayable loans and \$58,275,552 in forgivable loans. Permissions are required from the City of Hamilton for the repayment of the loan, CHH will apply approximately \$80,000 each year in utility savings towards the repayable loan and the City of Hamilton will be asked to contribute the balance of the repayment of the loan. As a condition of this funding CMHC has also requested a contribution commitment from the benefitting municipality as a guarantor. The remaining \$48,562,920 in funding for the projects across the portfolio will be provided by CHH. This includes CHH's annual capital allocation from the Service Manager. Authorization from the City of Hamilton will be requested through Council in April 2021 in order to fulfill these conditions in awarding the funding.

The total impact of the NHCR will help to expand the lifespan of CHH's housing stock through the program's affordability, energy efficiency and accessibility targets while helping to address the \$400M that is needed for capital repairs over the next 20 years. Most importantly, residents will experience increased quality of life, safety, health and accessibility.

BACKGROUND:

On November 22, 2017, the federal government released "Canada's National Housing Strategy: A Place to Call Home". The goal of the National Housing Strategy (NHS) is to, over ten years, deliver a range of housing program initiatives.

One NHS program, the National Housing Co-investment Fund (NHCF) was launched on May 2, 2018. The NHCF is a \$16.6 B federal investment, \$5 B of which is new funding, with two funding streams: New Construction of affordable housing and Repair/Renewal of social housing. In August 2019, Report HSC19048 was brought forward to the City of Hamilton's Emergency and Community Services Committee which granted approval to engage in discussions with CMHC to negotiate funding principles and to determine the

extent of the municipal contribution with respect to the CHH application under the NHCF.

There are approximately 14,000 social housing units in Hamilton, of which CHH has just over 7,000. These units were built post-war and continue to provide critical affordable housing for thousands of Hamilton residents. Many of the major systems in these units are at the end of their life cycle, and the state of repair and quality of these units have been in decline due to a lack of reinvestment and deferred maintenance as a result of limited financial resources.

The CHH and the City of Hamilton have submitted an eight-year CHH portfolio-wide application to CMHC under the NHCF – Repair and Renewal Stream. The CHH portfolio-wide application consists of \$194,251,800 in projects over eight years for repair and renewal that will impact 6,290 units.

DISCUSSION:

In partnership, CityHousing Hamilton (CHH) and the City of Hamilton have created an eight-year CHH portfolio-wide application to the Canada Mortgage and Housing Corporation (CMHC) under the National Housing Co-Investment Fund (NHCF) – Repair and Renewal Stream. The CHH portfolio-wide application consists of \$194,251,800 in projects over eight years for repair and renewal that will impact 6,290 units.

On March 11th, CHH and the City of Hamilton received confirmation through a Letter of Intent (LOI) from CMHC for \$145,688,880 in funding to support the proposed CHH portfolio-wide projects. This funding consists of \$87,413,328 in repayable loans and \$58,275,552 in forgivable loans. Permissions are required from the City of Hamilton for the repayment of the loan, CHH will apply approximately \$80,000 each year in utility savings towards the repayable loan and the City of Hamilton will contribute the balance of the repayment of the loan. As a condition of this funding CMHC has also requested a contribution commitment from the benefitting municipality as a guarantor. The remaining \$48,562,920 in funding for the projects across the portfolio will be provided by CHH. This includes CHH's annual capital allocation from the Service Manager. Authorization from the City of Hamilton will be requested through Council in April 2021 in order to fulfill these conditions in awarding the funding.

The primary goals of the projects that will be funded through the NHCF are improvements in:

- Affordability;
- Energy efficiency; and,
- Accessibility.

Table 1 outlines the distribution of these targets below:

Repairs	Repair Costs	% of Total Repairs
Repairs for Health and Safety	106,333,457.22	54.74%
Repairs for Energy Efficiency	48,932,038.50	25.19%
Repairs for Accessibility Improvements	38,986,344.29	20.07%
Total	194,251,840.01	100.00%

Through repair and renewal projects, the energy usage reduction target required by CMHC is 25%, which is expected to reduce annual greenhouse gas emissions by over 3 million ekgCO₂/year, as well as result in a potential \$1.6 M in annual utility cost avoidance. The funding from the NHCF would also improve accessibility to common spaces as well as provide the ability to address in-unit accessibility needs customized to tenants.

CHH has confirmed with CMHC that within the NHCF annual funding allotments there is flexibility on which projects from the portfolio are being addressed when over the eight year project timeframe, in order to best meet the needs of the housing units in the event of emergency repairs.

The total impact of the NHCR will help to expand the lifespan of CHH's housing stock through the program's affordability, energy efficiency and accessibility targets while helping to address the \$400M that is needed for capital repairs over the next 20 years. Most importantly, residents will experience increased quality of life, safety, health and accessibility.

CONCLUSION:

The funding from the NHCF will help to address the needed capital repairs and provide opportunities to maintain affordability and increase energy efficiency and accessibility in 6,290 CHH units increasing the quality of life for tenants. Staff are seeking authorization from the Board to execute the LOI to allow CHH to work with CMHC towards negotiation of a loan agreement.

ALIGNMENT TO THE 2017-2021 STRATEGIC PLAN:

This report implements:

Clean and Green

CityHousing Hamilton strives to be an environmental steward by minimizing our environmental footprint by implementing sustainable water and energy efficiencies in our housing stock.

Built Environment and Social Infrastructure

CityHousing Hamilton is committed to finding new ways to be innovative that will contribute to a dynamic City characterized by unique infrastructure, buildings, and public spaces. The maintenance, renewal and new development of our housing stock will ensure that the quality of life, well-being and enjoyment of our residents', influences the design and planning of our homes.

APPENDICES:

N/A

TH/sb

Mission: We provide affordable housing that is safe, well maintained and cost effective and that supports the diverse needs of our many communities.



CITIZEN COMMITTEE REPORT

To:	Emergency and Community Services Committee
From:	Seniors Advisory Committee <hr style="width: 20%; margin-left: auto; margin-right: 0;"/> (Penelope Petrie, Chair)
Date:	December 16, 2020
Re:	Snow Removal Recommendations and HSR Services

Recommendation:

The Seniors Advisory Committee requests that the City of Hamilton sidewalk snow plowing be fully implemented by the winter of 2020/2021.

Background:

The Seniors Advisory Committee carried unanimously the following motions at the March 6, 2020 committee meeting:

WHEREAS, in 2012, Hamilton City Council endorsed the development of the 2014 - 2019 Age Friendly Hamilton plan as a strategic priority for Hamilton which included the frame work for Getting Around Hamilton;

WHEREAS, the City of Hamilton received a detailed report from city staff in 2014 providing information regarding the snow removal from all city-wide sidewalks which Council has yet to act on;

WHEREAS, the City of Hamilton has once again sent back the latest report on sidewalk snow removal for further study;

WHEREAS inaction in snow clearing is contrary to the City's vision statement; and,

WHEREAS the Seniors Advisory Committee deplores the action of reduced HSR services and requests that full HSR service be reinstated.

This is the Corresponding Citizen Committee Report.

Analysis/Rationale:

A lack of snow clearing on the City owned sidewalks is affecting the mobility of older adults in Hamilton. Private vendors are charging upwards of \$1000 to clear sidewalks for the winter season. As a result, seniors are becoming shut-ins and are not able to move about or access resources in Hamilton.

The Seniors Advisory Committee do not believe the City has taken enough action to ensure City owned sidewalks are cleared during the winter season. They believe that the committee has presented reports such as the 2010 – 2014 Age Friendly Plan to support the motions and, has been met with inaction. Therefore, the Seniors Advisory Committee implores the City of Hamilton to fully remove snow from all City owned sidewalks.

With Respect to the reduction in HSR services, the Seniors Advisory Committee reports that a reduction in HSR services, will affect the most vulnerable populations as they depend on the services the most. Reduced mobility will negatively impact the quality of life of seniors. Therefore, the Seniors Advisory Committee implores City Council to fully re-instate HSR Services.



Hamilton

CITIZEN COMMITTEE REPORT

To:	Emergency and Community Services Committee
From:	Seniors Advisory Committee <hr style="width: 20%; margin-left: auto; margin-right: 0;"/> (Penelope Petrie, Chair)
Date:	April 19, 2021
Re:	Proposed Statement regarding Long-Term Care Homes

Recommendation:

- (a) Seniors Advisory Committee (SAC) requests that the City of Hamilton approve the attached letter conveying SAC's great appreciation to all the personnel working at Macassa and Wentworth Lodges for working so hard to contain the spread of COVID-19 in these facilities;
- (b) That the City of Hamilton send correspondence to the Minister of Health and Long-Term Care, compelling the Government of Ontario to undertake comprehensive inspections of all long-term care homes in the City of Hamilton immediately and ensure recommendations for changes are implemented; and
- (c) That the City of Hamilton ensures that all retirement homes in Hamilton comply with all municipal and provincial standards.

Background:

At the March 5, 2021 meeting of the Seniors Advisory Committee, the following motion was approved.

Following the recent articles printed in the Hamilton Spectator concerning the state of COVID-19 outbreaks in long-term care and retirement homes in the City of Hamilton, the Seniors Advisory Committee states the following:

WHEREAS, the Seniors Advisory Committee deplors the deaths related to COVID-19 in residential and long-term care homes in Hamilton;

WHEREAS, the Seniors Advisory Committee deplores the fact that the Government of Ontario has not carried out full comprehensive inspections of long-term care homes in Hamilton since 2018;

WHEREAS, the Seniors Advisory Committee recognizes the great efforts deployed by all concerned which have resulted in Hamilton's COVID-19 death rate as being almost 10% less than the provincial average; and

WHEREAS, the Seniors Advisory Committee conveys its great appreciation to all the personnel working at Macassa and Wentworth Lodges for working so hard to contain the spread of COVID-19 in these facilities;

The COVID-19 pandemic has disproportionately affected the senior population, especially those in long-term care and residential homes. The Seniors Advisory committee created a statement for resolution with recommendations for Council to improve their involvement.

At the March 5, 2021 Seniors Advisory Committee meeting, Motion 10.3, which refers to the resolution concerning Retirement and Long-Term Care Homes, was carried unanimously. The Committee is submitting this Citizen Committee Report for consideration to Council.

Analysis/Rationale:

The Seniors Advisory Committee does not believe that enough action has been taken in response to the COVID-19 outbreaks in long-term care and residential care homes. Therefore, the Senior Advisory Committee implores the City of Hamilton to intervene by enforcing the recommendations listed above.

Dear Macassa Lodge and Wentworth Lodge Staff,

On behalf of the members of the City of Hamilton Seniors Advisory Committee, we recognize the ongoing efforts of all staff at Macassa and Wentworth Lodges during the COVID 19 pandemic. We would like to acknowledge the extraordinary care you provide to the residents who call Macassa and Wentworth Lodges their homes. Your continued strength and dedication to keep the residents safe is genuinely recognized and greatly appreciated.

Stay safe and strong and thank you for your commitment!

Penelope Petrie,
Chair
Seniors Advisory Committee



CITIZEN COMMITTEE REPORT

To:	Emergency and Community Services Committee
From:	Seniors Advisory Committee <hr style="width: 20%; margin-left: auto; margin-right: 0;"/> (Penelope Petrie, Chair)
Date:	April 19, 2021
Re:	Funding for the International Federation of Aging Conference Taking Place in Niagara Falls, Canada from November 9-12, 2021

Recommendation:

That \$200 USD be allocated from the 2021 approved budget funds for the Seniors Advisory Committee to pay half the virtual registration fee for two committee members to attend the International Federation of Aging Conference.

Background:

At the March 5, 2021 Seniors Advisory Committee meeting, committee member passed motion 10.2, which approves the use of 2021 budget funds to pay half the registration fees for two committee members to virtually attend the International Federation of Aging Conference. The International Federation of Aging conference takes place from November 9-12, 2021 in Niagara Falls, Canada. The two attendees will be chosen once this motion has been approved.

Analysis/Rationale:

Members of the Seniors Advisory Committee have previously attended the International Federation of Aging Conference and have always found the experience and knowledge-sharing to be beneficial to the work they do as an advisory committee.

Attending the International Federation Conference on Aging would allow the Seniors Advisory Committee to get the most current information on strategies being used to address issues facing the senior community.

The conference topics are of great interest and value to members of the Seniors Advisory Committee, including Age-Friendly Cities and Communities, Long-Term Care Homes, Ageism, Primary Health Care and Older People and Pandemics. The work of the Senior Advisory Committee Working Groups aligns with the goals and objectives of *Hamilton's Plan for an Age-Friendly Community (201-2026)*. In addition, the problems in long-term homes that was revealed throughout the COVID-19 pandemic is a real concern for members of the Seniors Advisory Committee and has been a topic of discussion at several committee meetings.

The two delegates selected to attend the conference will report back to the Seniors Advisory Committee on the information and ideas learned while attending the International Federation of Aging Conference.