



City of Hamilton
EMERGENCY & COMMUNITY SERVICES COMMITTEE
AGENDA

Meeting #: 21-010
Date: October 7, 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. September 9, 2021
5. COMMUNICATIONS
6. DELEGATION REQUESTS
7. CONSENT ITEMS

- 7.1. Residential Care Facility (RCF) Liaison Update #5 (HSC20040(d)) (City Wide)
- 7.2. Early Years Update (HSC20040(d)) (City Wide)
- 7.3. Procurement of Physiotherapy Services (HSC21040) (Wards 7 and 13)
- 7.4. Various Advisory Committee Minutes
 - 7.4.a. Housing and Homelessness Advisory Committee
 - 7.4.a.a. February 2, 2021
 - 7.4.a.b. March 2, 2021
 - 7.4.b. LGBTQ Advisory Committee
 - 7.4.b.a. August 17, 2021

8. STAFF PRESENTATIONS

9. PUBLIC HEARINGS / DELEGATIONS

- 9.1. Tom Cooper, Hamilton Roundtable for Poverty Reduction, respecting recent community forums related to extreme heat in Hamilton

10. DISCUSSION ITEMS

- 10.1. Electronic Patient Care Record System Standardization (HSC21035) (City Wide)
- 10.2. Accessing Capital Repair Funds National Housing Strategy Co-Investment Fund CityHousing Hamilton (HSC19048(b)) (City Wide)

11. MOTIONS

- 11.1. Youth Violent Crimes

12. NOTICES OF MOTION

13. GENERAL INFORMATION / OTHER BUSINESS

- 13.1. Amendments to the Outstanding Business List
 - 13.1.a. Amendments to the Outstanding Business List

- 13.1.a.a. Hamilton Youth Engagement Collaboration (CES15056(b))
Item on OBL: 17-C
Current Due Date: September 9, 2021
Proposed New Due Date: January 13, 2021

- 13.1.a.b. City of Hamilton Support for the Hamilton is Home Coalition of Affordable Housing Developers
Item on OBL: 20-D
Current Due Date: September 9, 2021
Proposed New Due Date: December 9, 2021

- 13.1.a.c. Crisis with Supportive Housing for those with Disabilities
Item on OBL: 20-G
Current Due Date: September 9, 2021
Proposed New Due Date: December 9, 2021

- 13.1.a.d. Homelessness in Hamilton
Item on OBL: 20-
Current Due Date: September 9, 2021
Proposed New Due Date: December 9, 2021

14. PRIVATE AND CONFIDENTIAL

15. ADJOURNMENT



EMERGENCY & COMMUNITY SERVICES COMMITTEE MINUTES 21-009

1:30 p.m.

Thursday, September 9, 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: T. Whitehead – Leave of Absence

THE FOLLOWING ITEMS WERE REFERRED TO COUNCIL FOR CONSIDERATION:

1. Automatic Mechanical Cardio Pulmonary Resuscitation (CPR) Devices (HSC21028) (City Wide) (Item 7.1)

(Jackson/Merulla)

- (a) That Council approve the standardization of the ZOLL AutoPulse® Compression devices, components and accessories manufactured by ZOLL Canada Inc., pursuant to Procurement Policy #14 – Standardization, until December 31, 2030 and that the Chief, Hamilton Paramedic Service, be authorized to negotiate, enter into and execute any required Contract and any ancillary documents required to give effect thereto with an authorized distributor in a form satisfactory to the City Solicitor; and,
- (b) That a sum not to exceed \$500,000 be authorized to be charged to the approved 2021 Capital Funding Project ID 7642151102 to fund the initial acquisition of the ZOLL AutoPulse® system devices, components and accessories, with all subsequent costs to be charged to the Hamilton Paramedic Service Operating Budget.

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

YES - Chair - Ward 3 Councillor Ninder 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
 ABSENT - Ward 14 Councillor Terry Whitehead

2. Single-Source Paramedic Service Linen Supply (HSC21029) (City Wide) (Item 7.2)

(Jackson/Pauls)

- (a) That Council approve the single source procurement, pursuant to Procurement Policy #11 – Non-competitive Procurements, with Mohawk Medbuy Corporation for the supply, cleaning and replacement of linen blankets for the Hamilton Paramedic Service for a five-year period ending December 31, 2026; and,
- (b) That the Chief, Hamilton Paramedic Service, Healthy and Safe Communities Department or designate be authorized to negotiate, enter into and execute a Contract and any ancillary documents required to give effect thereto with Mohawk Medbuy Corporation, 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
 ABSENT - Ward 14 Councillor Terry Whitehead

3. Purchase of New Stair Chair Conveyance Equipment (HSC21030) (City Wide) (Item 7.3)

(Jackson/Clark)

- (a) That Council approve the standardization of Stryker Conveyance equipment including the Stryker Stair Pro manufactured by Stryker pursuant to Procurement Policy #14 – Standardization, until December 31, 2030 (expected service life of the equipment); and,
- (b) That staff be directed to issue a competitive procurement process as outlined in the procurement By-Law No. 20-205 to obtain stated equipment.

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
 ABSENT - Ward 14 Councillor Terry Whitehead

**4. Harmonizing Eligibility Requirements for Subsidy Programs (HSC21026)
 (City Wide) (Item 8.1)**

(Jackson/Nann)

- (a) That the financial eligibility criteria be harmonized for the following Hamilton low-income programs:
 - (i) Affordable Transit Pass;
 - (ii) Housing Stability Benefits;
 - (iii) Recreation Assistance Program;
 - (iv) Snow Angels; and,
 - (v) Special Supports;
- (b) That the income threshold used by the programs listed in recommendation (a) to make financial eligibility decisions be the Statistics Canada Low Income Measure (LIM);
- (c) That any 2021 cost impact due to changing the financial eligibility criteria to LIM be absorbed first within the Division surplus, and if necessary, any department overall surplus; and,
- (d) That the additional cost required to provide this service in 2022, estimated at \$98K be included in the 2022 Tax Operating Budget for Council deliberation and approval through the 2022 Budget process.

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
 ABSENT - Ward 14 Councillor Terry Whitehead

5. Service Manager Consents for CityHousing Hamilton's Development Reset (HSC20055(a)) (Wards 2 and 4) (Outstanding Business List Item) (Item 10.1)

(Clark/Pauls)

- (a) That \$246,244 be added to Housing Services' budget in 2024 from the levy or when occupancy occurs, to provide Rent-Geared-to-Income subsidy to all 45 units at CityHousing Hamilton's project at 104-106 Bay St. N.;
- (b) That in the Housing Services Division's 2024 budget or when occupancy occurs, \$103,560 in operating subsidy be transferred from 40 scattered units that CityHousing Hamilton has sold to its project at 55 Queenston Rd.;

- (c) That \$112,697 be added to the Housing Services Division's 2024 budget from the levy or when occupancy occurs to provide subsidy at Rent-Geared-to-Income levels for rent in 40 units at 55 Queenston Rd.;
- (d) That beginning in 2025, the Rent-Geared-to-Income subsidy be increased annually by the amount of the provincial rent increase guideline; and
- (e) That recommendations (a) to (d) of Report HSC20055(a) be approved and be contingent upon confirmation that CityHousing Hamilton has secured financing to complete construction of 104-106 Bay St. N. and 55 Queenston Rd.

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

YES - Chair - Ward 3 Councillor Nrinder Nann
 ABSENT - Ward 4 Councillor Sam Merulla
 YES - Ward 6 Councillor Tom Jackson
 YES - Ward 7 Councillor Esther Pauls
 YES - Ward 9 Councillor Brad Clark
 ABSENT - Ward 14 Councillor Terry Whitehead

6. Replacement for the Ontario Works Scheduler (HSC21022) (City Wide) (Item 10.2)

(Jackson/Clark)

- (a) That the single source procurement, pursuant to Procurement Policy #11 – Non-competitive Procurements, with Clark Marketing Communications for the replacement of the Ontario Works Scheduler, be approved and funded as follows:
 - (i) That the estimated one-time cost of \$21,000 be funded from Tax Stabilization Reserve (110046) generated from the Ontario Works forecasted 2021 Net Levy savings;
 - (ii) That the Ontario Works Scheduler maintenance cost estimate of \$38,600 annually, (\$19,300 Net Levy, \$19,300 Provincial funding), be approved by Council and added to the Ontario works 2022 base budget; and,
- (b) That the General Manager, Healthy and Safe Communities Department be authorized to negotiate, enter into and execute a Contract and any ancillary documents required to give effect thereto with Clark Marketing Communications, in a form satisfactory to the City Solicitor.

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

YES - Chair - Ward 3 Councillor Nrinder Nann
 ABSENT - Ward 4 Councillor Sam Merulla

YES - Ward 6 Councillor Tom Jackson
 YES - Ward 7 Councillor Esther Pauls
 YES - Ward 9 Councillor Brad Clark
 ABSENT - Ward 14 Councillor Terry Whitehead

7. Municipal Affairs and Housing Social Services Relief Fund Phase 4 and Canada-Ontario Community Housing Initiative (HSC20036(b)) (City Wide) (Added Item 10.3)

(Jackson/Pauls)

That the General Manager of the Healthy and Safe Communities Department, or their designate, be authorized and directed to enter into and execute an Agreement with the Ministry of Municipal Affairs and Housing (MMAH) to administer the additional Social Services Relief Fund Phase 4 (SSRF4) allocation to a maximum amount of \$13,823,000 and Canada-Ontario Community Housing Initiative (COCHI) allocation to a maximum amount of \$1,028,000 and any agreements with Community Services Provider(s), as well as any ancillary agreements, contracts, extensions and documents required to give effect thereto 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 Nrinder Nann
 ABSENT - Ward 4 Councillor Sam Merulla
 YES - Ward 6 Councillor Tom Jackson
 YES - Ward 7 Councillor Esther Pauls
 YES - Ward 9 Councillor Brad Clark
 ABSENT - Ward 14 Councillor Terry Whitehead

8. Encampment Response Update (PED21188/HSC20038(c)) (City Wide) (Added Item 10.4)

(Clark/Pauls)

That Report PED21188/HSC20038(c) respecting an Encampment Response Update, be received.

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

YES - Chair - Ward 3 Councillor Nrinder Nann
 ABSENT - Ward 4 Councillor Sam Merulla
 YES - Ward 6 Councillor Tom Jackson
 YES - Ward 7 Councillor Esther Pauls
 YES - Ward 9 Councillor Brad Clark
 ABSENT - Ward 14 Councillor Terry Whitehead

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

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

6. DELEGATION REQUESTS

6.1. Linda Maloney, respecting the statue of Sir John A. Macdonald

WITHDRAWN

10. DISCUSSION ITEMS

10.3. Municipal Affairs and Housing Social Services Relief Fund Phase 4 and Canada-Ontario Community Housing Initiative (HSC20036(b)) (City Wide)

10.4 Encampment Response Update (PED21188/HSC20038(c)) (City Wide) (Added Item 10.4)

12. NOTICES OF MOTION

12.1. Youth Violent Crimes

(Pauls/Clark)

That the agenda for the September 9, 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

ABSENT - Ward 14 Councillor Terry Whitehead

(b) DECLARATIONS OF INTEREST (Item 3)

There were no declarations of interest.

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

(i) July 8, 2021 (Item 4.1)

(Jackson/Merulla)

That the Minutes of the July 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 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
 ABSENT - Ward 14 Councillor Terry Whitehead

(d) COMMUNICATIONS (Item 5)

(i) Correspondence from Robin McKee, Sir John A. Macdonald Society, respecting a petition not to remove the statue of Sir John A. Macdonald from Gore Park (Item 5.1)

(Jackson/Pauls)

That the correspondence from Robin McKee, Sir John A. Macdonald Society, respecting a petition not to remove the statue of Sir John A. Macdonald from Gore Park, 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
 ABSENT - Ward 14 Councillor Terry Whitehead

(e) DELEGATION REQUESTS (Item 6)

(Clark/Pauls)

That the following Delegation Requests, be approved:

- (i) Tom Cooper, Hamilton Roundtable for Poverty Reduction, respecting recent community forums related to extreme heat in Hamilton (for a future meeting) (Item 6.2)

- (ii) Stephane Cox and Sharon Crowe, Hamilton Community Legal Clinic, regarding revocation of the Encampment Protocol (for today's meeting) (Item 6.3)
- (iii) Dr. Jill Wiwcharuk, Hamilton Social Medicine Response Team, regarding encampments (for today's meeting) (Item 6.4)
- (iv) Marcie McIleen, Keeping Six, respecting encampments (for today's meeting) (Item 6.5)

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
 ABSENT - Ward 14 Councillor Terry Whitehead

(f) STAFF PRESENTATIONS (Item 8)

(i) Harmonizing Eligibility Requirements for Subsidy Programs (HSC21026) (City Wide)

(Jackson/Nann)

That the presentation from Erica Brimley, Manager Human Services, Ontario Works Division, respecting Harmonizing Eligibility Requirements for Subsidy Programs, 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
 ABSENT - Ward 14 Councillor Terry Whitehead

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

(g) DISCUSSION ITEM (Item 10)

(i) Encampment Response Update (PED21188/HSC20038(c)) (City Wide) (Added Item 10.4)

(a) (Clark/Nann)

That staff be requested to provide a comprehensive snapshot of housing and homelessness in Hamilton on a quarterly basis,

outlining all programs that have been utilized and the different resources that are available in collaboration with partners in the community and the shelter health network.

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

YES - Chair - Ward 3 Councillor Nrinder Nann
 ABSENT - Ward 4 Councillor Sam Merulla
 YES - Ward 6 Councillor Tom Jackson
 YES - Ward 7 Councillor Esther Pauls
 YES - Ward 9 Councillor Brad Clark
 ABSENT - Ward 14 Councillor Terry Whitehead

(b) (Nann/Pauls)

That staff be directed to develop an evaluation framework for the encampment response plan.

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

YES - Chair - Ward 3 Councillor Nrinder Nann
 ABSENT - Ward 4 Councillor Sam Merulla
 YES - Ward 6 Councillor Tom Jackson
 YES - Ward 7 Councillor Esther Pauls
 YES - Ward 9 Councillor Brad Clark
 ABSENT - Ward 14 Councillor Terry Whitehead

(h) PUBLIC HEARINGS / DELEGATIONS (Item 9)

(i) Stephane Cox and Sharon Crowe, Hamilton Community Legal Clinic (Item 9.1)

Stephane Cox and Sharon Crowe, Hamilton Community Legal Clinic addressed the Committee regarding revocation of the Encampment Protocol,

(ii) Dr. Jill Wiwcharuk, Hamilton Social Medicine Response Team (Item 9.2)

Dr. Jill Wiwcharuk, Hamilton Social Medicine Response Team addressed the Committee regarding encampments.

(iii) Marcie McIleen, Keeping Six (Item 9.3)

Marcie McIleen, Keeping Six addressed the Committee respecting encampments.

(Pauls/Jackson)

That the following Delegations, be received, and referred to the consideration of Item 10.4, Encampment Response Update (PED21188/HSC20038(c)):

- (i) Stephane Cox and Sharon Crowe, Hamilton Community Legal Clinic (Item 9.1)
- (ii) Dr. Jill Wiwcharuk, Hamilton Social Medicine Response Team (Item 9.2)
- (iii) Marcie McIleen, Keeping Six (Item 9.3)

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

YES - Chair - Ward 3 Councillor Nrinder Nann
 ABSENT - Ward 4 Councillor Sam Merulla
 YES - Ward 6 Councillor Tom Jackson
 YES - Ward 7 Councillor Esther Pauls
 YES - Ward 9 Councillor Brad Clark
 ABSENT - Ward 14 Councillor Terry Whitehead

For disposition of this matter, please refer to Items 8 and (g)(i).

(i) NOTICES OF MOTION (Item 12)

Youth Violent Crimes (Added Item 12.1)

Councillor Clark introduced the following Notice of Motion:

WHEREAS, the City of Hamilton is experiencing several incidents of gun violence across the City;

WHEREAS, it has been reported in the Hamilton Police Services 2020 Youth Services Annual Report that there has been a decrease in youth violent crimes compared to 2019, it is recognized that this is still a serious issue in the City of Hamilton;

WHEREAS, Hamilton Police have indicated that the vast majority of youth violent crimes are targeted; and,

WHEREAS, residents have expressed concern about the risk of injury to innocent bystanders;

THEREFORE, BE IT RESOLVED:

- (a) That staff from Healthy and Safe Communities Department be directed to review projects like Operation Ceasefire and other holistic community responses, that were designed to deter youth from joining gangs and holding guns;

- (b) That staff be directed to engage youth to inform the process and partner together to address the issues that are driving our youth to guns and gangs;
- (c) That staff invite the Ontario Solicitor General, Hamilton Police, youth workers, clergy, criminal justice practitioners, and other experts to identify solutions to create a city-wide action plan response to guns and gangs in our community;
- (d) That staff be directed to include a city-wide action plan response to guns and gangs in our community through Hamilton's Youth Strategy;
- (e) That staff be directed to share any data specific to guns, gangs and violence through our 2021 re-engagement for the Youth Strategy; and,
- (f) That the city-wide action plan response to guns and gangs in our community be created in collaboration with and incorporated into Hamilton's Community Safety and Well-Being Plan under the priority of violence.

(j) GENERAL INFORMATION / 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:

(a) Items Considered Complete and to be Removed

1. Service Manager Consents for CityHousing Hamilton's Development Reset

Item on OBL: 20-I

Addressed as Item 10.1 on today's agenda

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

YES - Chair - Ward 3 Councillor Nringer Nann

ABSENT - Ward 4 Councillor Sam Merulla

YES - Ward 6 Councillor Tom Jackson

YES - Ward 7 Councillor Esther Pauls

YES - Ward 9 Councillor Brad Clark

ABSENT - Ward 14 Councillor Terry Whitehead

(k) ADJOURNMENT (Item 15)

(Pauls/Clark)

That there being no further business, the Emergency and Community Services Committee be adjourned at 5:20 p.m.

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

YES - Chair - Ward 3 Councillor Nrinder Nann
ABSENT - Ward 4 Councillor Sam Merulla
YES - Ward 6 Councillor Tom Jackson
YES - Ward 7 Councillor Esther Pauls
YES - Ward 9 Councillor Brad Clark
ABSENT - Ward 14 Councillor Terry Whitehead

Respectfully submitted,

Councillor N. Nann
Chair, Emergency and Community Services
Committee

Loren Kolar
Legislative Coordinator
Office of the City Clerk



INFORMATION REPORT

TO:	Chair and Members Emergency and Community Services Committee
COMMITTEE DATE:	October 7, 2021
SUBJECT/REPORT NO:	Residential Care Facility (RCF) Liaison Update #5 (HSC20040(d)) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Rikki Frith (905) 546-2424 Ext. 7604
SUBMITTED BY:	Grace Mater 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”.

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

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

SUBJECT: Residential Care Facility (RCF) Liaison Update #5 (HSC20040(d)) (City Wide) - Page 2 of 3

At its July 8, 2021 meeting, Emergency and Community Services Committee approved the following recommendation to extend the pilot project for six months:

“That the temporary Residential Care Facilities (RCF) Liaison position, approved under a Notice of Motion at the Emergency and Community Services meeting of June 19, 2020, be extended to December 31, 2021 to allow for the completion of an internal RCF program review.”

INFORMATION

Although now extended until the end of December 2021, initially 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 Liaison phone number and email were distributed to all Hamilton-based RCFs for posting in their common areas. Public Health Inspectors and Municipal Law Enforcement Officers look for the posters during their 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 from July-September 2021:

Complainant	Complaint Type	Departments Involved	Outcome
Friend	Food quantity	Public Health	Resolved
Agency Worker	Bed bug infestation	Public Health	Resolved
Resident	Food quality	Public Health	Resolved
Family Member	Bed bug infestation	Public Health, RCF Subsidy	Resolved
Resident	Harassment by staff	MLE, RCF Subsidy	Ongoing

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SUBJECT: Residential Care Facility (RCF) Liaison Update #5 (HSC20040(d)) (City Wide) - Page 3 of 3

Complainant	Complaint Type	Departments Involved	Outcome
Family Member	Bed bug infestation	Public Health	Resolved
Resident	Harassment by staff	MLE, RCF Subsidy	Resolved

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 and the quality of life of resident peers. These complaints are continuously investigated by Municipal Law Enforcement Officers to ensure compliance and adequate care is being taken by the operators. Neighbours are reminded to contact Hamilton Police Services for more immediate disturbances. Other phone calls and emails received had nothing to do with RCFs and were redirected as appropriate.

Public Health Inspectors and Municipal Law Enforcement Officers 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 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 (i.e. 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

None



INFORMATION REPORT

TO:	Chair and Members Emergency and Community Services Committee
COMMITTEE DATE:	October 7, 2021
SUBJECT/REPORT NO:	Early Years Update (HSC21037) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Brenda Bax (905) 546-2424 Ext. 4120 Dawn Meitz (905) 546-2424 Ext. 3587
SUBMITTED BY:	Jessica Chase Director, Children's Services and Neighbourhood Development Division Healthy and Safe Communities Department
SIGNATURE:	

COUNCIL DIRECTION:

Not applicable

INFORMATION

The COVID-19 pandemic has had a significant impact on the child care and early years system. All child care programs are open and operating across the City however the majority are operating at a reduced capacity and are experiencing higher than normal vacancy rates. Last September when centres began to reopen, vacancy rates were approximately 17% across the system, and while progress is being made, current vacancy rates are sitting at approximately 11%. As a result, operators are facing reduced revenues from parents and fee subsidies, and some will be impacted by the loss of the Federal wage and rent subsidies. A shortage of Early Childhood Educators across Ontario is causing further pressures on the early years system.

Staff continue to work closely with Public Health to ensure licensed child care and EarlyON Child and Family Centre programs are operating within the COVID-19 operational guidelines including a Ministry of Education immunization disclosure policy for all educators, with rapid antigen testing requirements and participation in an educational program for staff who are not immunized against COVID-19.

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

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SUBJECT: Early Years Update (HSC21037) (City Wide) - Page 2 of 3

Outdoor EarlyON programming re-opened in July 2021 and staff are working with Public Health to develop a plan for the return to in person programming later in the fall. The EarlyON programs will continue to offer virtual programming which has been well received by families and caregivers.

As the child care and early years system continues to recover from the COVID-19 pandemic, Children's Services & Neighbourhood Development staff have identified the following priorities:

- Recovery and sustainability of the early years system
- Affordability for families
- Equity, diversity and inclusion
- Staff retention, recognition, and well-being

Recovery and sustainability of the early years system:

The focus for the coming months includes supporting child care programs to remain viable. Fee subsidy is financial assistance towards the cost of child care for eligible families. The fee subsidy utilization is down approximately 35% from 2019. This is primarily due to reduced operating capacity, reduced demand for child care due to parents working from home, loss of employment and alternate care arrangements, as well as the closure of all before and after school programs when schools were closed to in-person learning. Underspending in fee subsidy is being redirected to child care operators to support viability, as well as the additional priorities identified below. The Ministry of Education's Service Management and Funding guidelines allows financial flexibility within the core service delivery funding envelopes to redirect funding to meet these local needs. Staff are also implementing a marketing plan that promotes fee subsidy to families.

Affordability for families:

The Child Care Affordability Plan, which reduces the cost of child care by \$10/day, has been extended until December 31, 2021. It is projected that approximately 4,500 children will benefit from the Affordability Plan this year. Families have indicated that the reduction in child care fees has reduced financial stress and debt, allowed them to put their child in additional recreational activities, and invest in their child's education savings.

In July 2021, the City implemented a new base funding model for licensed home child care agencies. This new funding model is focused on improving affordability for families and increasing wages for licensed home child care providers. One-time transition funding has been provided to agencies to support them with the transition to this new model.

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SUBJECT: Early Years Update (HSC21037) (City Wide) - Page 3 of 3

Equity, diversity and inclusion:

Throughout the month of September 2021, all child care and EarlyON programs were invited to participate in an Honouring our Children/Every Child Matters Initiative. In partnership with Niwasa Kendaaswin Teg, the City's Indigenous Relations team and Affiliated Services for Children and Youth (ASCY), all child care and EarlyON programs were provided a cultural guide, Indigenous books and orange shirts. The entire early years community wore orange on September 30, 2021 to remember and honour the survivors of residential schools and to show a collective commitment to ensure that every child matters. Cultural safety training and book studies are also planned in the future in response to the Truth and Reconciliation Calls to Action.

Our Early Years Equity and Engagement Advisory committee is developing a system wide workforce equity, diversity and inclusion survey to help inform future priorities to strengthen the system. A number of child care and EarlyON programs have engaged in equity, diversity and inclusion activities and an environmental scan will be completed to help inform next steps.

Staff retention, recognition and well-being:

Child care and early years operators acknowledge the importance of recognizing the critical role that Registered Early Childhood Educators (RECEs) play in supporting children and families, particularly the role they have played through the COVID-19 pandemic. Staff recognition and health and wellness activities are an important component of addressing the shortage of staff and supporting the retention of high quality RECEs staff. In response to this, staff retention and recognition will be tied into our existing Hamilton Early Years Quality Program. Systems priority funding will be made available to child care and early years operators to promote health, wellness and recognition activities that support staff retention.

To date, we have not received additional information on the National Child Care plan that was announced during the Federal budget. Although very few details are available at this time, the priorities identified by the Early Years Community Plan and the CSND Division align well with those of the National Child Care Plan, specifically increased access to child care, affordability/reduced parental fees, and growing a high-quality early years workforce. Staff will continue to keep Council updated as more information becomes available.

APPENDICES AND SCHEDULES ATTACHED

None



CITY OF HAMILTON
HEALTHY AND SAFE COMMUNITIES DEPARTMENT
Long Term Care

TO:	Chair and Members Emergency and Community Services Committee
COMMITTEE DATE:	October 7, 2021
SUBJECT/REPORT NO:	Procurement of Physiotherapy Services (HSC21040) (Wards 7 and 13)
WARD(S) AFFECTED:	Wards 7 and 13
PREPARED BY:	Holly Odoardi (905) 546-2424 Ext. 1906
SUBMITTED BY:	Grace Mater General Manager Healthy and Safe Communities Department
SIGNATURE:	

RECOMMENDATION

That Council approve the single source procurement with Hamilton Physio Clinic, pursuant to Procurement Policy #11 – Non-competitive Procurements, and extend the current contract for Physiotherapy Services and Exercise Services used at Macassa and Wentworth Lodges for a period of 18 months through the Funding Program provided by the Ministry of Long-Term Care (“MLTC”) and that the General Manager, Healthy and Safe Communities Department be authorized to negotiate and execute the amendment to the Contract and any ancillary documents required to give effect thereto, in a form satisfactory to the City Solicitor.

EXECUTIVE SUMMARY

This Report is requesting Council’s approval for the extension of Contract C5-21-14 to maintain continuity of physiotherapy and exercises services to the residents of Macassa and Wentworth Lodges (the “Homes”) until another competitive procurement process can be issued and awarded for the work.

Alternatives for Consideration – Not Applicable

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**SUBJECT: Procurement of Pharmacy Services (HSC21040) (Wards 7 and 13) -
Page 2 of 4**

FINANCIAL – STAFFING – LEGAL IMPLICATIONS

Financial: There are no financial implications associated with Report HSC21040. This service for residents is fully funded through the Ministry of Long Term Care

Staffing: There are no staffing implications associated with Report HSC21040.

Legal: Legal Services staff may be required to assist with any amendment to extend the Contract.

HISTORICAL BACKGROUND

The current contract for Physiotherapy Services and Exercise Services required at the Homes, Contract C5-21-14 (“Contract”) which was awarded to Hamilton Physio Clinic (“Hamilton Physio”) on January 26, 2015, was due to expire on March 31, 2020. With the onset of the pandemic in March 2020, staff at both Homes did not have the capacity to undertake a competitive procurement process as their sole focus at this time was to provide enhanced care to the residents during the COVID-19 pandemic. In order to maintain the continuity of the services provided by Hamilton Physio, staff brought forward and approved four Policy #11 Non-Competitive Procurements to extend the current Contract; first Policy #11 approved on January 14, 2020 for three months, second Policy #11 approved on March 13, 2020 for nine months, third Policy #11 approved on January 25, 2021 for five months and the fourth Policy #11 approved on August 5, 2021 for one month. The Policy #11 extensions allowed for a total of 18 months to be added to the Contract (April 1, 2020 to September 30, 2021).

In May of 2021, the nursing leadership team worked with the Procurement Section to develop and complete the issuance of C5-12-21, a Request for Proposals (“RFP”) to secure a new contract for a proponent to provide on-site physiotherapy and exercise services for the residents of the Homes. The proposal evaluations and selection of a successful proponent were expected to be completed by September 30, 2021.

POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS

The Long Term Care Homes have an obligation under the Long- Term Care Homes Act 2007 (2010) and Ontario O. Reg. 79/10: GENERAL, indicating that they shall ensure that therapy services are available for residents on-site, specifically physiotherapy and exercise programs provided to residents.

The recommendations in Report HSC21040 comply with the City of Hamilton’s By-law 20-205, Procurement Policy 4.11, Policy #11 – Non-Competitive Procurements and Policy 4.19 – Policy #19 Non-compliance with the Procurement Policy to seek Council

**SUBJECT: Procurement of Pharmacy Services (HSC21040) (Wards 7 and 13) -
Page 3 of 4**

Approval to temporarily continue with the current vendor until the award is completed through the upcoming RFP process.

RELEVANT CONSULTATION

Procurement was consulted and supports the Recommendation in this Report.

ANALYSIS AND RATIONALE FOR RECOMMENDATION

Staff's intentions were to complete the proposal evaluations and select a successful proponent by the deadline. However, during the consensus evaluation meetings, it became evident that the criteria included in the RFP was not robust enough to ensure both a qualified successful proponent and the level of care required at the Homes. Prior to the completion of the evaluations, staff determined that it was most appropriate to cancel C5-12-21 and issue a revised RFP at a later date.

Notwithstanding the cancellation of the RFP, staff need to maintain the continuity of services.

The Procurement Policy, Policy #4.11, Policy 11 Non-Competitive Procurement requires Council approval where the extension of a contract "exceeds 18 months from the expiry of the contract with a vendor". Since the Contract has been extended from April 1, 2020 to September 30, 2021, Council approval is required to extend the Contract any further. In addition to this Report, Council is advised that staff has also submitted a Policy #19 – Non-compliance to bridge the September 30, 2021 completion date of the Contract to the date of Council's approval of this Report. The final amount of the Policy #19 will be reported to the Audit, Finance and Administration Committee. and Council in FCS21010(b) - 2021 Second Quarter Non-Compliance with the Procurement Policy Report (to be submitted in the near future).

Due to continuance of the pandemic, and specifically Wave 4, staff is requesting an additional 18-month extension to the Contract with the current service provider, Hamilton Physio, to allow the leadership team to continue to focus on the health and safety of our residents, staff, and Homes. Hamilton Physio has proved to be a competent and satisfactory vendor to the City. The extension of the Contract will allow staff to continue to work with the Procurement Section to reconsider the terms and reference and evaluation criteria to ensure a successful competitive procurement. The further extension will also ensure there are no service disruptions to our 430 residents across both Homes.

ALTERNATIVES FOR CONSIDERATION

None

**SUBJECT: Procurement of Pharmacy Services (HSC21040) (Wards 7 and 13) -
Page 4 of 4**

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

Housing and Homelessness Advisory Committee Minutes

**6:00 pm
Tuesday February 2, 2021**

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

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

Present: James O'Brien, Julia Verbitsky, Michael Power, Eileen Campbell, Violetta, Nikolskaya, Lance Dingman, Tom Mobley, Shaun Jamieson, Rhonda Mayer, Alexandra Djagba Oli, Morgan Stanek, Cllr Collins, Michael Slusarenko,

Absent with Regrets: Sandy Leyland, Cllr Nann, Cllr Wilson, Tony Manganiello, Mary-ellen Crechiola, Leisha Dawson,

Guests:

Anya & Shania Bhopa, Brian Kreps, Rob Mastronianni

FOR THE INFORMATION OF COMMITTEE:**1. Approval of Agenda**

The Chair advised that there were no changes to the agenda.

(Nikolskaya / Djagba Oli)

That the Agenda of the February 2, 2021 meeting be approved, as presented.

CARRIED

2. Declaration of Interest

There were no declarations.

3. Approval of Minutes of Previous Meetings

(i) January 5th 2021 (Item 4.1)

(Dingman/ Campbell)

That the Minutes of January 5th 2021, be approved as presented

CARRIED

4. Staff Presentations (Item 9)

(i) **Canadian Courage Project (Item 9.1)**

Anya & Shania Bhopa addressed the committee with an presentation on the Canadian Courage Project. The presentation included, but was not limited to the following points:

- Community organization started in Toronto that creates care kits for homelessness youth and pets.
- Care kits include hygiene items and food
- All kits are locally sourced.
- The group provides direct support and also focuses on public education and increased awareness of the issues facing those experiencing homelessness

**Housing and Homelessness Advisory Committee
Minutes**

**February 2, 2021
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- The group focuses on homeless youth with pets because pets have a link to improved mental health and this was a gap in their local system
- The groups is working to focus on creating permeant housing solutions

(Mayer/ Nikolskaya)

That the presentation respecting the Canadian Courage Project, be received.

CARRIED

(ii) Rent Geared to Income changes (Item 9.2)

Brian Kreps addressed the committee with a presentation respecting Rent Geared to Income Changes. The presentation included, but was not limited to the following points:

- Deepest form of subsidy
- No more than 30% of income
- Generally, awarded through ATH waitlist or specific support programs
- Income must qualify, no arrears and status in Canada

Changes:

- July 1, 2021
- File income taxes annually - NOA
- Annual process based on the net income
- RGI calculation is an annual calculation based on 30% of adjusted family net income (AFNI).
- Households only required to report certain changes in income prior to next annual review
- Calculation of approximate net income
- Household members in full-time studies will now have their income exempt from the rent calculation.
- A review of a household's RGI rent must be conducted every 12 months.
- The length of time an RGI household can pay market rent before becoming ineligible for RGI assistance will be extended from 12 to 24 consecutive months.

Next steps:

- Information for Tenants (Now)
 - Awareness of the change
 - Obligation to file taxes
- Timing in Update Cycle (Jan – June)
- Updated Policies (March-April)
- Training on Policy Changes (May)

(Campbell / Djagba Oli)

**Housing and Homelessness Advisory Committee
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**February 2, 2021
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**That the Presentation respecting Rent Geared to Income changes ,
be approved.**

CARRIED

(iii) Social Housing Waitlist Data (Item 9.3)

Brian Kreps presented a Summary of current data to the advisory, as follows:

	2018	2019	2020
Total Households	6704	6231	6647
# Currently in RGI (Transfers)	1166	1113	1089
# Active Applications (Non-transfers)	5538	5118	5558
Total Households Housed	508	595	638
# Households Housed in RGI	508	469	416
# Households Housed with Portable HB		126	222

(Slusarenko /Mayer)

**That the Presentation respecting Social Housing Waitlist Data, be approved.
CARRIED**

5. General Information / Other Business (Item 13)

Citizen Committee Report in progress from January discussion:

Motion: That the City ask the Province of Ontario to change the legislation to allow municipalities to pay for relevant fees for affordable housing from existing City Funds.

Attendance follow up item, all members are in good standing. No attendance issues with members missing meetings without notification.

PUSH documentary is currently available for free on TVO

6. ADJOURNMENT

(Slusarenko /Dingman)

That, there being no further business, the Housing & Homelessness Advisory Committee adjourn at 7:17

CARRIED

**Housing and Homelessness Advisory Committee
Minutes**

**February 2, 2021
Page 5 of 5**

Next meeting, March 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



Hamilton

Housing and Homelessness Advisory Committee Minutes

**6:00pm
Tuesday March 2, 2021**

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

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

Present: James O'Brien, Julia Verbitsky, Michael Power, Eileen Campbell, Violetta Nikolskaya, Lance Dingman, Tom Mobley, Shaun Jamieson, Rhonda Mayer, Sandy Leyland, Yolisa de Jager, Mary-Ellen Crechiola

Absent with Regrets: Cllr Nann, Cllr Wilson, Tony Manganiello, Leisha Dawson, Alexandra Oli, Morgan Stanek, Cllr Collins, Michael Slusarenko,

FOR THE INFORMATION OF COMMITTEE:

1. Approval of Agenda

The Chair advised that there were no changes to the agenda (Mayer/Nikolskaya)

That the agenda of the March 2nd, 2021 meeting be approved, as presented.

CARRIED

3. Declaration of Interest

There were no declarations

4. Approval of Minutes of Previous Meetings

5. Staff Presentations

(i) Housing First and Homelessness (Item 9.1)

Yolisa De Jager addressed the committee with a presentation on Housing First. The presentation included, but was not limited to the following points:

Chronic homelessness “Individuals who are currently experiencing homelessness and who meet at least one of the following criteria: they have a total of at least 6 months (180 days) of homelessness over the past year or they have recurrent experiences of homelessness over the past 3 years, with a cumulative duration of at least 18 months (546 days).”

Acuity speaks to the severity of a presenting issue. When expressed numerically through an acuity assessment, a high number represents more complex, co-occurring issues that are likely to impact a person’s housing stability.

Imminent risk of homelessness is an immediate risk of losing housing within the next 60 days.

2019: The City of Hamilton aims eliminate chronic homelessness by 2025

- Systems-approach to reducing homelessness
- Creation of By-Name Priority List
- Creation of Coordinated Access
- Best practice homelessness interventions
- Homelessness Management Information System

Components of Hamilton’s Homeless-Serving System

- Assertive Housing-Focused Street Outreach

- Prevention and Diversion
- Emergency Shelters
- Transitional Housing
- Housing with Supports
- Rapid Rehousing
- Intensive Case Management

Five Principles:

- 1.Immediate Access to permanent housing with no housing readiness requirements
- 2.Consumer choice and self-determination
- 3.Recovery Orientation

**Housing and Homelessness Advisory Committee
Minutes**

**March 2, 2021
Page 3 of 4**

4. Individualized and client-driven supports
5. Social and community integration

The committee's discussion included vacant home tax, role of regulatory bodies, prevention, and outreach.

Additionally the group talked about the impacts of the pandemic on services and on those experiencing homelessness.

(Leyland/ Nikolskaya)

**That the presentation respecting Housing First and homelessness, be received.
CARRIED**

6. Discussion Items

10.1 All Committee Meetings

- Request from the City to have All Committee Meeting – approved by Council
- Discussion – Chair Presentation 5-minute overview
- 7 – 8 Advisory Committees
- Online meeting – tentative May – date is not set
- Cross-over / learn concerns / hear from other Committees
- How does the City benefit from Committees – value
- Member inquires by the end of the week to James

(Campbell/Leyland)

**That the information respecting the All Committee Meetings, be received
CARRIED**

7. Motions

11.1 Citizens Committee Report re: Building Fees

Recommendation – bring additional Information to Come to the May meeting.
(Leyland/ Crechiola) **CARRIED**

Motion: Recommendation:

That the City send correspondence to the **Premiere / Minister of Housing** requesting a change to legislation to allow municipalities to pay for relevant building fees associated with Affordable Housing through existing City funds.

Discussion – Rent Geared to Income / Affordable Housing
– Waive – Defer – Subsidize

**Housing and Homelessness Advisory Committee
Minutes**

**March 2, 2021
Page 4 of 4**

Non-Profit developers – Affordable – Non-Profit Developers

8. General Information / Other Business

- No April meeting – next meeting May 4th

9. ADJOURNMENT

(Leyland/Power)

That, there being no further business, the Housing & Homelessness Advisory Committee adjourn at 7:53

CARRIED

Next meeting, May 4th, 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



Hamilton

MINUTES

LGBTQ Advisory Committee

Tuesday, August 17, 2021

6:00 PM - 6:45 PM

Webex

Present: Rebecca Banky, Gregory Cousins, James Diemert, Will Fularczuk, Shaiden Keaney, Cameron Kroetsch (Chair), Violetta Nikolskaya (Vice Chair), Ashley Paton, Kieran Thiara, Councillor Maureen Wilson (City Council Appointee)

Regrets: Autumn Getty, Terri Wallis, Kyle Weitz

Absent: Freja Gray, Lisa-Marie Johnston, Jake Maurice

Staff: Pauline Kajiura (Staff Liaison), Taline Morris (Talent and Diversity)

Guests: None

1. Welcome and Introductions

C. Kroetsch took roll call.

2. Land Acknowledgement

V. Nikolskaya provided a Land Acknowledgement.

3. Approval of the Agenda

(R. Banky / K. Thiara)

That the Agenda for today's meeting be approved.

CARRIED

4. Declarations of Interest

None

5. Approval of Minutes of Previous Meeting

(R. Banky / A. Paton)

That the Minutes from the July 20, 2021 meeting be approved.

CARRIED

6. Communications

6.1 Invitation from the Advisory Committee for Persons with Disabilities' Transportation Working Group regarding a Virtual Collaborative Roundtable Discussion on October 14, 2021 at 1:00 PM

(V. Nikolskaya / A. Paton)

That the Invitation from the Advisory Committee for Persons with Disabilities' Transportation Working Group regarding a Virtual Collaborative Roundtable Discussion on October 14, 2021 at 1:00 PM be received

CARRIED

7. Regular Business

7.1 Motion to Recommend the Citizen Committee Report entitled Changing the Standing Committee to which the LGBTQ Advisory Committee Reports (Outstanding Business List)

C. Kroetsch and P. Kajiura advised that there is no conflict in reporting to a different Standing Committee.

(R. Banky / G. Cousins)

That the committee recommend the Citizen Committee Report entitled Changing the Standing Committee to which the LGBTQ Advisory Committee Reports

CARRIED

7.2 Motion to Approve Sending Two Delegates to the Virtual Collaborative Roundtable Discussion with the Advisory Committee for Persons with Disabilities' Transportation Working Group on October 14, 2021 at 1:00 PM via Webex

V. Nikolskaya inquired if there would be an opportunity to solicit feedback from the community and if a member of the Transportation Working Group would be willing to delegate to LGBTQ Advisory Committee to provide more information about this topic.

(G. Cousins / K. Thiara)

That the LGBTQ Committee approve Sending Two Delegates to the Virtual Collaborative Roundtable Discussion with the Advisory Committee for Persons with Disabilities' Transportation Working Group on October 14, 2021 at 1:00 PM via Webex

CARRIED**8. Discussion Items****8.1 Updates on outstanding Citizen Committee Reports (C. Kroetsch, P. Kajiura)**

No Updates

8.2 Updates from Working Groups

- **Changing the Name of the Committee**

- Update to be provided at the September 2021 Meeting

- **Reviewing and Updating Committee Materials**

- Update to be provided at the October 2021 Meeting

8.3 Citizen Committee Report regarding the Committee's June 15, 2021 Community Conversation (see attached Hate Prevention & Mitigation Initiative reports)

C. Kroetsch provided an update that the Committee's recommendations were similar to recommendations recently ratified by council at a General Issues Committee meeting (specifically, the Sage Solutions report prepared by Dr. Rebecca Sutherns).

More work will need to be done to determine where there isn't overlap so a new set of recommendations can be made as City Council will not consider recommendations on issues

where the terms of the decision would be identical to one that has already been made (or is in the process of being made).

8.4 Recording and Retaining the Proceedings of LGBTQ Advisory Committee Meetings

Concern was expressed that the recording and retaining of LGBTQ Advisory Committee meetings might pose risks to some on the Committee and might discourage some from coming forward to sit on the Committee in future. Recommendations will be made asking the City Clerk's office to do more engagement to follow up with individual committee members about barriers to having meetings recorded and retained.

8.5 Outstanding Business List Items

- **Rescheduling, Choosing a Location for, and Inviting Facilitators to a Committee Training and Planning Day**

No discussion

- **Changing the Food for Committee Meetings**

No discussion

9. Notices of Motion

9.1 Motion to Recommend a Citizen Committee Report regarding the Committee's June 15, 2021 Community Conversation

9.2 Motion to Delegate to the Audit, Finance and Administration Committee when the Committee's June 2021 Citizen Committee Report about the Community Conversation is on the Agenda

10. Announcements

10.1 Get A Kit - The AIDS Network

J. Diemert announced that The AIDS Network has started a pilot project called "Get A Kit". It is a free HIV testing delivery service. Individuals can sign up and request kits through The AIDS Network's website.

10.2 Remaining Meetings and Upcoming Elections

C. Kroetsch advised that the Committee only had three meetings left in the year, reminding all that the December meeting is traditionally skipped and that there would be an election for a new Committee Chair either before or at the January meeting.

11. Adjournment

(R. Banky / G. Cousins)

That, there being no further business, the meeting be adjourned at 6:45 PM.

CARRIED

Bates, Tamara

Subject: FW: Delegation re : Extreme heat and vulnerable populations

From: no-reply@hamilton.ca <no-reply@hamilton.ca>

Sent: August 4, 2021 4:20 PM

To: clerk@hamilton.ca

Subject: Form submission from: Request to Speak to Committee of Council Form

Submitted on Wednesday, August 4, 2021 - 4:19pm Submitted by anonymous user: 172.70.126.23 Submitted values are:

==Committee Requested==

Committee: Board of Health

==Requestor Information==

Name of Individual: Tom Cooper

Name of Organization: Hamilton Roundtable for Poverty Reduction

Contact Number:

Email Address: tom@hamiltonpoverty.ca

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

Reason(s) for delegation request: Provide Board of Health with an update on recent community forums related to extreme heat in Hamilton, how our community can prepare low-income and vulnerable communities for heat emergencies related to climate change.

Will you be requesting funds from the City? No

Will you be submitting a formal presentation? No

The results of this submission may be viewed at:

<https://www.hamilton.ca/node/286/submission/533026>



CITY OF HAMILTON
HEALTHY AND SAFE COMMUNITIES DEPARTMENT
Hamilton Paramedic Service

TO:	Chair and Members Emergency and Community Services Committee
COMMITTEE DATE:	October 7, 2021
SUBJECT/REPORT NO:	Electronic Patient Care Record System Standardization (HSC21035) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Cliff Eggleton (905) 546-2424 Ext. 7744
SUBMITTED BY:	Michael Sanderson Chief, Hamilton Paramedic Service Healthy and Safe Communities Department
SIGNATURE:	

RECOMMENDATION(S)

- (a) That the Interdev Technologies Inc. a Valsoft Company (Interdev) “iMedic” Electronic Ambulance Call Reporting System program (iMedic) be designated a standardized product pursuant to City Procurement Policy, Section 4.14, Policy # 14 Standardization, with this designation to be reviewed in 2027;
- (b) That the iMedic program and its associated products including new modules if any, as well as support and professional services, be procured on a single-source basis from Interdev for a five (5) year time period extending through to December 31, 2027; and,
- (c) That the Chief of the Hamilton Paramedic Service (HPS), or his designate, and upon successful completion of negotiations with iMedic, be authorized and directed to enter into and sign, on behalf of the City of Hamilton, all negotiated agreements and all necessary associated documents with Interdev, with content acceptable to the General Manager of Healthy and Safe Communities, and in a form satisfactory to the City Solicitor for the iMedic program and its associated products including new modules if any, as well as support and professional services, subject to Procurement Policy, Section 4.2, Policy # 2 Approval Authority.

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**SUBJECT: Electronic Patient Care Record System Standardization (HSC21035)
(City Wide) - Page 2 of 7**

EXECUTIVE SUMMARY

The Electronic Ambulance Call Reporting System for Emergency Medical Services Standardization/Agreement Approval Report CES16057 previously approved by Council on December 12, 2016, designated the iMedic system as a standardized product, with the designation to be reviewed at the end of term of any new agreement. It authorized the Chief, Hamilton Paramedic Service or designate to negotiate a single-source agreement with Interdev for provision of the iMedic program and associated products, support and professional services through the end of 2021.

Ambulance call reporting is a legislated requirement under Ontario Regulation 257/00 and is governed by the Ontario Ambulance Documentation Standards. Legislation permits reports to be written or electronic, but electronic ambulance call reporting (eACR) facilitates data capture and collection for use in trends analysis and business process improvement. More than 90% of Ontario Paramedic Services now use and benefit from eACR.

iMedic, the Interdev trade name for its eACR program, is a proprietary specialized electronic medical record software application used by the HPS and most other Ontario services that use electronic call reporting. iMedic was obtained from Interdev in 2009 through a competitive process (RFP C3-02-09), with the resulting contract having been subsequently renewed through the end of December 2021.

While two other vendors offer electronic medical record systems for ambulance services in Ontario, the majority of Ontario services use iMedic and its offered tools, functionality and features that are not currently available from the alternative products. After initial implementation, Interdev has worked collaboratively and diligently with the HPS and others to further enhance iMedic capabilities. Interdev has recently worked with HPS to provide a live Dashboard that provides immediate feedback from the front-line operations on how our system is performing at any moment in time along with its response capabilities that has become an invaluable piece of data streaming information. HPS has continued to make a significant investment in iMedic software, with staff training and ongoing procedures development and realized significant benefit from data analysis using program tools. Change to an alternative program would negate the investment already made in iMedic, would result in the loss of the live dashboard and would incur significant cost for staff to complete retraining and procedural changes, and result in the loss of the capability to easily analyse multiple years of data collected on a common system using a known process.

To support our operational effectiveness and facilitate the integration of future capability enhancements, it is recommended that iMedic continue to be designated a "Standard" system pursuant to Procurement Policy #14 for the duration of any contract term. As the iMedic product can only be obtained from Interdev, standardization will result in single-

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**SUBJECT: Electronic Patient Care Record System Standardization (HSC21035)
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source purchase, and single-source procurement approval is therefore also recommended.

Alternatives for Consideration – See Page 6

FINANCIAL – STAFFING – LEGAL IMPLICATIONS

Financial: The contract costing structure is complex, with costs for various functional products being based on the quantity of computers in use, the number of full-time equivalent (FTE) users, the quantity and value of licenses in use or other factors. Total annual negotiated contractual costs included in the Council Approved Operating Budgets per year for 2019, 2020 and 2021 were \$227,069, \$234,830 and \$242,747 respectively.

These costs were negotiated based on a 200 FTE user count from 2016 negotiations. The current FTE user count in the department is 322. This affects only one component of the pricing model – licensing. Future costs cannot be determined until approval is granted to negotiate a new contract and pricing with Interdev. However, HPS has increased FTE users from the 2016 negotiations and that will likely result in increased licensing pricing as well as year over year increases of about 3% annually for all other components of the pricing model. Experience would indicate that this increase is reasonable, given the consistent delivery of value-added improvements to the product.

Overall, the expected increase in expense for the iMedic program is approximately 10%, and it will be included in the 2022 Operating Budget.

Staffing: N/A

Legal: Ambulance call reporting is a legislated requirement under Ontario Regulation 257/00 and is governed by the Ontario Ambulance Documentation Standards. Any new agreement with Interdev will be in a form satisfactory to the City Solicitor.

HISTORICAL BACKGROUND

In 2009, HPS responded to the ongoing increasing yearly 911 calls for service along with a need for automated record keeping and data management support. HPS allocated funding through project CAP-7640951101 for a Request for Proposals (RFP) for an “Electronic Ambulance Call Reporting (eACR) Solution” to be issued that year. The successful proponent, Interdev, was awarded Contract C3-02-09 to “supply, install and configure a fully functional solution for eACR mobile and fixed workstation data

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entry, database design and implementation and reporting, and be able to support future CAD integration and future hospital integration". The initial contract was for a five-year period, ending in December 2014.

Various changes were made to contracted services between 2010 and 2014, including acquisition of new modules, transfer of the application to new ruggedized computers, and a change to vendor-hosting rather than having the application and data residing on (or being "hosted" by) City servers. On June 11, 2014, Council approved standardization and negotiation of a new single-source agreement with Interdev through the end of 2016 (Report CES14016) which included detail on all changes prior to 2014. On Dec 12, 2016, Council approved standardization and negotiation of a new single source agreement with Interdev through December 31, 2021 (Report CES16057).

Transition from paper reports to the electronic system occurred over several years, being fully completed in 2015.

POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS

Ambulance Call reporting is a legislated requirement under Ontario Regulation 257/00 and is governed by the Ontario Ambulance Documentation Standards. Legislation allows reports to be written or electronic, but electronic ambulance call reporting facilitates data capture and aggregation for use in trends analysis and process improvement, with significant benefit to the Service.

Except for the current \$1,351 annual cost for aggregation and download of Ministry Ambulance Dispatch Reporting System (ADRS) data, all services provided by Interdev have been "Maintenance fees for software and computer hardware for information systems previously acquired" and are therefore exempt from the Procurement policy pursuant to Schedule B(6)(b). As the system is costly and alternatives exist, periodic review is warranted so standardization and single-source approval is sought prior to the commencement of each contract term.

RELEVANT CONSULTATION

Corporate Services, Procurement Section – Consultation with Procurement staff regarding the interpretation and application of Procurement policy.

Corporate Services, Financial Planning, Administration and Policy – Consultation with Finance to verify financial information.

**SUBJECT: Electronic Patient Care Record System Standardization (HSC21035)
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ANALYSIS AND RATIONALE FOR RECOMMENDATION

The advantages of designating iMedic as a “Standard” system obtained on a single-source basis from Interdev include continuity of a proven capability, facilitation of ongoing and future integration with other systems and the ability to leverage the significant investment already made in software, hardware, procedures development, and training.

The benefits of the automated database call reporting system for the past six years has proven to be invaluable for the division. Some of these benefits include:

Ambulance Call Reporting (ACR) Documentation Quality Review

Report detail and accuracy is very important because the ACR is used by hospital staff in performing preliminary patient diagnosis. Handwritten reports are challenging to read and occasionally lack detail, and the 2013 Ministry of Health and Long-Term Care (MOHLTC) Ambulance Service Review Team review of HPS manual reports specifically noted that “Documentation of ACRs...did not meet legislated standards.” The iMedic program incorporates automated edits and tools to assist paramedics in completing documentation.

Data Analysis for High User Identification – Community Paramedicine

Analysis of eACR using iMedic tools enabled the Service to identify thousands of patients who had called for an ambulance more frequently than four times per year. Working within the “Circle of Care”, Community Paramedics used this information to assist willing participants from this group to find alternatives to emergency ambulance transport, and several patients have never called for paramedic services again, thereby eliminating unnecessary calls.

Data Support for Decision Making

In the past, staff were required to prepare custom query programs to extract information from available fragmented historical data, the iMedic program offers instant access to real-time data (including non-confidential consolidated data from all iMedic users), numerous standard electronic reports and a variety of powerful analysis and decision support tools. Data from iMedic has been used to inform decisions on the positioning of ambulances to optimize response times, to select specific clinical protocols for emphasis during refresher training and to provide quality feedback to paramedics regarding the treatment provided to patients.

COVID-19

To assist in the safety of our paramedics and staff, iMedic worked with the City to initiate an early warning system that identified potential COVID-19 patients from the 911 call taker questions to the paramedics’ assessment notes on the call. The iMedic Situational Awareness Dashboard would highlight each potential COVID-19 call in real

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time alerting staff prior to arriving at the address or after leaving the address if the patient was assessed as COVID-19 positive, if missed by the 911 call taker. The situational awareness dashboard was implemented in 2019 to assist operational staff in real time as to which type of calls were currently coming into the 911 centre, how many ambulances were available at any one time and details and length of time regarding offload delays at each of the city hospitals. The collaborative work to expand the dashboard to identify COVID-19 cases has shown to be invaluable and the data is shared with the City Emergency Operations Centre (EOC) daily during the ongoing pandemic emergency.

ALTERNATIVES FOR CONSIDERATION

The alternative to the recommended approach is to conduct a new competitive process for the Electronic Ambulance Call Reporting System.

Pros

The advantage to this approach is that it may confirm that the selected vendor is indeed offering an acceptable product at the best price, with no difference in staffing or legal considerations.

Cons

There are currently only three vendors offering a suitable system within the Ontario market. This is a specialized service with limited competition. All 58 land ambulance services in Ontario are using an eACR, with 48 (83%) using the Interdev iMedic product. Further, a shift to a different system would necessitate extensive and lengthy additional paramedic training that would take more than a year to fully complete and transition along with new process management programs to be developed. The resulting loss and capability to easily analyse multiple years of data collected on a common system using a known process would be damaging. The loss of the live situational dashboard would be significant for frontline operations.

Financial

Selection of a different system would forego the considerable investment already made in iMedic and incur additional costs for development and evaluation of an RFP, carry out retraining of all staff as the alternative systems operate differently, re-do system integration, and draft new detailed procedural documentation. The training cost alone, based on a minimum of 8 hours per paramedic, would likely exceed \$160,000.

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.

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**SUBJECT: Electronic Patient Care Record System Standardization (HSC21035)
(City Wide) - Page 7 of 7**

APPENDICES AND SCHEDULES ATTACHED

None



CITY OF HAMILTON
HEALTHY AND SAFE COMMUNITIES DEPARTMENT
Housing Services Division

TO:	Chair and Members Emergency and Community Services Committee
COMMITTEE DATE:	October 7, 2021
SUBJECT/REPORT NO:	Accessing Capital Repair Funds from the National Housing Strategy Co-Investment Fund for CityHousing Hamilton (HSC19048(b)) (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(S)

- (a) That the General Manager, Healthy and Safe Communities Department, as the Service Manager, be authorized to enter into and execute the Credit Agreement, and all ancillary documents, 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 in a form satisfactory to the City Solicitor;
- (b) That the General Manager, Healthy and Safe Communities Department be authorized and directed to enter into, execute and administer an Agreement with CityHousing Hamilton, on terms satisfactory to the General Manager of the Healthy and Safe Communities Department and in a form satisfactory to the City Solicitor, including:
- (i) Expectations as the guarantor of long-term financing and performance obligations in the Credit Agreement for CityHousing Hamilton;
 - (ii) Provision of funds to CityHousing Hamilton to meet the annual obligations of debt repayment by CityHousing Hamilton to the Canadian Mortgage

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SUBJECT: Accessing Capital Repair Funds from the National Housing Strategy Co-Investment Fund for CityHousing Hamilton (HSC19048(b)) (City Wide) - Page 2 of 9

and Housing Corporation, net of any utility savings as committed by CityHousing Hamilton towards this project, as per the Credit Agreement; and,

- (iii) The provision of security in the form of a mortgage(s) over such CityHousing Hamilton properties deemed appropriate by the General Manager, Healthy and Safe Communities Department, which can include but is not limited to those listed in Appendix “A” to Report HSC19048(b), on behalf of the City;
- (c) That the Housing Services Division as Service Manager give consent to CityHousing Hamilton to mortgage the existing social housing properties identified in Appendix “A” to Report HSC19048(b) to meet the requirements of the Credit Agreement with the Canadian Mortgage and Housing Corporation and the Agreement with the City of Hamilton subject to verification that the identified properties are eligible to be mortgaged;
- (d) That a National Housing Strategy Co-Investment Fund Reserve be established utilizing the equivalent to the annual mortgage payments for CityHousing Hamilton’s provincial projects from the Housing Services Division’s net levy budget to be disbursed to CityHousing Hamilton to service the repayable portion of the debt as outlined in Appendix “B” to Report HSC19048(b); and,
- (e) That beginning with the 2022 budget process, annual increases to the levy based on the amount of the prescribed principle and interest associated with the Credit Agreement be referred to the annual budget process for Council deliberation.

EXECUTIVE SUMMARY

In May 2021, CityHousing Hamilton (CHH) and the City of Hamilton signed a Letter of Intent from the Canadian Mortgage and Housing Corporation (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. The funding is being delivered as part of the National Housing Strategy Co-Investment Fund – Repair and Renewal Stream with the \$145,688,880 comprised of \$87,413,328 in repayable loans and \$58,275,552 in forgivable loans.

Report HSC19048(a), provided approval for the City of Hamilton to act as the guarantor of the long-term finance and performance obligations of CHH under the National Housing Strategy Co-Investment Fund. 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. To reduce the risk to the City in the guarantor role, the City is

SUBJECT: Accessing Capital Repair Funds from the National Housing Strategy Co-Investment Fund for CityHousing Hamilton (HSC19048(b)) (City Wide) - Page 3 of 9

recommending that an Agreement be put in place between the City and CHH to outline the City's expectations as the guarantor.

To help improve the quality of CHH units through this project, the City is recommending redirecting potential savings from funds currently being levied for mortgage payments for CHH's provincial projects that will expire over the term of the debt to service the debt associated with the repayable loan. A new National Housing Strategy Co-Investment Fund Reserve will be established utilizing the equivalent to the annual mortgage payments for CHH's provincial projects from the Housing Services Division's net levy budget to be disbursed to CityHousing Hamilton to service the repayable portion of the debt. More details on the net levy impacts are noted in Appendix "B" to Report HSC19048(b). Details on provision of funds from the City to CHH to support the repayment of debt to CMHC will be outlined in the City's Agreement with CHH. This agreement will also include security for the City on CHH properties up to the amount of the forgivable loan as outlined in Appendix "A" to Report HSC19048(b).

Alternatives for Consideration – Not Applicable

FINANCIAL – STAFFING – LEGAL IMPLICATIONS

Financial: As per Recommendation (d), the City of Hamilton will levy funds to support CHH in the repayment of \$87,413,328 in repayable loans provided by CMHC under the National Housing Strategy Co-Investment Fund – Repair and Renewal Stream. The amount to be transferred from the City to CHH to meet their repayment obligations will be net of any utility savings realized by CHH as a result of capital works completed within the scope of this funding.

Funds currently being levied for mortgage payments for CHH's provincial projects that will expire over the term of debt will be used to offset the net levy requirement for the transfer payments to CHH.

The current cashflow projections for CHH under the National Housing Strategy Co-Investment Fund – Repair and Renewal Stream are provided in Table 1.

SUBJECT: Accessing Capital Repair Funds from the National Housing Strategy Co-Investment Fund for CityHousing Hamilton (HSC19048(b)) (City Wide) - Page 4 of 9

TABLE 1
CityHousing Hamilton
Projected Project Cashflows
2021-2029

Year	Total Project Costs	CityHousing Hamilton Contribution	CMHC Forgivable Loan	CMHC Repayable Loan
2021	41,134,422	4,306,649	16,827,773	20,000,000
2022	24,983,237	4,835,771	10,147,466	10,000,000
2023	22,517,676	5,016,487	7,501,189	10,000,000
2024	21,296,265	5,200,817	6,095,448	10,000,000
2025	19,311,545	5,388,834	3,922,711	10,000,000
2026	20,174,136	5,580,610	5,637,322	8,956,204
2027	17,566,564	5,776,222	2,619,473	9,170,869
2028	20,786,172	5,975,747	5,524,170	9,286,255
2029	6,481,823	6,481,823	-	-
Total	194,251,840	48,562,960	58,275,552	87,413,328

Note: Cashflow assumptions are based on current estimates. CMHC will advance funds based on the conditions set out in the loan agreement.

Based on the current drawdown schedule of the CMHC repayable loan (Table 1), the City will be required to begin transfer payments to CHH in 2022 to meet their annual obligations to CMHC. Each advance from CMHC to CHH will be subject to the conditions set out in the Credit Agreement between CHH and CMHC. The advances will be made subject to the project requirements under the agreement between CMHC and CHH and CMHC will determine the interest rate when the advances are made. For the purposes of the financial analysis in this report, cashflow and interest rate assumptions have been made but will be subject to change based on actual project timelines. Table 2 outlines the debt summary for the \$87,413,328 repayable loan between CHH and CMHC based on the projected cashflows in Table 1.

SUBJECT: Accessing Capital Repair Funds from the National Housing Strategy Co-Investment Fund for CityHousing Hamilton (HSC19048(b)) (City Wide) - Page 5 of 9

TABLE 2

**CityHousing Hamilton
Debt Summary
2022-2048**

Advances**	Term (Years)	Interest Rate*	Year of Issuance**	Year of Maturity	Annual Repayment
20,000,000	35	3.00%	2021	2056	\$930,786
10,000,000	35	3.00%	2022	2057	\$465,393
10,000,000	35	3.00%	2023	2058	\$465,393
10,000,000	35	3.00%	2024	2059	\$465,393
10,000,000	35	3.00%	2025	2060	\$465,393
8,956,204	35	4.00%	2026	2061	\$479,849
9,170,869	35	4.00%	2027	2062	\$491,351
9,286,255	35	4.00%	2028	2063	\$497,533

* Interest rate assumption - the interest rate will be determined by CMHC at time of issuance per the agreement

** Advances and year of issuance are based on the current projections for the project cashflows. This will be subject to change based on actual cashflow requirements for the project(s).

The loans from CMHC to CHH will be for 35-year terms; however, staff recommend that the City levies funds in order to repay the debt over a term of 20 years. The renovations and rehabilitations being made to capital assets held by CHH are determined to be more in line with a 20-year amortization period and so it is recommended, through Recommendation (e) and Appendix "B" to Report HSC19048(b), that the levy requirements for funding these assets not exceed their useful life in accordance with asset management best practices.

Based on a 20-year repayment schedule for the eight advances anticipated between 2021 and 2028, CHH will require payment transfers from the City starting in 2022 and ending in 2048 with a lump sum payment of the remaining principle. Appendix "B" to Report HSC19048(b) outlines the projected net levy requirement and municipal tax impacts by year over the 27-year period. Amounts levied over and above the required annual repayments to CMHC will be contributed to a reserve to earn interest and repay the lump sum balance in 2048.

Staff will revisit the net levy requirements on an annual basis and adjust based on the actual advances provided from CMCH to CHH and refer the changes to the budget process for consideration.

Staffing: N/A

SUBJECT: Accessing Capital Repair Funds from the National Housing Strategy Co-Investment Fund for CityHousing Hamilton (HSC19048(b)) (City Wide) - Page 6 of 9

Legal: The extent of the guarantee required by the City is quite broad asking for an unlimited payment and performance guarantee and indemnity agreement (including, but not limited to, indemnification for environmental matters). 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. During the execution of the Letter of Intent (Report HSC19048(a)), the City had asked CMHC to narrow the language of the guarantee required, however, CMHC was not agreeable to this. Recommendation (b) aims to reduce the risk to the City in the guarantor role.

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. At the Emergency and Community Services Committee on May 6, 2021, through Report HSC19048(a), approval was received to execute the Letter of Intent with CMHC. Approval was also provided for the City of Hamilton to 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. Staff were directed to 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 CMHC.

SUBJECT: Accessing Capital Repair Funds from the National Housing Strategy Co-Investment Fund for CityHousing Hamilton (HSC19048(b)) (City Wide) - Page 7 of 9

CityHousing Hamilton brought forward a report to their board to seek permission to enter into the Credit Agreement with CMHC at the board meeting held on September 28, 2021 (CityHousing Hamilton Corporation Report #21009(b) - National Housing Co-Investment Fund – Repair and Renewal Stream Letter of Intent). This report and the supporting recommendations will move forward for approval at the next Shareholders meeting.

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 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.

The *Housing Services Act, 2011* (“Act”) designates the City of Hamilton as the Service Manager for Community Housing within the City boundaries. It also specifies that certain changes to any of the Designated Housing Projects under the Act require the consent of the City as Service Manager. This includes the following:

- transfers of certain housing projects and Local Housing Corporations (LHCs);
- mortgaging of housing projects;
- redevelopment of housing projects; and,
- Service Level Standard changes (both increase or decrease to the targeted number of Rent-Geared-to-income units).

RELEVANT CONSULTATION

Consultation and comment on this report has been provided by CityHousing Hamilton, Corporate Services – Financial Planning, Administration, and Policy and Legal Services.

ANALYSIS AND RATIONALE FOR RECOMMENDATION

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 over eight years. 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.

Of the \$194,251,800, \$145,688,880 in funding will be provided by CMHC consisting of \$87,413,328 in repayable loans and \$58,275,552 in forgivable loans. 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

SUBJECT: Accessing Capital Repair Funds from the National Housing Strategy Co-Investment Fund for CityHousing Hamilton (HSC19048(b)) (City Wide) - Page 8 of 9

portfolio. This includes investment of CHH's annual capital allocation from the Service Manager.

Utilization of Mortgage Debt to Finance New Debt

The *Housing Services Act, 2011* outlines the funding Service Managers must provide to transferred housing projects from the municipal tax levy. Mortgage debt is one of the items that must be funded. Once mortgages have been paid off, however, Service Managers are no longer obligated to provide this funding. The end of this obligation creates a potential cost saving to the municipality.

These housing programs were designed with the premise that social housing projects would be self-sustaining once their mortgages are paid off. For most projects, mortgage debt is their largest expense. Analyses have shown, however, that many housing projects require some form of capital or operating subsidy or both to sustainably continue to provide the same number of deeply affordable units. Without additional subsidy, providers would need to increase rents in order to be financially viable.

CHH has 14 mortgages ending between 2022 and 2028. Under the *Housing Services Act* funding formula, the City could realize savings in the amount of \$3,545,006 annually by December 31, 2028. To help improve the quality of CHH's units, it is recommended that the City redirect this potential savings to service the debt associated with the repayable loan under CMHC's co-investment program.

Continued Need for Social Housing Repair and Renewal in Hamilton

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.

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(b)) (City Wide) - Page 9 of 9

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(b): Service Manager Consent to CityHousing Hamilton to Mortgage Existing Social Housing Properties

Appendix “B” to Report HSC19048(b): City of Hamilton – Net Levy Requirement Summary

Appendix "A" to Report HSC19048(b)

Page 1 of 1

Service Manager Consent to CityHousing Hamilton to Mortgage Existing Social Housing Properties

CityHousing Hamilton Securities for Canada Mortgage and Housing Corporation			
Site	Debenture / Mortgage	Maturity Date	MPAC Value
155 Park St S	N/A		\$ 27,312,000
95 Hess St S	N/A		\$ 17,974,000
181 Jackson St W	N/A		\$ 16,705,000
555 Queenston Rd	N/A		\$ 18,841,000
226 Rebecca St	N/A		\$ 13,275,000
5 Maple Ave	Debenture	2021	\$ 2,872,000
60 and 92 Macassa Ave	N/A		\$ 2,985,000
245 Kenora Ave	N/A		\$ 14,694,000
1 & 2 Oriole Cres	N/A		\$ 13,231,000
77 Purnell Dr	N/A		\$ 12,400,000
10 St Andrews Dr	N/A		\$ 8,805,000
45 Montcalm Dr	N/A		\$ 6,968,000
Bingham Ave, Martha St, Roxborough Ave	N/A		\$ 6,229,000
4 Millwood Place/101 Bobolink Rd	N/A		\$ 4,372,000
249 Governor's Rd	Debenture	2021	\$ 2,914,000
499-525 James St N and 4-10 Picton	N/A		\$ 1,556,000
89 King St E	N/A		\$ 1,768,000
95 King St E	N/A		\$ 1,713,000
211 King St E	Mortgage	December 31, 2039	\$ 971,000
280/300 Fiddlers Green Rd	N/A		\$ 1,411,000
		Total	\$ 176,996,000

CityHousing Hamilton Securities for City of Hamilton			
Site	Debenture / Mortgage	Maturity Date	MPAC Value
30 Sanford Ave S	Debenture	2022	\$23,351,000
191 Main St W	Debenture	2022	\$34,567,000
801 Upper Gage Ave	Debenture	2022	\$16,602,000
20 Congress Crescent	N/A		\$21,830,000*
60 and 92 Macassa Ave	N/A		\$ 2,985,000
		Total	\$99,335,000
			- \$10,000,000*
		Total	\$89,335,000

*\$10 M of 20 Congress Crescent is currently secured by the City of Hamilton as part of the financing plan for the redevelopment of 500 MacNab Street so full value cannot be used in support of the National Co-Investment Fund Project.

City of Hamilton
Net Levy Requirement Summary
2022-2048

	2022	2023	2024	2025	2026
Repayment (<i>Principal & Interest</i>)	1,344,314	2,016,471	2,688,628	3,360,785	4,032,942
Expired Mortgages	-	-	(490,196)	(735,638)	(1,240,973)
Utility Savings	(80,000)	(160,000)	(179,997)	(259,997)	(339,997)
Net Levy Requirement	1,264,314	1,856,471	2,018,435	2,365,150	2,451,972
Net Levy Increase (Decrease)	1,264,314	592,157	161,964	346,715	86,822
Ave. Municipal Tax Impact (%)*	0.13247%	0.06204%	0.01697%	0.03633%	0.00910%

	2027	2028	2029	2030	2031
Repayment (<i>Principal & Interest</i>)	4,691,956	5,366,764	6,050,063	6,050,063	6,050,063
Expired Mortgages	(1,447,908)	(2,079,273)	(3,545,006)	(3,545,006)	(3,545,006)
Utility Savings	(419,997)	(499,997)	(499,997)	(499,997)	(499,997)
Net Levy Requirement	2,824,051	2,787,494	2,005,060	2,005,060	2,005,060
Net Levy Increase (Decrease)	372,079	(36,556)	(782,434)	-	-
Ave. Municipal Tax Impact (%)*	0.03898%	-0.00383%	-0.08198%	0.00000%	0.00000%

	2032	2033	2034	2035	2036
Repayment (<i>Principal & Interest</i>)	6,050,063	6,050,063	6,050,063	6,050,063	6,050,063
Expired Mortgages	(3,545,006)	(3,545,006)	(3,545,006)	(3,545,006)	(3,545,006)
Utility Savings	(499,997)	(499,997)	(499,997)	(499,997)	(499,997)
Net Levy Requirement	2,005,060	2,005,060	2,005,060	2,005,060	2,005,060
Net Levy Increase (Decrease)	-	-	-	-	-
Ave. Municipal Tax Impact (%)*	0.00000%	0.00000%	0.00000%	0.00000%	0.00000%

	2037	2038	2039	2040	2041
Repayment (<i>Principal & Interest</i>)	6,050,063	6,050,063	6,050,063	6,050,063	6,050,063
Expired Mortgages	(3,545,006)	(3,545,006)	(3,545,006)	(3,545,006)	(3,545,006)
Utility Savings	(499,997)	(499,997)	(499,997)	(499,997)	(499,997)
Net Levy Requirement	2,005,060	2,005,060	2,005,060	2,005,060	2,005,060
Net Levy Increase (Decrease)	-	-	-	-	-
Ave. Municipal Tax Impact (%)*	0.00000%	0.00000%	0.00000%	0.00000%	0.00000%

	2042	2043	2044	2045	2046
Repayment (<i>Principal & Interest</i>)	4,705,749	4,033,592	3,361,435	2,689,278	2,017,121
Expired Mortgages	(3,545,006)	(3,545,006)	(3,041,435)	(2,449,278)	(1,857,121)
Utility Savings	(419,997)	(339,997)	(320,000)	(240,000)	(160,000)
Net Levy Requirement	740,746	148,589	0	0	0
Net Levy Increase (Decrease)	(1,264,314)	(592,157)	(148,589)	0	(0)
Ave. Municipal Tax Impact (%)*	-0.13247%	-0.06204%	-0.01557%	0.00000%	0.00000%

	2047	2048
Repayment (<i>Principal & Interest</i>)	1,358,108	683,299
Expired Mortgages	(1,278,108)	(683,299)
Utility Savings	(80,000)	-
Net Levy Requirement	-	-
Net Levy Increase (Decrease)	(0)	-
Ave. Municipal Tax Impact (%)*	0.00000%	0.00000%

* The average municipal tax impact is calculated as a percentage of the 2021 approved municipal levy

CITY OF HAMILTON M O T I O N

Emergency and Community Services: October 7, 2021

**MOVED BY COUNCILLOR B. CLARK
SECONDED BY COUNCILLOR**

Youth Violent Crimes

WHEREAS, the City of Hamilton is experiencing several incidents of gun violence across the City;

WHEREAS, it has been reported in the Hamilton Police Services 2020 Youth Services Annual Report that there has been a decrease in youth violent crimes compared to 2019, it is recognized that this is still a serious issue in the City of Hamilton;

WHEREAS, Hamilton Police have indicated that the vast majority of youth violent crimes are targeted; and,

WHEREAS, residents have expressed concern about the risk of injury to innocent bystanders;

THEREFORE, BE IT RESOLVED:

- a) That staff from Healthy and Safe Communities Department be directed to review projects like Operation Ceasefire and other holistic community responses, that were designed to deter youth from joining gangs and holding guns;
- b) That staff be directed to engage youth to inform the process and partner together to address the issues that are driving our youth to guns and gangs;
- c) That staff invite the Ontario Solicitor General, Hamilton Police, youth workers, clergy, criminal justice practitioners, and other experts to identify solutions to create a city-wide action plan response to guns and gangs in our community;
- d) That staff be directed to include a city-wide action plan response to guns and gangs in our community through Hamilton’s Youth Strategy;
- e) That staff be directed to share any data specific to guns, gangs and violence through our 2021 re-engagement for the Youth Strategy; and,
- f) That the city-wide action plan response to guns and gangs in our community be created in collaboration with and incorporated into Hamilton’s Community Safety and Well-Being Plan under the priority of violence.