



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

**Meeting #:** 21-013  
**Date:** December 9, 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

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1. **APPOINTMENT OF CHAIR AND VICE-CHAIR FOR 2022**
2. **APPROVAL OF AGENDA**  
(Added Items, if applicable, will be noted with \*)
3. **DECLARATIONS OF INTEREST**
4. **APPROVAL OF MINUTES OF PREVIOUS MEETING**
  - 4.1. November 18, 2021
5. **COMMUNICATIONS**

- 5.1. Rachele Sender, Shelter Health Network, respecting opposing the dismantling of encampments in Hamilton

Recommendation: To be received.

Deferred from November 18, 2021

- 5.2. Keanin Loomis, Hamilton Chamber of Commerce, respecting Item 11.1, National Childcare Strategy – investigating the potential for direct municipal agreement with the Federal Government

Recommendation: To be received.

Deferred from November 18, 2021

- 5.3. Bill Johnston, respecting Report 2021/2022 Winter Service Planning(HSC21048), item 10.4 on the Nov. 18, 2021 agenda

Recommendation: To be received and referred to Item 10.3 on today's agenda.

Deferred from November 18, 2021

- 5.4. Alison Jones, regarding Encampment Evictions

Recommendation: To be received and referred to the 2022 Budget process for consideration.

- 5.5. Correspondence from Bonnie Nistico-Dunk, City Clerk, City of St. Catharines, to Premier Doug Ford, respecting National Childcare Program

Recommendation: To be received.

## **6. DELEGATION REQUESTS**

- 6.1. Cameron Kroetsch and Rebecca Banky, LGBTQ Advisory Committee, respecting Appointment of Additional Members to the LGBTQ Advisory Committee (for today's meeting)

## **7. CONSENT ITEMS**

- 7.1. Seniors Advisory Committee Minutes - October 1, 2021

Deferred from November 18, 2021

- 7.2. Stryker Power Load Conveyance Equipment Standardization (HSC21038) (City Wide)

Deferred from November 18, 2021

- 7.3. Reaching Home: Canada's Homeless Strategy Community Homelessness Report 2019-2020, 2020-2021 (HSC21044) (City Wide)

## 8. PRESENTATIONS / STAFF PRESENTATIONS

- 8.1. LGBTQ Advisory Committee Annual Report
- 8.2. Adaptation and Transformation of Services for People Experiencing Homelessness Update 4 (HSC20020(d)) (City Wide)

## 9. PUBLIC HEARINGS / DELEGATIONS

## 10. DISCUSSION ITEMS

- 10.1. ZOLL Defibrillators Standardization for the Hamilton Fire Department and Hamilton Paramedic Service (HSC21039) (City Wide)  
  
Deferred from November 18, 2021
- 10.2. Snow Angels Program Update (HSC21046) (City Wide)  
  
Deferred from November 18, 2021
- 10.3. 2021/2022 Winter Service Planning (HSC21048) (City Wide)  
  
Deferred from November 18, 2021
- 10.4. Seniors Advisory Committee - Citizen Committee Report, respecting  
  
Proposed resolution regarding Hamilton Police Service Board and Hamilton Police Services failure to provide adequate and effective police services in long-term care homes in the City of Hamilton  
  
Deferred from November 18, 2021
- 10.5. Agreements with Community Housing Providers to use Access to Housing (HSC21041) (City Wide)
- 10.6. City of Hamilton Veterans Committee 2022 Budget Submission (PED21215) (City Wide)
- 10.7. 2022 Budget Submission - Housing and Homelessness Advisory Committee (HSC21047) (City Wide)
- 10.8. LGBTQ Advisory Committee 2022 Budget Submission

- 10.9. LGBTQ Advisory Committee - Citizen Committee Report, respecting Appointment of Additional Committee Members

**11. MOTIONS**

**12. NOTICES OF MOTION**

**13. GENERAL INFORMATION / OTHER BUSINESS**

**14. PRIVATE AND CONFIDENTIAL**

- 14.1. Housing Focused Street Outreach Team Staffing (HSC21008(a)) (City Wide)

Pursuant to Section 9.1, Sub-sections (b) of the City's Procedural By-law 21-021 and Section 239(2), Sub-sections (b) of the *Ontario Municipal Act, 2001*, as amended, as the subject matter pertains to personal matters about an identifiable individual, including City or a local board employees.

**15. ADJOURNMENT**



## **EMERGENCY & COMMUNITY SERVICES COMMITTEE MINUTES 21-011**

1:30 p.m.

Thursday, November 4, 2021

Council Chambers

Hamilton City Hall

71 Main Street West

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

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

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

**1. Seniors Advisory Committee Citizen Committee Report, respecting Macassa and Wentworth Lodges (Item 7.1)**

**(Jackson/Merulla)**

That Seniors Advisory Committee Citizen Committee Report, respecting Macassa and Wentworth Lodges, be received.

**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. LGBTQ Advisory Committee Citizen Committee Report, respecting Recommendations from the Community Conversation (Item 7.2)**

**(Jackson/Merulla)**

(a) That LGBTQ Advisory Committee Citizen Committee Report, respecting Recommendations from the Community Conversation, be received and referred to staff for review and report back to the Emergency and Community Services Committee; and

- (b) That staff from the Healthy and Safe Communities be directed to attend meetings of the LGBTQ Advisory Committee.

**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. Standardization of Self-Contained Breathing Apparatus (SCBA) Equipment for the Hamilton Fire Department (HSC21036) (City Wide) (Item 10.1)**

**(Jackson/Merulla)**

- (a) That Council approve the standardization of Self-Contained Breathing Apparatus (SCBA) Equipment manufactured by MSA The Safety Company, pursuant to Procurement Policy #14 – Standardization, until December 31, 2031 and that the Fire Chief of the Hamilton Fire Department be authorized to negotiate, enter into and execute any required contract and any ancillary documents required to give effect thereto with MSA The Safety Company, in a form satisfactory to the City Solicitor; and,
- (b) That the Fire Chief of the Hamilton Fire Department, or his/her designate, be authorized to amend any Contracts executed and any ancillary documents as required if MSA The Safety Company undergoes a name change.

**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. Voluntary Safe Isolation Space Program Funding (HSC21042) (City Wide) (Item 10.2)**

**(Clark/Pauls)**

That the General Manager of the Healthy and Safe Communities Department, or their designate, be authorized and directed to enter into and execute a Contribution Agreement with the Public Health Agency of Canada (PHAC) to administer Voluntary Safe Isolation Space Program (VSISP) allocation to a maximum amount of \$210,928, 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 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. Fireworks By-Law Review (Item 11.1)**

**(Clark/Jackson)**

WHEREAS, there appear to have been several residential fires started by fireworks across the Province in 2021;

WHEREAS, there has been an increase in complaints pertaining to fireworks damaging properties with falling, hot embers;

WHEREAS, the power, size and explosive force of retail fireworks appear to have increased;

WHEREAS, a 24-year-old goaltender from Latvia, who was spending the summer in the United States, was killed after being struck in the chest with a fireworks mortar; and,

WHEREAS, there are fireworks retailers in Ontario open year-round.

THEREFORE, BE IT RESOLVED:

That the Hamilton Fire Chief and staff be directed to review the City's bylaws that regulate fireworks sales and residential use with a report back to the Emergency and Community Services Committee in the first quarter of 2022.

**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

**6. Winter Services Plan for People Experiencing Homelessness (Item 11.2)**

**(Nann/Clark)**

WHEREAS, cold weather disproportionately impacts residents experiencing homelessness;

WHEREAS, needs are unique during cold alerts and circumstances change, requiring winter services to be monitored and adapted to ensure safe and welcoming places for people experiencing homeless during winter are available;

WHEREAS, there has been expressed need for increased provision of 24-hour respite sites during cold weather alerts that prioritize ease of access to safe indoor resting spaces; and

WHEREAS, Hamilton Housing Service Division works with various partners to help mitigate and address negative impacts related to homelessness during the winter season.

THEREFORE, BE IT RESOLVED:

That staff be directed to develop an annual winter services plan for people experiencing homelessness that includes monitoring and adapting to emerging needs, for report back to the Emergency and Community Services Committee.

**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 INFORMATION:**

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

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

**6. DELEGATION REQUESTS**

6.2. Respecting Winter Services Plan (Added Item 6.2)

6.2 (a) James Lambert

6.2 (b) Vic Wojciechowska

6.2 (c) Katie Sullivan, Hamilton Encampment Response Network

6.2 (d) Merima Menzildzic



**12. NOTICES OF MOTION**

12.1. Winter Services Plan for People Experiencing Homelessness

12.2 National Childcare Strategy – investigating the potential for direct municipal agreement with the Federal Government

**13. GENERAL INFORMATION / OTHER BUSINESS**

13.1 Ambulance Offload Delays – Update

**(Jackson/Clark)**

That the agenda for the November 4, 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) October 7, 2021**

**(Pauls/Merulla)**

That the Minutes of the October 7, 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) DELEGATION REQUESTS (Item 6)**

**(Pauls/Clark)**

That the following Delegation Requests, be approved for today's meeting:

- (i) Jennifer Hompoth, NGen Youth Centre, respecting expert contribution on youth housing, transitional and emergency shelter, with respect to municipal removal of encampment protocols (Item 6.1)
- (ii) Respecting Winter Services Plan (Added Item 12.1) (Added Item 6.2)
  - 1. James Lambert (Added Item 6.2 (a))
  - 2. Vic Wojciechowska (Added Item 6.2 (b))
  - 3. Katie Sullivan, Hamilton Encampment Support Network (Added Item 6.2 (c))
  - 4. Merima Menzildzic (Added Item 6.2 (d))

**Result: Motion CARRIED by a vote of 5 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

**(d) PUBLIC HEARINGS / DELEGATIONS (Item 9)**

- (i) Jennifer Hompoth, NGen Youth Centre, respecting expert contribution on youth housing, transitional and emergency shelter, with respect to municipal removal of encampment protocols (Item 9.1)**

Jennifer Hompoth, NGen Youth Centre was not present when called upon.

**(ii) Winter Services Plan - Added Item 12.1 (Added Item 9.2)**

**1. James Lambert (Added Item 9.2 (a))**

James Lambert addressed the Committee respecting Winter Services Plan (Added Item 12.1).

**2. Vic Wojciechowska (Added Item 9.2 (b))**

Vic Wojciechowska addressed the Committee respecting Winter Services Plan (Added Item 12.1).

**3. Katie Sullivan, Hamilton Encampment Support Network (Added Item 9.2 (c))**

Katie Sullivan, Hamilton Encampment Support Network addressed the Committee respecting Winter Services Plan (Added Item 12.1).

**4. Merima Menzildzic (Added Item 9.2 (d))**

Merima Menzildzic addressed the Committee respecting Winter Services Plan (Added Item 12.1).

**(Pauls/Clark)**

That the following Delegations, be received, and referred to the consideration of Item 12.1, Winter Services Plan for People Experiencing Homelessness:

- (i) James Lambert (Added Item 9.2 (a))
- (ii) Vic Wojciechowska (Added Item 9.2 (b))
- (iii) Katie Sullivan, Hamilton Encampment Support Network (Added Item 9.2 (c))
- (iv) Merima Menzildzic (Added Item 9.2 (d))

**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 6.

**(e) NOTICES OF MOTION (Item 12)**

- (i) Winter Services Plan for People Experiencing Homelessness (Added Item 12.1)**

**(Nann/Clark)**

That the Rules of Order be waived to allow for the introduction of a Motion respecting Winter Services Plan for People Experiencing Homelessness.

**Result: Motion CARRIED by a 2/3 majority 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 further disposition of this matter, refer to Item 6.

**(ii) National Childcare Strategy – investigating the potential for direct municipal agreement with the Federal Government (Added Item 12.2)**

Councillor Nann introduced the following Notice of Motion:

WHEREAS, on April 19, 2021 the Government of Canada's budget announcement included a \$30 billion investment over five years to create a national system of Early Learning and Child Care and Indigenous Early Learning and Child Care;

WHEREAS, the Government of Canada has entered into Child Care Agreements with seven provinces and one territory to improve the quantity and quality of regulated child care while reducing the costs for parents to an average of \$10 per day;

WHEREAS, the provinces and territory that signed agreements with the federal government are collectively committing to expanding capacity of new regulated child care spaces by 125,000;

WHEREAS, an agreement between the Government of Canada and Province of Ontario on a bilateral child care program remains outstanding with public reports stating negotiations are ongoing;

WHEREAS, Ontario is home to 38% of Canada's children under the age of 6;

WHEREAS, like other cities in Ontario, families in Hamilton struggle with accessing child care and managing the high fees required to maintain care once secured;

WHEREAS, the COVID-19 pandemic has particularly amplified the precarious position that women, primarily the caregivers of children, are placed in when forced to choose between participating in the workforce and caring for their children or their extended family's children;

WHEREAS, twice as many women as men vacated the paid labour force by September 2021 compared to February 2020;

WHEREAS, the adoption of a National Child Care strategy would provide the resources required to ensure all families have access to the child care supports that meet their needs while providing all members of our community the opportunity to fully participate in the work force;

WHEREAS, the National Child Care strategy aligns with Hamilton's Economic Recovery Task Force recommendation to ensuring a direct

connection is made to the health and well-being of the community and the economy; and

WHEREAS, the National Child Care strategy aligns with Hamilton's Early Years Community Plan and the commitment to providing responsive, high quality, accessible early years programming that achieves equitable outcomes for all children and families.

THEREFORE, BE IT RESOLVED:

That staff from the Healthy and Safe Communities Department investigate the potential for entering into a direct municipal agreement with the Federal Government that would allow the City of Hamilton to participate in the National Childcare Strategy and report back to the Emergency and Community Services Committee as soon as possible.

**(f) GENERAL INFORMATION / OTHER BUSINESS (Item 13)**

**(i) Ambulance Offload Delays - Update (Added Item 13.1)**

Chief Michael Sanderson provided the Committee with an update respecting the Ambulance Offload Delays.

**(Jackson/Clark)**

That the verbal update provided by Chief Michael Sanderson, regarding Ambulance Offload Delays, 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

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

**(Merulla/Clark)**

That there being no further business, the Emergency and Community Services Committee be adjourned at 3:22 p.m.

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

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

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YES - Ward 9 Councillor Brad Clark  
ABSENT - Ward 14 Councillor Terry Whitehead

Respectfully submitted,

Councillor N. Nann  
Chair, Emergency and Community Services  
Committee

Tamara Bates  
Legislative Coordinator  
Office of the City Clerk

**Bates, Tamara**

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**Subject:** FW: Shelter Health Network Statement on Encampments in Hamilton  
**Attachments:** SHN Encampment letter signed.pdf

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**From:** Rachelle Sender <>

**Sent:** Monday, November 15, 2021 10:07 PM

**To:** Office of the Mayor <[Officeofthe.Mayor@hamilton.ca](mailto:Officeofthe.Mayor@hamilton.ca)>; Wilson, Maureen <[Maureen.Wilson@hamilton.ca](mailto:Maureen.Wilson@hamilton.ca)>; Farr, Jason <[Jason.Farr@hamilton.ca](mailto:Jason.Farr@hamilton.ca)>; Office of Ward 3 City Councillor Nrinder Nann <[ward3@hamilton.ca](mailto:ward3@hamilton.ca)>; Merulla, Sam <[Sam.Merulla@hamilton.ca](mailto:Sam.Merulla@hamilton.ca)>; [lucy.finelli@hamilton.ca](mailto:lucy.finelli@hamilton.ca); Jackson, Tom <[Tom.Jackson@hamilton.ca](mailto:Tom.Jackson@hamilton.ca)>; Pauls, Esther <[Esther.Pauls@hamilton.ca](mailto:Esther.Pauls@hamilton.ca)>; Ward 8 Office <[ward8@hamilton.ca](mailto:ward8@hamilton.ca)>; Clark, Brad <[Brad.Clark@hamilton.ca](mailto:Brad.Clark@hamilton.ca)>; Pearson, Maria <[Maria.Pearson@hamilton.ca](mailto:Maria.Pearson@hamilton.ca)>; Johnson, Brenda <[Brenda.Johnson@hamilton.ca](mailto:Brenda.Johnson@hamilton.ca)>; Ferguson, Lloyd <[Lloyd.Ferguson@hamilton.ca](mailto:Lloyd.Ferguson@hamilton.ca)>; VanderBeek, Arlene <[Arlene.VanderBeek@hamilton.ca](mailto:Arlene.VanderBeek@hamilton.ca)>; Whitehead, Terry <[Terry.Whitehead@hamilton.ca](mailto:Terry.Whitehead@hamilton.ca)>; Partridge, Judi <[Judi.Partridge@hamilton.ca](mailto:Judi.Partridge@hamilton.ca)>; [clerk@hamilton.ca](mailto:clerk@hamilton.ca)

**Cc:** Richardson, Elizabeth <[Elizabeth.Richardson@hamilton.ca](mailto:Elizabeth.Richardson@hamilton.ca)>

**Subject:** Shelter Health Network Statement on Encampments in Hamilton

Attached is a letter from the Shelter Health Network opposing the dismantling of encampments in Hamilton; its is signed by 25 health care providers.

Rachelle Sender MD, CCFP, FCFP

Shelter Health Network Clinic Lead

	<p>82 Stinson Street Hamilton, Ontario L8N 1S2 P: 905-526-7137 F: 905-526-7969 Shelterhealthnetwork.ca</p>
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## STATEMENT ON ENCAMPMENTS

The Shelter Health Network is concerned about the dismantling of encampments in Hamilton; we believe that this is endangering the health of the vulnerable people that we work with. We urge Council to find other ways of addressing the crisis of homelessness in this community.

The Shelter Health Network is a group of 38 health care professionals (including doctors, nurse practitioners, registered nurses and midwives). For over 15 years we have been collaborating with social service organizations in Hamilton to serve a high risk population with complex health problems and with no stable housing.

Everyday we see the adverse impact of homelessness on the health of the people we serve. It is well known that there is a lack of affordable housing in Hamilton, particularly housing with the supports needed for many in this population. In addition, living in shelters is not always an option: for one, there is a lack of shelter beds in the city, particularly for women and couples. Some people have had their access to shelters suspended because of past behaviors linked to their health problems. Still others have been assaulted or robbed in or near shelters and feel unsafe there. Therefore, for many of our patients, living in tents in encampments may be their best and safest option.

Providing health care is far easier if people live in encampments than if they live scattered in the woods on the escarpment (as some are urging them to do). If someone tests positive for COVID and needs to be cared for appropriately, we first need to be able to find them; this would be difficult if they live hidden in the woods. The same is true for other types of health care, for example, people with serious wound infections. Amputations have resulted when we are unable to locate patients for follow-up of such infections. Individuals evicted from encampments have lost their medications and been forced back into abusive relationships. Finally, people are less likely to die of overdoses when living in groups than if they overdose alone, without access to Narcan treatment from their friends.

In summary, we, as health care professionals with many years of experience working with the homeless population of Hamilton, urge Hamilton City Council to pause the dismantling of encampments and look for more constructive answers to the problem of homelessness in our community. The members of Shelter Health would be happy to lend their expertise and work with Council to come up with alternate solutions.

Signed by

Health Care Providers of the Shelter Health Network (names listed alphabetically on the following page)

<http://shelterhealthnetwork.ca/>



Gina Agarwal, MBBS, PhD, MRCGP, FCGP, dip CAPM  
Rabia Bana, MD, CCFP, FRCPC  
Kerry Beal, MD  
Karen Bushe MD, CCFP (EM)  
Siobhan Callaghan, MD, CCFP, FCFP  
Zoë Del Bel Belluz, MD, CCFP  
Rachel Erstling, MD, FRCPC  
Eric Fifield, MD, CCFP  
Dale Guenter, MD  
Shayna Henry MD, CCFP  
Robin Lennox, MD, CCFP  
Crista Maes, NP-PHC  
Tim O'Shea, MD, MPH, FRCPC  
Rose Patterson, NP  
Lori Regenstrief, MD  
Adrian Rocci, MD, CCFP (AM), FCFP, ABAM  
Erica Roebbelen, MD, CCFP  
Haider Saed, MD, MSc, CCFP, FCFP  
Rachelle Sender, PhD, MD, CCFP, FCFP  
Myles Sergeant, PEng, MD, CCFP, FCFP  
Elizabeth Shaw, MD, CCFP (AM), FCFP  
Kyla Sorensen, MD, CCFP  
Hailie Streith, NP  
Frank Vona, MD  
Jill Wiwcharuk, MD, CCFP (EM), dipISAM



November 18, 2021

**Re: Item 11.1, National Childcare Strategy – investigating the potential for direct municipal agreement with the Federal Government**

Dear Members of the Emergency and Community Services Committee,

As President and CEO of the Hamilton Chamber of Commerce, Hamilton's oldest institution at 176 years old, I have the privilege of speaking for our 1,000+ members that employ over 75,000 people in our community. I am writing to express our support for the motion tabled that, if passed, would instruct City staff to investigate a direct municipal agreement with the Federal Government on its National Childcare Strategy.

Throughout the past course of the pandemic, the Chamber has been a lifeline for local businesses hosting over 40 webinars on pandemic response related subjects, conducting advocacy to all three levels of government based on the feedback of our members, and partnering with the City to launch the Hamilton COVID Concierge for Business support service, which has provided direct, one-on-one support to hundreds of Hamilton-area businesses. A major theme that has emerged over the course of the past 20 months is the near-unanimous consent among the business community that affordable and accessible childcare is an essential priority as we embark on our economic recovery.

Looking to understand and address the gender disparities that the COVID-19 pandemic has had on our local labour market, the Hamilton Chamber of Commerce conducted the [Women Out of Work](#) study over the course of 2020-2021 that heard from nearly 1,600 self-identified Hamilton women. We know that full economic recovery is not possible if women are not included. Nor is it possible if women are not provided with fair and equitable opportunities for workforce participation. Since the immediate impact of the first wave, Hamilton women have disproportionately had their careers impacted, their finances strained, and their expectations for unpaid work increase. COVID-19 has unduly affected female-dominated sectors in Canada and women are facing excessive barriers to re-entering the workforce.

During the study, the need for a national childcare strategy was repeatedly brought up via survey and focus group participants. We urge all levels of government to continue making strides towards universal, accessible and affordable childcare, which will



significantly improve workforce participation and reduce the financial burden of childcare on all Hamilton families.

Though we would prefer, and fully expect, an agreement between the Government of Canada and the Province of Ontario to be struck on the implementation of the Early Learning and Child Care and Indigenous Early Learning and Childcare system, we strongly support the motion today in hopes that an alternate process may deliver these advantages to the Hamilton labour force in a more expedient fashion.

Once again, thank you to the Emergency and Community Services Committee for the opportunity to provide comments today. Considering the experiences of the COVID-19 pandemic, accessible and affordable childcare needs to be considered integral to the economic development and success of communities moving forward.

Sincerely,

A handwritten signature in black ink, appearing to read "Keanin Loomis". The signature is stylized and cursive.

Keanin Loomis,  
President & CEO  
Hamilton Chamber of Commerce

## 5.3

### To the members of the Emergency and Community Services Committee

*Re report 2021/2022 Winter Service Planning (HSC21048), item 10.4 on the Nov. 18, 2021 agenda*

It is a few days before National Housing Day, November 22, which commemorates the day in 1998 when Big City Mayors in Canada declared homelessness and unaffordable housing a national emergency. We must never forget that for people who experience homelessness, homelessness is always an emergency, a crisis, a traumatic experience. Being without a home makes you extraordinarily vulnerable, at risk of injury and physical and mental health damage. Winter significantly multiplies the risks.

There is something surprising to me about this report. It makes no mention at all about encampments.

That's surprising given the amount of conversation and consternation around encampments over the past two years. Much more importantly, it's surprising because those in encampments are among the most vulnerable of our citizens, especially when it's cold. We already know that most of them aren't served by our shelter system, whether because they have pets or partners they want to stay with, because of fear of theft, because they have addiction or mental health issues that shelters aren't equipped to deal with or that make shelters impossible places for them to be in.

So I ask:

- Does the city have a plan specifically for people in encampments this winter?
- Specifically, does the city have a plan for reaching out to encampments when to warn of cold alerts?
- Would it be easier to find people to warn them of a cold alert if the city knew where they were?
- Would the city be willing to declare a moratorium on moving people from encampments during the winter, so that you know where they are and can ensure they are OK?
- If not, would the city consider providing alternate outdoor spaces on city land in locations further from neighbours, such as the land between King and Main West south of the cathedral?
- If neither of these, what is the city's plan to reach out to people sleeping rough but scattered and in unknown places?

Second, we all know that the real solution for those experiencing homeless isn't encampments and it isn't shelters, it's housing. For some, it's housing with supports. Can I recommend that the city provide monthly reports to the Emergency and Community Services on its progress in housing people who are currently experiencing homelessness, specifically

1. The number on the city's By Name list
2. The number of those on that list who are contacted to determine their needs
3. The number of those housed and whether or not they have the supports they need
4. The number who remain housed
5. The barriers the city faces to reducing the number on the By Name list and increasing the numbers contacted, housed and remaining housed. Those statistics, and likely others that would help to chart progress, would help the city to identify how far the demand for housing exceeds the supply of available social housing units or subsidized (rent supplements etc.) private sector units, so that it can increase the resources needed or make the case to the federal and provincial governments for more funding to provide those resources.

Thank you for considering the issues raised here.

Bill Johnston, Dundas

**5.4**

**From:** Alison Jones <>  
**Sent:** November 5, 2021 8:23 PM  
**To:** [clerk@hamilton.ca](mailto:clerk@hamilton.ca)  
**Subject:** Monday municipal budget

Greetings,

I am a Hamilton resident presently residing in Ward 2. I feel compelled to write something considering the upcoming municipal budget meeting and want to add my voice to others concerned with what is going on with these encampment evictions.

I read how the Superior Court of Ontario recently decided that evicting people living in tents in parks is legal and can continue. While it may be "legal," it is absolutely inhumane. There are news stories every single year across this country about people dying from exposure to the elements. Everybody knows this happens. There is no legitimate claim to ignorance on the matter. I am truly horrified that my city choses to send bylaw and police officers to show up where people are trying to live and take from them basic tools for survival such as tents and blankets. Taking *tents and blankets*, tearing down tarps put up to block freezing wind? Unconscionable. I condemn this reactive and disgraceful behaviour.

This council's decisions have obviously not produced long-term housing results for all Hamilton's residents. I am not convinced by anyone pretending that there is sufficient affordable housing in this city. I am 34 years old, was born at McMaster Hospital, went to school here, live and work here, my mother was born here, my grandparents were born here, my aunts and uncles live and work here, and my little cousins go to school here. Those making excuses, and their supporters who make complaints about "transients" "harming" city parks, cannot pull the wool over my eyes. The people surviving in encampments are not the problem; the problem is setbacks in implementation of the right to housing.

While I have not (yet) been in the position of being without housing, I had difficulty trying to find my present rental unit, especially as I needed to move during the pandemic due to my divorce. It is a bachelor apartment for \$815 a month which, frankly, is almost my entire month's employment income as a social work graduate student working part-time. This is hardly affordable, yet I was so relieved to find it given the situation in this city. The landlord looked over my proof of employment and hesitated and asked if I would be able to pay him. I couldn't find any apartment for less. I moved in January and immediately found myself thinking, what will happen if/when I get renovicted? It seems almost inevitable. It happened to my aunt and uncle and their two kids last year. They had been living in a rental unit of my grandpa's house, and when he died the new owner did what he could to get them out. It was a tense and hostile environment to try to live in. They found a different place, thankfully, but had to move out of the

city and it was incredibly stressful even for my uncle, who is a hardworking tradesman with experience under his belt. We are experiencing a housing crisis.

The excuse that anyone who wants to can stay in a shelter bed is just that: an excuse. And it's a poor one. Shelters are not accessible to everyone, and they are not a long-term solution. Shelters are a reactive measure to systemic inequalities. Sending officers to go tearing down tents and tarps is inexcusable, especially as subzero weather is upon us. I call on the City of Hamilton to stop this outrageous and shameful behaviour immediately. I am disgusted by the cavalier disregard for humanity and dignity this city's decision-makers and agents have shown, by using or accepting money to go destroy a person's tent. All residents of Hamilton encampments deserve the means to survive the winter. And we all deserve leaders who will make policy choices that prioritize housing for all, as a basic human right.

**As a resident I am demanding the City allocate the necessary funds during budget deliberations to adopt the following policy suggestions.**

### **Housing Policy**

1. The City of Hamilton must **adopt a compassion and universal homelessness policy** eliminating any waiting periods to access additional supports towards housing.
2. The City of Hamilton must embrace a legal **responsibility to house**.

### **Accessibility Policies in Shelters**

1. Shelters systems are reactive measures to systemic failure of governments to offer housing to all members of the public. Shelter systems are spaces where members of our community are subjected to strict qualification requirements and can even be banned from accessing shelter spaces. Shelter systems, like other systems which seek to criminalize members of the public rather than prioritize alternatives, must be abolished.
2. **Establishment of a Shelter Advisory Committee** of present and past shelter residents advise on improving shelter operations and appropriate housing options. Consultations should include discussions about accessibility, vaccine uptake, and general administration.
3. Pending the access of all to safe, dignified housing, **the City of Hamilton will unilaterally adopt accessibility policies around harm reduction**, including but not limited to:
  - a. Policy around **the right to exist in shelter space as you are**, including but not limited to allowing use of drugs in designated shelters
  - b. **Identifying shelters friendly to drug users**
  - c. Funding shelters to **permanently hire staff trained in safe consumption**

- d. **Collaborate with shelter residents who use drugs** to determine and help implement what harm reduction policies, programs and practices work best for the residents at the sites where they reside.
  - e. Shelter systems are spaces where members of our community are subjected to strict qualification requirements and can even be banned from accessing shelter spaces due to what is often called disruptive behaviour. **The labelling of disability related and mental health related symptoms as disruptive is ableist, and this practice must end.**
  - f. **Only two accessible women's shelters exist in Hamilton.** The City of Hamilton must build more.
- 4. There is no housing standard through the Accessibility for Ontarians with Disabilities Act, though disability activists at the AODA alliance have pushed for this for years. **The City of Hamilton must be in compliance with AODA, but also work beyond AODA to ensure these policies centre accessibility**
  - 4. The City of Hamilton **will secure accessible temporary housing options specifically for people with disabilities immediately.**
  - 4. **Keep shelter bed access transparent.** The City of Hamilton must publicize daily Wrap-up Code data (no suitable bed available at time of call) and Service Queue Daily Close-out (no bed provided by 4 AM), information made online for access by all.
  - 4. **Provincially-funded exceptional relationships with Hamilton Police Services**, such as “reserved” crisis centre beds, and extended stays afforded to only police-referred cases at the expense of general referrals, create a surmountable inequity within the shelter system. They must end.

### Expropriation Policy

- 1. The expropriation of municipal lands for infrastructure should be extended towards the apprehension of infrastructure for affordable housing. The City of Hamilton must advocate for the expropriation of buildings towards housing and supports.
- 2. The City of Hamilton must develop expropriation strategies that include, but are not limited to:
  - a. expropriating buildings owned by landlords with repeated health and safety violations
  - b. expropriation of abandoned / vacant buildings
  - c. expropriation from landlords with over 1000 units
  - d. expropriation of unused lands to protect against speculation and commercial development

### Cold Alerts, Inclement Weather and Warming Centres

- 1. Issue a cold alert / inclement weather alert when Environment Canada forecasts, for the City of Hamilton:

- a. **Cold:** A temperature of -5°C or colder, or a temperature above -5°C with a windchill -10°C or below.
  - b. **Freezing rain:** When freezing rain is expected to pose a hazard to transportation or property or when freezing rain is expected for at least two hours.
  - c. **Snowfall:** When 15 cm or more of snow falls within 12 hours or less.
  - d. **Rainfall in winter:** When 25 mm or more of rain is expected within 24 hours
2. During active inclement weather alerts, require City operated and funded facilities to:
- a. **Drop-in centers accept as many clients as possible** within COVID, Public Health and Toronto Fire Occupancy standards.
  - b. **Refrain from refusing walk-in access** to any sector-appropriate shelter, admitting individuals without forcing them to undergo typical intake and eligibility procedures
  - c. **Allow clients to access any sector appropriate shelter**, not only assigned shelter for the night
  - d. **Staffing.** Fully staff warming and respite centres, including such as:
    - i. harm reduction services and supplies
    - ii. hot meals
    - iii. wi-fi
  - e. **24H respite/warming centres.** Activate at least two 24H warming centres to address overflow and social distancing protocols.
  - f. **No shelter bans.** No shelter suspensions or sanctions can be carried out during cold weather alerts. Any clients who have been sanctioned/suspended/banned can return to the shelter during these periods.
    - i. The City of Hamilton must make public its shelter ban/suspension procedures and anonymized data around their application.
3. Create an Inclement Weather Staffing Fund and make it available to warming and respite centre operators to place additional staff on shift during inclement weather alerts.

Sincerely,

Alison Cassandra Jones, BSW





December 1, 2021

The Honourable Doug Ford, M.P.P.  
Premier of Ontario  
Legislative Building  
Queen's Park  
Toronto, ON M7A 1A1

Sent via email: [premier@ontario.ca](mailto:premier@ontario.ca)

**Re: National Childcare Program  
Our Files:**

Dear Premier Ford,

At its meeting held on November 15, 2021, St. Catharines City Council approved the following motion:

“WHEREAS the province of Ontario has the most expensive childcare in the country, presenting a financial hardship for many families and a barrier for women’s full economic participation; and

WHEREAS the \$34 billion early learning and childcare spending commitment announced this year by the federal government will bring transformative change to childcare by lowering parent fees and expanding the supply of regulated not-for-profit and public childcare in this country; and

WHEREAS the federal government has already reached childcare agreements with BC, Nova Scotia, Manitoba, Saskatchewan, Yukon Territory, PEI, Newfoundland and Labrador and Quebec; and

WHEREAS the provisions of each agreement vary to some degree, but the majority of the jurisdictions have agreed to use the federal funds to:

- (a) lower parent fees by 50 per cent by the end of 2022 and to \$10 a day by 2025-26 or sooner;
- (b) improve the wages and working conditions of early childhood educators, and
- (c) publicly fund the expansion of not-profit and public childcare;

THEREFORE BE IT RESOLVED that the City of St. Catharines request that the provincial government take the necessary steps to work with the federal government on



a bilateral agreement to ensure the new national child care program be made available to Ontarians, and that it focuses on increased access, affordability, quality and responsiveness, all of which are essential to the COVID-19 pandemic response; and

BE IT FURTHER RESOLVED that staff actively monitor federal developments and engage in provincial and regional discussions; and

BE IT FURTHER RESOLVED that City Council request the City Clerk circulate Council's decision to other municipalities in Ontario, the Ontario Municipal Social Services Association and the Association of Municipalities of Ontario.”

If you have any questions, please contact the Office of the City Clerk at extension 1524.

A handwritten signature in blue ink, appearing to read "Bonnie Nistico-Dunk".

Bonnie Nistico-Dunk, City Clerk  
Legal and Clerks Services, Office of the City Clerk  
:mb

cc: Niagara Area MPPs  
Ontario Municipal Social Services Association  
Ontario Municipalities  
Association of Municipalities of Ontario, [amo@amo.on.ca](mailto:amo@amo.on.ca)

**Bates, Tamara**

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

-----Original Message-----

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

Sent: Sunday, November 21, 2021 5:21 PM

To: clerk@hamilton.ca

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

Submitted on Sunday, November 21, 2021 - 5:21pm Submitted by anonymous user: 172.69.216.136

Submitted values are:

==Committee Requested==

Committee: Emergency & Community Services Committee

==Requestor Information==

Name of Individual: Cameron Kroetsch (Chair), Rebecca Banky

Name of Organization: LGBTQ Advisory Committee

Contact Number:

Email Address:

Mailing Address:

Hamilton ON

Reason(s) for delegation request: To delegate to the Emergency and Community Services Committee respecting the Citizen Committee Report about the Appointment of Additional Members to the LGBTQ Advisory Committee

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/561076>



Hamilton

**Seniors Advisory  
Committee**

**Minutes**

**October 1, 2021**

**10:00am – 12:00pm**

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

**All electronic meetings can be viewed at:**

**City's YouTube Channel**

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

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**In Attendance:**

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

**Also, in Attendance:**

Lisa Maychak, Project Manager, Healthy & Safe Communities Department  
Kim VanderMeulen, Program Secretary, Healthy & Safe Communities  
Sonya Baldwin, Program Secretary, Healthy & Safe Communities  
Trevor Jenkins, Project Manager, Sustainable Mobility Planning and Economic Development  
Brian Hollingworth, Director, Sustainable Mobility Planning and Economic Development

**Absent with Regrets:**

Tom Jackson, City Councillor, Marjorie Wahlman

**Absent:**

Vince Mercuri, Dahlia Petgrave, Nrinder Nann

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**1. CEREMONIAL ACTIVITIES (Item 1)**

Land Acknowledgement presented by A. Elliott

A. Alshaikhahmed has volunteered to read the Land Acknowledgement at the next meeting.

## 2. APPROVAL OF AGENDA (Item 2)

**(S. Boblin/A. Elliott)**

That the Seniors Advisory Committee approves the October 1, 2021 agenda, as presented.

**CARRIED**

## 3. APPROVAL OF MINUTES OF PREVIOUS MEETING (Item 4)

**(C. Fernandes/A. Alshaikhahmed)**

That the Seniors Advisory Committee approves the Sep 10, 2021 Minutes.

**CARRIED**

## 4. STAFF PRESENTATIONS (Item 9)

**(i) "Complete, Livable, Better Streets Design", Trevor Jenkins, Project Manager and Brian Hollingworth, Director, Sustainable Mobility Planning and Economic Development.**

T. Jenkins provided a presentation to the committee on Hamilton's Complete, Liveable, Better Streets Design. T. Jenkins ended his presentation with an opportunity for a question and answer period for the Senior Advisory Committee. Additional information can be found at <https://www.hamilton.ca/streets-transportation/streets-sidewalks/complete-livable-better-clb-streets>

**(J. Mayo/A. Elliott)**

That the Seniors Advisory Committee receive the presentation by Trevor Jenkins, Project Manager, Sustainable Mobility Planning and Economic Development, City of Hamilton.

**CARRIED**

## 5. DISCUSSION ITEMS (Item 10)

**(i) Proposed Resolution  
Vaccinations at Macassa and Wentworth Lodges.**

J. Mayo brought before forward the following resolution  
Mandatory COVID vaccinations at Macassa and  
Wentworth Lodges

**(J. Mayo/D. Broom)**

Whereas all the residents who live at Macassa and Wentworth Lodges are seniors who have compromised health problems;

Whereas seniors who have compromised health problems are the most vulnerable population to acquire COVID and are the most likely to die from it;

Whereas those who have been vaccinated against COVID are very unlikely to acquire COVID nor to pass on the virus to others;

Whereas the Health Protection and Promotion Act mandates that the Chief Medical Officer of Health of Ontario to direct that all covered organizations must establish, implement and ensure compliance with a COVID-19 vaccination policy that requires its employees, staff, contractors, volunteers and students to provide a proof of full vaccination or a written medical reason for exemption;

Whereas not all the staff at Macassa and Wentworth Lodges have been vaccinated against COVID and yet continue to work there;

Whereas several deaths from COVID have been reported amongst the residents of the Lodges;

Whereas the Seniors Advisory Committee's mandate is be a credible communication vehicle regarding the quality of life for all seniors in the City;

- (a) The Seniors Advisory Committee urges the City to immediately impose an immediate requirement for all staff to be vaccinated and to forbid anyone from entering the buildings who has not been vaccinated;
- (b) Because the situation is dire and potentially life-threatening for all residents, that Councillors Tom Jackson and Nirinder Nann be informed of this resolution immediately and communicate it to the Mayor and all other Councillors

**CARRIED**

**(ii) Working Groups (Item 10.1)****(a) Getting Around Hamilton Working Group**

J. Mayo reported that Waterdown now has an on-demand transit pilot service. There was an increase in fares as of Sept 1. The Senior monthly and yearly pass also raised in price. The trans cab service in Stoney creek currently has issues but the group plans to deal with that at the next meeting. Also, a reminder that it is now the responsibility of the individual to renew their driver's license and vehicle sticker as the province is no longer sending out notices. This group is currently organizing workshops with the Hamilton Council on Aging. They have also made a funding proposal made to the Ministry of Seniors and Accessibility.

**(b) Elder Abuse Working Group**

P. Petrie reported that there has been no movement at this time with the safety videos and Hamilton Police Services (HPS) and is unsure of what the delay is. The group was able to obtain statistics on elder abuse but have not had time to review yet. C. Fernandes has some booklets with information and informed the group that the HPS used to have workshops available for groups. Elder Abuse working group will investigate these workshops with HPS. P. Petrie mentioned getting someone from Catholic Family Services to come and speak to this advisory committee. P. Petrie has some contact names and will share them to with L. Maychak to contact.

**(c) Housing Working Group**

M. Toth reported that Jane Murrell, Supervisor-Health Hazards & Vector Disease, City Hamilton spoke to the group regarding City strategies for Heat Mitigation, such as opening cooling centres with bottled water available.

J. Murrell outlined the warning system that come from Climate Canada to the City and the criteria used to prompt the warnings.

The City of Hamilton has engaged landlords and offered suggestions to them to support their tenant's well-being during heat waves. Some interior building temperatures can be hotter than outside conditions. Currently, the City of Hamilton has no by-laws to enforce strategies nor an

emergency plan for heat events as exists for extreme winter conditions. Because of Climate Changes, such heat events are increasing in intensity and frequency, making the need for citizen safety more critical.

**(c) Communication Working Group**

D. Bloom reported the group's last meeting was cancelled and the next meeting is booked for October 20, 2021.

**(iii) Working Committees (Item 10. 2)**

**(a) Age Friendly Plan - Governance Committee**

A. Elliott reported that the list of members has been updated, and draft terms of reference was reviewed. The group looked at what recommendations should be focused on for the next year. A. Elliott encourages all SAC committee members to read the report with the seven areas and the recommendations.

**(b) Older Adult Network**

There are no updates at this time.

**(c) International Day of Older Persons Committee**

D. Stone reported that International Day of Older Persons is happening today, Oct 1, 2021.

This event will be aired on Cable 14 at 8pm Oct 1, 2021 and will be moderated by Connie Smith.

**(d) McMaster Institute for Research on Aging**

There are no updates from this committee.

**(e) Ontario Health Coalition**

C. Fernandes reported that the Ontario Health Coalition will be holding a meeting on Monday October 4, 2021 beginning at noon at Gore Park. This event will be held to hold government accountable.

**(f) Our Future Hamilton Update**

There are no updates from this committee



**(g) Senior of the Year Award**

L. Maychak reported the event will be televised on Oct 23, 2021 at 7pm on Cable 14 and the City YouTube channel. Video interviews were completed with all nominees and will be included. The week after the show is aired all winners and nominees will receive a certificate and gift. At this time there is hope that next year will be able to be done in person and there is a plan to invite this year's nominees to attend.

**6. GENERAL INFORMATION/OTHER BUSINESS**

**(i) Light Rail Transit – letter of support**

From the previous June minutes, it was raised by M. McKeating to send a letter of support of the Light Rail Transit (LRT). At this time the City has approved, and a letter of support is not required at this time. L Maychak suggested the committee could submit a CCR to give support.

J. Mayo requested that the June minutes to be amended to read "a motion to support LRT and accepted by a majority vote" and re-issued minutes to the committee. L Maychak to request clarity on this process.

**(ii) Feedback Social Determents of Health Covid19**

- Impressed with addressing challenges for vulnerable populations during the COVID-19 pandemic.
- In terms of the data, what are the next steps in addressing the inequities faced by vulnerable populations? Has there already been actions taken? If there have been actions taken SAC would like to know what has been done. A presentation to the committee would be greatly appreciated. Perhaps in December 2021?
- In terms of moving forward, SAC would like to be consulted.

Next steps – L. Maychak to request an update.

**(iii) All Advisory Committee Meeting**

J. Mayo found that the meeting seemed controlled by the City staff. The meeting was long because of the number of Advisory committees participating. Looking forward to future collaboration with other groups.

S. Boblin appreciated hearing from all the different groups but found there was limited time for discussion. It seemed that all groups related there is a need for communication between all as everyone seems to be experiencing similar issues.

P. Petrie commented that it was very interesting but there are issues finding items on the City website there seems to be an unclear path on how the public is to engage communication directly with the committee. Members were able to link with other groups to communicate with during this meeting.

L. Maychak provided clarification for public engagement that community members would contact the staff liaison for their assigned advisory committee.

M. Toth commented that possibly working with other groups may not be as powerful but individual groups working alone coming forth with the same issues may be more effective.

**(iv) Proposed Resolution**

Item moved to Discussion Items (Item 10.0)

- (v)** D. Broom provided an update on the deputation he had to the Hamilton Police Services Board as an individual citizen, not as a member of the Seniors Advisory Committee on May 21, 2021 regarding police investigation of abuse in long-term care facilities. D. Broom has reached out to Constable Andrea McLaughlin, Senior Support Officer, Hamilton Police Services, asking specific questions and requesting more information about what is currently happening at this time. A response was received that she is not the correct contact person. At this time, it is unclear on what will happen. It was suggested that committee could plan to advise council and J. Mayo suggested that D. Broom prepare a proposed resolution for the next meeting.

**8. ADJOURNMENT (Item 15)**

**(S. Boblin/M. Toth)**

That the Seniors Advisory Committee be adjourned at 12:09 p.m.

**CARRIED**

Next Meeting: November 5, 2021

## 7.2



**CITY OF HAMILTON**  
**HEALTHY AND SAFE COMMUNITIES DEPARTMENT**  
**Hamilton Paramedic Service**

<b>TO:</b>	Chair and Members Emergency and Community Services Committee
<b>COMMITTEE DATE:</b>	December 9, 2021
<b>SUBJECT/REPORT NO:</b>	Stryker Power Load Conveyance Equipment Standardization (HSC21038) (City Wide)
<b>WARD(S) AFFECTED:</b>	City Wide
<b>PREPARED BY:</b>	Cliff Eggleton (905) 546-2424 Ext. 7743
<b>SUBMITTED BY:</b>	Michael Sanderson Chief, Hamilton Paramedic Service Healthy and Safe Communities Department
<b>SIGNATURE:</b>	

### RECOMMENDATION

- (a) That the Stryker Power Cot/Power Load system be designated a “Standard” system pursuant to Procurement Policy #14 – Standardization, such designation to be reviewed again no later than December 31, 2032;
- (b) That the Preventative Maintenance programs and any repairs for the Stryker Power Cot/Power Load system, manufactured by Stryker Canada Inc, be authorized to be performed by Stryker Canada Inc or a Stryker Canada Inc authorized repair facility; and,
- (c) That the Chief, Hamilton Paramedic Service, or their designate, be authorized to negotiate, enter into and execute any required contract and any ancillary documents required to give effect thereto with Stryker Canada Inc or an authorized Stryker Canada Inc distributor, in a form satisfactory to the City Solicitor.

### EXECUTIVE SUMMARY

Hamilton Paramedics along with much of Ontario’s municipal Paramedic Services have adopted using Stryker PowerLoad and PowerCot system with much success. Hamilton’s 2015 adoption of these PowerLoad and PowerCot systems is now

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

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

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

**SUBJECT: Stryker Power Load Conveyance Equipment Standardization  
(HSC21038) (City Wide) – Page 2 of 4**

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approaching the original equipment's approved manufacturer service life and will require replacement soon.

The current Council approval for system Standardization pursuant to Procurement Policy #14 Standardization expires in 2022.

The Hamilton Paramedic Service has designed a plan to replace the original conveyance and loading systems that were installed in 2015 over four years starting in 2022 and ending in 2025.

**Alternatives for Consideration – Not Applicable**

**FINANCIAL – STAFFING – LEGAL IMPLICATIONS**

Financial: The funds for 2022 are included in the 2022 Capital Budget under Project #7642251101 - 2022 Annual Equipment Replacement Project for Hamilton Paramedic Service. Subsequent years will be included in those years' Capital Budget. There is no additional levy impact as the main source of funding is the Paramedic Services Equipment Reserve and allocated Block funding.

<b>Year Replacement</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>
<b>Estimated spend for each year</b>				
Stretchers (7-10 years)	\$400,000	\$400,000	\$400,000	\$400,000
Loading System (7-10 years)	\$393,750	\$393,750	\$393,750	\$393,750
Total	\$793,750	\$793,750	\$793,750	\$793,750

Staffing: N/A

Legal: N/A

**HISTORICAL BACKGROUND**

The Hamilton Paramedic Service transitioned from Paramedics physically lifting stretchers into ambulances to a mechanical power lifting and loading system to lift and load its patient's and stretchers into ambulances after Council approval on May 27, 2015 (Report CS15026).

85% of Municipal Paramedic Services across the province have eagerly adopted this power loading technology along with the power lifting stretchers during the past decade, assisting their staff in reducing physical injuries caused by having to physically lift the

**SUBJECT: Stryker Power Load Conveyance Equipment Standardization  
(HSC21038) (City Wide) – Page 3 of 4**

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weight of a stretcher, medical equipment and the patient from the ground up and into the back of ambulances.

Since 2015, through Council's approval, Hamilton Paramedic Service has purchased and installed 47 PowerLoad lifting systems in all (except one) of our ambulances and has purchased 57 Stryker PowerCots for approximately \$2,278,733 to assist Paramedics in transporting and lifting patients. This PowerLoad and PowerCot system has received great appreciation and adoption from the front-line paramedics and has led to eliminating paramedic injuries related from directly lifting or loading stretchers into ambulances.

The Stryker systems have proven to be reliable and consistent related to lifting and loading patients into ambulances. Hamilton Paramedic Service has very few documented equipment problems, system issues or critical mission failures related to these two pieces of equipment.

**POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS**

Pursuant to the *Ontario Ambulance Act*, Section 4, Part 1(d), the Minister of Health has authority "to establish standards for the management, operation and use of ambulance services and to ensure compliance with those standards".

Pursuant to this authority the Ministry of Health has published the "Provincial Equipment Standards for Ontario Ambulance Services V3.5". The Stryker PowerCot stretcher and the Stryker PowerLoad systems are certified as being in compliance with these standards.

The Ontario *Occupational Health and Safety Act*, Section 25, Part 2(h) requires that the employer shall "take every precaution reasonable in the circumstances for the protection of a worker".

Given the existence of musculoskeletal and repetitive strain hazards associated with the past use of manual lift and load stretchers and recognizing the nature of work required to be performed by paramedics, it is expected that we should be diligent in reducing the frequency of manual lifting and the total weight to be lifted to protect the health and safety of workers.

**RELEVANT CONSULTATION**

Consultation with Procurement staff regarding the interpretation and application of Procurement policy, consultation with Finance to verify financial information provided in this report and consultation with Risk Management regarding extending manufactures recommended lifespan for equipment discussed in this report.

**SUBJECT: Stryker Power Load Conveyance Equipment Standardization  
(HSC21038) (City Wide) – Page 4 of 4**

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**ANALYSIS AND RATIONALE FOR RECOMMENDATION**

Since the approval and adoption of the Stryker PowerLoad and PowerCot system for the Hamilton Paramedic Service, the City has provided a substantial investment, both in terms of direct capital costs in the equipment and indirect investment in training and intangibles such as the development of operational procedures and techniques. The equipment service life is +/- 7 years, with training and intangibles lasting even longer. There is no similar system currently available or in development, so it is proposed that the Stryker PowerLoad and PowerCot system be designated as a Hamilton Paramedic Service “Standard” and continue pursuant to Procurement Policy #14 – Standardization to facilitate ongoing longer-term maintenance and procurement planning.

**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.

**Our People and Performance**

Hamiltonians have a high level of trust and confidence in their City government.

**APPENDICES AND SCHEDULES ATTACHED**

None



## INFORMATION REPORT

<b>TO:</b>	Chair and Members Emergency and Community Services Committee
<b>COMMITTEE DATE:</b>	December 9, 2021
<b>SUBJECT/REPORT NO:</b>	Reaching Home: Canada's Homeless Strategy Community Homelessness Report 2019-2020, 2020-2021 (HSC21044) (City Wide)
<b>WARD(S) AFFECTED:</b>	City Wide
<b>PREPARED BY:</b>	Vanessa Parlette (905) 546-2424 Ext. 3863
<b>SUBMITTED BY:</b>	Edward John Director, Housing Services Division Healthy and Safe Communities Department
<b>SIGNATURE:</b>	

### COUNCIL DIRECTION

Not Applicable

### INFORMATION

The Community Homelessness Report 2021 covers the period from April 1, 2019 – March 21, 2021. The report is required to be completed by all Designated Communities receiving funding through the federal Reaching Home program. As the Community Entity responsible for administering Reaching Home funds, the Housing Services Division completed this report in collaboration with the Indigenous Community Entity. The report outlines annual performance outputs as well as progress towards achieving community outcomes.

### Background

The Housing Services Division is the designated Community Entity (CE) responsible for local implementation of the Reaching Home strategy and related investments. This is done in partnership with the CE for the Reaching Home Indigenous funding stream, the Coalition of Hamilton Indigenous Leadership (CHIL). CHIL is a collaborative of leaders

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at Indigenous organizations who work to enhance and improve Indigenous-led and Indigenous-serving community resources while amplifying Indigenous voices in Hamilton.

On April 1, 2019, the federal government launched Reaching Home as a revision to the former Homelessness Partnering Strategy (HPS). The Reaching Home program is in effect April 1, 2019 until March 31, 2024. It is designed to assist local communities in adopting an outcome-based approach towards achieving a 50% reduction in chronic homelessness by 2028.

Under the Reaching Home directives, the City is mandated to achieve core requirements that help strengthen an evidence-based and integrated approach across the homelessness sector. These requirements are deeply aligned with Hamilton's Coming Together to End Homelessness Systems Planning Framework. This is a community strategy towards ending homelessness developed with diverse partners in 2019. Reaching Home and the Systems Planning Framework build on a foundation established through many years of collaboration.

Specifically, Hamilton is required by the end of March 2022 to have:

- Issued a Call for Applications process grounded in Housing First principles, ensuring that diverse services are organized and delivered in a coordinated manner to advance reductions in homelessness
- Developed and implemented a Coordinated Access System
- Implemented a Homelessness Information Management System (shared database) used by all funded homelessness sector partners
- Cross-streamed the planning and implementation of Coordinated Access with the Indigenous CE to support active participation of all service providers, appropriate culturally sensitive referrals, and advancement of Truth and Reconciliation goals.

As demonstrated below, Hamilton is well on the way to achieving these objectives. Together these objectives help to strengthen Hamilton's Homelessness Serving System with an emphasis on ending homelessness rather than managing it.

**Progress Towards Meeting Reaching Home Requirements: Call for Applications**

This requirement has been fulfilled.

To facilitate the delivery of Reaching Home funds, a Call for Applications (CFA) was undertaken in 2019. Based on the parameters of the Reaching Home funds, the CFA identified programs that, working together, align to create a homeless-serving system that ensures homelessness is rare, brief, and non-reoccurring. The CFA incorporated Reaching Home funding, Provincial Community Homelessness Prevention Initiative,

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and Home for Good funding to maximize all available resources in support of Hamilton's Coming Together to End Homelessness Systems Planning Framework.

In 2020, Council approved funding recommendations in the amount of \$7,576,159 to programs in four intervention streams: Assertive Housing-Focused Street Outreach; Prevention and Diversion; Transitional Housing; and Intensive Case Management (Report HSC20004). These investments more than double the number of permanent housing placements and in-home case management supports, from 350 program spaces to 732. Together these program streams make up a comprehensive system based on best practices for preventing and ending homelessness.

The CFA additionally applied an Equity, Diversity, and Inclusion framework to ensure a homeless-serving system that accounts for the unique needs and considerations of women, youth, and Indigenous Peoples. With a 30% funding investment through the CFA to interventions serving single homeless women, Hamilton exceeds the National Housing Strategy's recommended 25% funding investment for women and girls.

In addition, the City of Hamilton annually allocates 20% of the federal CFA funding amount to Indigenous-led interventions. The overrepresentation of Indigenous peoples among those experiencing homelessness in Hamilton is rooted in historic trauma, oppression, racism, and discrimination along with ongoing processes of colonization and exploitation of Indigenous lands and populations. Dedicating 20% of federal homelessness program dollars is an arrangement that was developed in 2004 between the two CEs to respond to the disproportionate rates of homelessness among Indigenous people in our community.

A review of the funding relationship between the urban Indigenous community and the City of Hamilton was conducted in 2013. Under federal Reaching Home funding in April 2019, two Community Entities were extended: The Designated Community Entity (City of Hamilton) and the Indigenous Community Entity (CHIL). The Indigenous Community Entity is guided by ongoing engagement with Indigenous community members, staff of local Indigenous homelessness programs and services, and Indigenous community leadership, as well as the Indigenous Community Advisory Board and their CFP process. Through the CFA, the Homelessness Funding Implementation Group (HFIG) recommended an additional \$100,000 be designated to Indigenous-led programs, reflecting 20% of the Provincial programming funds included in the CFA. The total amount allocated in 2020-2021 to Indigenous-led homelessness interventions through the Indigenous Community Entity is \$1,054,469.

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**Progress Meeting Reaching Home Requirements: Coordinated Access and Homelessness Management Information System (HMIS)**

Hamilton has fulfilled 15 out of 18 of the Reaching Home minimum requirements for Coordinated Access and HMIS. Work on the remaining three requirements is on track to meet the full 18 requirements by March 2022.

Coordinated Access represents a community-wide approach to assessing and triaging individuals experiencing homelessness to effectively identify and connect them with the right range of supports. This helps move from an approach where clients are served by single organizations to one of shared accountability as a sector. The goal is to make sure everyone accesses their right to housing as quickly and efficiently as possible.

Hamilton has achieved the core components of Coordinated Access, building on decades of collaboration across the homeless serving sector. These achievements include:

- **Homelessness Management Information System:** Hamilton has fully implemented the Homeless Individuals and Families Information System (HIFIS) version 4. This is a comprehensive data collection and case management system used by providers across the homelessness serving system to facilitate coordinated access. As of March 31, 2021, all emergency shelters and hotels, Intensive Case Management, Rapid Re-housing, Drop-in, diversion programs, and the YWCA transitional living program have been onboarded onto HIFIS, representing approximately 500 HIFIS users.
- **Common Intake:** Through an approach where “every door is the right one”, intake processes are standardized at every access point in the homeless-serving system. Individuals experiencing homelessness are assessed and asked for their consent to be added to Hamilton’s By-Name List. The By-Name List is a real-time record of everyone known to be experiencing homelessness.
- **Common Assessment:** Organizations across the homeless-serving sector use a common assessment tool to triage the needs of individuals. This information is documented in HIFIS to help prioritize the most appropriate types of housing resources and programs to best meet the needs of individuals.
- **Prioritization:** Community partners collaborate to prioritize individuals on the By-Name List based on level of need assessed against shared prioritization criteria. This helps ensure consistency and transparency in the way that individuals are connected to appropriate resources.

**Collaboration with the Indigenous Community Entity**

The Housing Services Division recognizes the overrepresentation of Indigenous peoples among those experiencing homelessness in Hamilton is rooted in historic

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trauma, oppression, racism and discrimination as well as ongoing processes of systemic colonization. Addressing Indigenous homelessness in Hamilton requires collaborating with and taking direction from urban Indigenous community leadership. Our collaboration with urban Indigenous leadership spans investment decisions, strategic planning, policy development, and service delivery.

Through several years of intentional relationship building, the Housing Services Division maintains strong working relationships with Indigenous organizations and coordinates in the areas above directly with CHIL.

It is important to note that historical funding inequities, housing affordability, discrimination, resource and capacity limitations impact Indigenous-led solutions and homelessness reduction goals. These conditions underscore the value and necessity of coordination, partnership, and effective use of resources. This is a shared commitment between CHIL and the Housing Services Division.

### **Progress on Achieving Community Outcomes**

During the Community Homelessness Report (CHR) reporting period of April 2019 through March 2021, communities have confronted unprecedented challenges that have exacerbated the homelessness crisis. Availability of housing affordability resources is exceeded by demand, with programs highlighting extreme challenges in meeting housing targets without affordability supports. COVID-19 has compounded the existing crises of housing affordability, mental health and addictions, and income disparity.

In spite of these challenges, having core components of Coordinated Access firmly in place (common assessment, established referral policies, HIFIS use) has facilitated coordination among partners and allowed programs to adapt quickly in response to the pandemic.

Significant outcomes have been achieved despite the pressures above, including:

#### **Increasing Supply of Affordable Housing**

- The Rapid Housing Initiative (RHI) Major Cities Stream Round 1 funding made available in Hamilton through the Canadian Mortgage and Housing Corporation was invested in four projects. This has resulted in 46 new units that will be dedicated to individuals from Hamilton's By-Name Priority List and Access to Housing waitlist, with a particular focus on women, urban Indigenous women, and seniors.
- Reaching Home COVID-19 funding was used to bring online 12 new units of permanent supportive housing for Indigenous households through a partnership between Indwell and Sacajawea Non-Profit Housing. This collaboration in

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affordable housing between a non-Indigenous and Indigenous agency aims to set a new precedent for Hamilton's housing sector.

- Through the provincial Strong Communities Rent Supplement Program and provincial/federal capital funding, the YWCA has brought online 35 Rent-Geared-to-Income units for women. These will be populated from Hamilton's By-Name Priority List or Access to Housing waitlist through a YWCA affordable housing project. The project also has 15 affordable units priced at the low-end of market.

#### Increasing Access to Affordable Housing

- From January 2020 to July 2021, 447 households have been housed from Hamilton's By-Name Priority List, representing 998 unique individuals.
- To help address a growing crisis of housing affordability in Hamilton, housing allowances were provided to Intensive Case Management clients. Approximately 250 Canada-Ontario Housing Benefits were allocated, beginning with households in receipt of housing allowances that were expiring to support housing loss prevention.
- As new housing allowances become available, a minimum of 30% are dedicated to Indigenous programs, recognizing that systemic discrimination has resulted in over-representation of Indigenous people among those experiencing homelessness. The City also aims to ensure that a minimum of 25% of housing allowances are used to support housing placements for women, trans-feminine, trans-masculine, and non-binary persons.
- In the spirit and action of reconciliation, the City of Hamilton continues to directly invest in Indigenous-led solutions. Respecting Indigenous autonomy, 20% of federal funds, including COVID-19 investments, are dedicated to Indigenous-specific interventions. These investments are selected by the Indigenous Community Advisory Board. Each intervention is developed and led by a local Indigenous agency.
- In early 2021, the City of Hamilton entered into a partnership with St. Joseph's Healthcare Hamilton and the Canadian Mental Health Association Hamilton Branch on a pilot project to stabilize the housing of 15-20 individuals experiencing chronic homelessness with high acuity mental illness and/or substance use disorder. The pilot integrates peer support, clinical health and addictions services, and City-funded Intensive Case Management program support and housing allowances, along with access to market rent units through CityHousing Hamilton.

#### Next Steps

Next steps to ensure fulfilment of all Reaching Home requirements include testing a new model of prioritization and right matching to programs. This model has been developed in collaboration with the Indigenous CE and in consultation with funded

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partners. Testing of the prioritization model through the remainder of 2021 will lead to refinement and finalization in the new year. It should be noted that HIFIS 4 was introduced in October 2019, as such 2019-2020 data includes only five months. Therefore, limited trends and conclusions can be drawn. A more up-to-date and comprehensive snapshot through September 2021 is found in Report HSC20020(d).

Additionally, City staff are working closely with the Indigenous CE to foreground Indigenous knowledge and leadership in both mainstream and Indigenous Coordinated Access processes. This includes a dedicated strategy to ensure Indigenous sovereignty and self-determination with respect to data collection and use. This collaborative work is done in recognition of the underfunding of the Indigenous CE, which limits their capacity to participate in core activities at a pace in line with meeting federal timelines required of the Housing Services Division. Further resources have been sought through the Reaching Home Innovation Fund to support an Indigenous Data Liaison and a Cultural Capacity Training Program.

Additionally, despite the important gains reported above, there remains an ongoing need to align health resources with housing and homelessness investments. This is essential to enable Community Entities to provide adequate permanent housing with support options for high acuity chronically homeless individuals staying in shelters and encampments. The Housing Services Division is continuing to pursue health sector partnerships to explore innovative models for delivering wraparound supports in low barrier permanent housing.

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

Appendix "A" to Report HSC21044: Reaching Home: Canada's Homeless Strategy  
Community Homelessness Report 2019-2020,  
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# **Reaching Home: Canada's Homelessness Strategy**

## **Community Homelessness Report**

### **City of Hamilton**

**2019-2020, 2020-2021**

## SECTION 1: COMMUNITY CONTEXT

### OVERVIEW

- 1.1 Highlight any efforts and/or issues related to the work that your community has done to prevent and/or reduce homelessness over the last two years.

In 2019, Coming Together to End Homelessness (CTEH): Hamilton's System Planning Framework was created. Building directly on a legacy of community informed system planning, this document lays out a clear roadmap for community-wide action to end chronic homelessness in Hamilton by 2025. Rooted in reconciliation, the CTEH framework acknowledges Indigenous homelessness as a colonial legacy, which calls for specific systems-level interventions and change. Working in strong collaboration with Indigenous community leadership, including the Indigenous Community Entity, the Coalition of Hamilton Indigenous Leadership, the CTEH framework supports our community in responding to Indigenous homelessness in a way that respects, honours, and promotes the strength and resilience of Indigenous Peoples.

To facilitate the delivery of Reaching Home funds, a Call for Applications (CFA) was undertaken in 2019. Based on the parameters of the Reaching Home funds, the CFA identified programs that, working together, align to create a homeless-serving system that ensures homelessness is rare, brief and non-reoccurring. The ensuing investments in housing with support interventions more than doubled the number of permanent housing placement and in-home case management supports, from 350 program spaces to 732. Building on past success of Prevention Services and Shelter Diversion, the system was expanded to support individuals in maintaining their current tenancies, with enhanced population-specific capacity for youth, seniors, families, and women.

The CFA applied an Equity, Diversity, and Inclusion framework that ensured a homeless-serving system that accounts for the unique needs and considerations of women, youth, and Indigenous Peoples. With a 30% funding investment through the CFA to interventions serving single homeless women, Hamilton exceeds the National Housing Strategy's recommended 25% funding investment for women and girls. The CFA incorporated Reaching Home funding, Provincial Community Homelessness Prevention Initiative, and Home for Good funding to maximize all available resources in support of the CTEH Framework.

In 2020, emergency shelter accommodations and drop-in programs were expanded in response to immediate needs in the community as a result of the pandemic.



Assertive Housing Focused Outreach training was provided, and the City's Housing Focused Street Outreach team was expanded to include additional staff. The Outreach team works from an assertive housing-focused perspective with the goal of engaging with homeless individuals and connecting them to services and housing. As part of outreach services, the City of Hamilton coordinates an Encampment Response Team that meets weekly. This team coordinates across a multi-sector response including Housing Services Division, the Social Navigator Program, Municipal Law Enforcement, Parks, and Waste Management, other street outreach programs and representation from those with lived experience.

To help address a growing crisis of housing affordability in Hamilton, housing allowances were provided to Intensive Case Management clients and approximately 250 Canada-Ontario Housing Benefits were allocated, beginning with households in receipt of housing allowances that were expiring to support housing loss prevention.

The City has committed an additional \$950,000 in annual funding (year over year) towards a new shelter and portable housing benefit focused on addressing the unique needs of women, trans-feminine, trans-masculine, and non-binary people experiencing homelessness, further supporting federal investments in homelessness prevention and response.

In early 2021, the City of Hamilton entered into a strategic partnership with St. Joseph's Healthcare Hamilton and the Canadian Mental Health Association Hamilton on a pilot project that aimed to stabilize the housing of 15-20 individuals experiencing chronic homelessness with high acuity mental illness and/or substance use disorder through coordination of clinical and non-clinical supports. This included the integration of peer support, clinical health and addictions services, and existing City-funded Intensive Case Management program support, as well as access to market rent units through CityHousing Hamilton and housing allowances through the Housing Services Division. The pilot was guided by principles of trauma-informed and person-centred care and aimed to provide links to comprehensive primary care to facilitate management of concurrent health and social needs through new mechanisms of collaboration to ensure health and housing resources are accessible and appropriate to meet needs of highly acute individuals.

As of March 31, 2021, all emergency shelters and hotels, Intensive Case Management, Rapid Re-housing, Drop-in, diversion programs and the YWCA transitional living program have been onboarded onto HIFIS, representing approximately 500 HIFIS users.

The City of Hamilton, in collaboration with a wide range of community partners, continues to support the implementation of the COVID-19 response framework to support data informed adaptation and transformation of services for people experiencing homelessness.

Partnership and Collaboration with Indigenous Community Entity:

- Ongoing and regular dialogue between City of Hamilton and Indigenous Community Entity leadership to continually strategize and collaborate at systems-level to enhance supports for Indigenous community members experiencing or at-risk of homelessness
- In the spirit and action of reconciliation, the City of Hamilton continues to directly invest in Indigenous-led solutions. Respecting Indigenous autonomy, 20% of federal funds, including COVID-19 investments throughout 2020, are dedicated to Indigenous-specific interventions, which are identified by the Indigenous Community Advisory Board. Each intervention is developed and led by a local Indigenous agency.

1.2 Highlight efforts and/or issues related to the work of increasing access to safe, adequate and affordable housing in your community over the last two years.

Recent research by Oxford Economics ranks Hamilton as the fifth least affordable city in North America, highlighting the affordability crisis within which the tremendous homelessness reduction efforts and notable outcomes outlined in this report are achieved.

As new housing allowances become available, recognizing that systemic discrimination in the housing market further compounds the housing crisis for Indigenous persons who are over-represented among those experiencing homelessness, a minimum of 30% are dedicated to Indigenous programs. Through ongoing monitoring of housing allowance distribution, the City also aims to ensure that a minimum of 25% are used to support housing placements for women, trans-feminine, trans-masculine, and non-binary persons.

Availability of housing affordability resources is exceeded by demand, with programs highlighting the extreme challenges in meeting housing targets without affordability supports. In spite of these challenges, noteworthy results have been achieved, as evidenced throughout the report.

Rapid Housing Initiative (RHI) Major Cities Stream funding made available to Hamilton through the Canadian Mortgage and Housing Corporation was invested in four projects bringing online 46 new units that will be dedicated to individuals from Hamilton's By-Name Priority List and Social Housing Waitlist, with a particular focus on women, Indigenous women, and seniors. RHI was the major contributor to the projects, with resources from other sources including the Poverty Reduction Fund, the Canada-Ontario Community Housing Initiative, and the Ontario Priorities Housing Initiative programs leveraged to maximize the projects.

Reaching Home COVID-19 funding was used to bring online 12 new units of permanent supportive housing for Indigenous households through a partnership between Indwell and Sacajawea Non-Profit Housing. This collaboration in affordable housing between a non-Indigenous and Indigenous agency aims to set a new precedent for Hamilton's housing sector.

A strategic partnership with St. Joseph's Healthcare Hamilton and the Canadian Mental Health Association Hamilton aimed to stabilize the housing of 15-20 individuals experiencing chronic homelessness with high acuity mental illness and/or substance use disorder through coordination of clinical and non-clinical supports. The pilot, with support from McMaster University, will shed light on further opportunities for effective health and housing systems integration locally.

Despite these important gains, there remains an ongoing need to align health resources with housing and homelessness investments to enable Community Entities to provide adequate permanent housing with support options for high acuity chronically homeless individuals living in shelters and encampments.

The continued build out of Coordinated Access processes, including the implementation and expansion of HIFIS 4.0, has facilitated service integration and strengthened the foundation of data that enables the system to monitor the impact of the interventions noted above and ongoing gaps, ultimately ensuring accountability to all individuals known to the system.

Ongoing collaboration continues with the Indigenous Community Entity to determine how HIFIS 4.0 can be appropriately designed and implemented to meet the unique needs of Indigenous community members experiencing or at risk of homelessness.

Indigenous data collection has been flagged by our Indigenous community partners as an area requiring further discussion to develop culturally appropriate policies and protocols that respect the autonomy and self-determination of the Indigenous community.

### 1.3 What impact has COVID-19 had on your community's progress with designing and implementing Coordinated Access and a Homelessness Management Information System (HMIS)?

The City of Hamilton, in conjunction with community partners, has provided a comprehensive response to the needs of people experiencing homelessness since its Emergency Operations Centre was activated on March 12, 2020 in reaction to the COVID-19 pandemic. The priorities have been to provide emergency shelter in a manner that allows for appropriate physical distancing, provide isolation spaces for people experiencing homelessness who test positive for COVID-19, and support community agencies to maintain critical services to the homeless population.

The City developed a framework outlining immediate, mid-term, and long-term actions. The framework will guide the transition from emergency response to a focus on adaption and transformation of the services it funds, acknowledging that preventing transmission of the COVID-19 virus requires rethinking much of how services have been traditionally delivered.

The roll-out of Reaching Home funded programs in April 2020 was necessarily impacted on multiple levels by the pandemic.

City-funded homelessness programs were required to redeploy staff in order to ensure critical 24/7 staffing was maintained at all emergency shelter operations and hotel expansions. Staff recruitment and retention at all programs has been challenged by the pandemic. This resulted in difficulty consistently staffing Intensive Case Management and Rapid Rehousing programs, thereby decreasing overall caseload capacity.

As City focus and resources shifted to the pandemic and staff shifted to remote work, there was decreased capacity to engage, consult, and address aspects of Coordinated Access development and implementation that had been planned for 2020.

Nevertheless, as aspects of Coordinated Access (common assessment, established referral policies, HIFIS use, etc.) were already firmly in place prior to the pandemic, this facilitated coordination among partners and allowed programs to roll-out and achieve significant outcomes despite the pressures above.

As emergency accommodation and drop-in services were expanded, HIFIS was extended to those programs, allowing for real-time understanding of system capacity and ongoing needs and gaps assessment to inform the investment of COVID-19 resources.

Over the course of the pandemic, there has been an increase in individual women and gender diverse adults seeking shelter, accessing drop-ins, and sleeping rough; a growing average length of stay across the system, most notably in hotel programs; and low housing placement outcomes for women. These factors place clients at risk of remaining homeless for extended periods of time. Despite the continual availability of overflow hotel space, some women and gender-diverse individuals are still utilizing overnight drop-in spaces or staying in encampments.

External factors have contributed to the high occupancy and low housing outcomes evident in the women's homelessness sector. COVID-19 is a significant health risk to the homeless population, specifically to those who have underlying medical conditions and challenges adhering to social distance measures. Across the entire shelter system, congregate living design and physical infrastructures placed additional pressures on systems to reduce crowding. Even in single room shelters and hotels, overall outbreak risks were high due to the bio-burden of all individuals present onsite.

An ongoing vaccination strategy within shelters and other programs for individuals experiencing homelessness has been led by Hamilton's Public Health Services and the Shelter Health Network in partnership with service providers and the Housing Services Division.

While there is a need to ensure enhanced emergency supports continue during COVID-19, the City will continue to work alongside community stakeholders to identify and address the long-term actions needed to support adaptation within Hamilton's homeless-serving system. Reliance on hotels for emergency sheltering is an unsustainable response in our local context and it is necessary to develop an evidence-based approach to sustainably address ongoing needs in the emergency shelter system. This includes an assessment of needs related to transitional and long-term core capacity, availability and continued need of isolation spaces, drop-in programs and their contribution to system-level outcomes, and the availability of housing-focused supports including enhancement of housing affordability programs.

The City continues to prioritize a transition toward a sustainable, responsive, and outcome focused homeless-serving system informed by lived experience, evidence-based research, and best practice that is effectively integrated into the broader social safety net. This includes supporting opportunities for enhancements to local prevention and permanent housing supports, understanding that the adaptation of the local homeless-serving system will continue to be a necessity through post-COVID-19 recovery. In ongoing development and adaptation of systems-level responses, the City will continue to prioritize work alongside Indigenous partners to develop connections to housing and supports that are culturally appropriate and rooted in the spirit and actions of reconciliation that recognize the values of autonomy and self-determination.

## **COLLABORATION BETWEEN INDIGENOUS AND NON-INDIGENOUS ORGANIZATIONS**

1.4 a) With respect to the design and implementation of Coordinated Access and a Homelessness Management Information System (HMIS), has there been collaboration between local Indigenous and non-Indigenous organizations and, where applicable, the Indigenous Community Advisory Board (CAB)? [Yes/No]

b) Describe how this collaboration was undertaken and how it has impacted the design and implementation of Coordinated Access and/or the HMIS. How will it be strengthened in the future?

Yes, but Coordinated Access collaboration is just beginning, and HMIS collaboration has not yet started. The resources and capacity of the Indigenous Community Entity are not as well funded as the Designated Community Entity, and therefore they are limited in appropriately contributing and participating in key activities to meet the federally mandated timelines and demands of the Designated Community Entity. There is a severe misalignment between federal investments in Indigenous Reaching Home

communities and the scope of work involved for Indigenous community leadership to appropriately contribute to the development and implementation of a coordinated access and Homelessness Management Information System. The underfunding of the Indigenous Community Entity with respect to coordinated access and HMIS diminishes access to community-wide culturally appropriate supports for Indigenous community members and challenges the ability of the system to appropriately uphold and respect their unique rights.

With respect to the valued contributions of Indigenous partners, the Designated Community has collaborated with the Indigenous Community Entity on inviting appropriate Indigenous representation at community tables. We continually discuss how to ensure Indigenous voices and experiences are heard and appropriately reflected in committee initiatives and work. Indigenous community leadership are valued partners whose voices are needed at every planning table. We have continued to collaborate with Indigenous Community Entity to work to ensure Indigenous voices and experiences are equitably represented and reflected at all community tables.

We are beginning to collaborate on the Coordinated Access governance model, as well as prioritization of Indigenous clients within mainstream services. With new initiatives such as the expansion of housing allowances, the City has appropriately extended the "20% rule" ensuring that at least 20% of the resources are dedicated to Indigenous-led solutions. Continued action to support appropriate resourcing of Indigenous-led homelessness solutions, in addition to collaboration in design of policies and procedures, are concrete steps the City must continue to take to put into practice the commitment to truth and reconciliation.

- 1.5 a) With respect to the completion of the Community Homelessness Report (CHR), was there collaboration between local Indigenous and non-Indigenous organizations and, where applicable, the Indigenous CAB? [Yes / No]
- b) Describe when this collaboration occurred and what parts of the CHR were informed by these efforts.

The Designated Community Entity filled out the report, presented a draft to Indigenous leadership for feedback and then approval by the I-CAB and then the CAB.

- 1.6 a) Does your community have a separate Indigenous CAB? [Yes / No]
- b) Was the CHR approved by the Indigenous CAB [Yes / No]

## SECTION 2: COORDINATED ACCESS AND HOMELESSNESS INFORMATION MANAGEMENT SYSTEM (HMIS) SELF-ASSESSMENT

Governance		
2.1	Is there a governance model for Coordinated Access <b>and</b> has a Coordinated Access lead organization(s) been identified?	Yes
2.2	Is there a governance model for your HMIS <b>and</b> has a HMIS lead organization(s) been identified?	Yes
2.3	Do all service providers receiving funding through the Designated Communities stream to deliver one or more projects participate in Coordinated Access?	Yes
Homelessness Management Information System (HMIS)		
2.4	a) Does your community have an HMIS to manage individual-level data and service provider information for Coordinated Access?	Yes
	b) In your community, is HIFIS the HMIS that is being used or will be used ?	Yes
2.5	Has <b>either</b> a Data Provision Agreement been signed with Employment and Social Development Canada (ESDC) if your community is currently using HIFIS <b>or</b> a Data Sharing Agreement been signed with ESDC if your community is currently using an equivalent HMIS?	Yes
2.6	Do you have a set of local agreements to manage privacy, data sharing and client consent in compliance to municipal, provincial and federal laws?	Yes
2.7	Have you established safeguards to ensure the data collected is secured from unauthorized access?	Yes
Access Points to Service		
2.8	Are access sites available in some form throughout the DC geographic area so that the Coordinated Access system serves the entire DC geographic area?	Yes
2.9	Are there processes in place to monitor if there is <b>easy</b> and <b>equitable</b> access to the Coordinated Access system and respond to any emerging issues, as appropriate?	Yes
2.10	Are there processes in place that ensure no one is denied access to service due to perceived housing or service barriers?	Yes

Triage and Assessment	
2.11 Is the triage and assessment process documented in one or more policies/protocols, including an intake protocol for entering people into the Coordinated Access system and/or HMIS when they (re)connect with an access point?	Yes
2.12 Is the same common assessment tool used for all population groups experiencing homelessness (for example, youth, women fleeing violence, Indigenous peoples)?	Yes
Vacancy Matching and Referral	
2.13 Is the vacancy matching and referral process documented in one or more policies/protocols, including how vacancies are filled from the Coordinated Access Resource Inventory according to agreed-upon prioritization and referral protocols?	Yes
2.14 Are all housing resources funded through the Designated Communities stream identified as part of the Coordinated Access Resource Inventory?	Yes
2.15 For each housing resource in the Coordinated Access Resource Inventory, have eligibility requirements been documented?	Yes
2.16 For each type of housing resource in the Coordinated Access Resource Inventory, have prioritization criteria, and the order in which they will be applied, been documented?	Under development
2.17 Do the vacancy matching and referral policies/protocols specify how individual choice in housing options will be respected (allowing individuals and families to reject a referral without repercussions) <b>and</b> do they include processes specific to dealing with vacancy referral challenges, concerns and/or disagreements (including refusals of referrals)?	Under development
2.18 Are vacancies from the Coordinated Access Resource Inventory filled using the list of people waiting for housing resources who are offer-ready (i.e., the unique identifier list filtered to a Priority List)?	Under development

**SUMMARY**

The table below provides a summary of the work your community has done so far to implement Reaching Home's minimum requirements for Coordinated Access and an HMIS.

Yes	Under development	Not yet started
15	3	0



**SUMMARY COMMENT**

2.19 Are there particular efforts and/or issues that you would like to highlight for this reporting period related to your community's work to achieve the Reaching Home minimum requirements? In particular, please describe your community's efforts to set-up or improve the Coordinated Access governance structure, including processes to ensure that policies and protocols as approved by the governance group(s) are being implemented across the system as intended to achieve desired results.

The City of Hamilton had a number of Reaching Home requirements in place prior to the pandemic, including policies for common consent, intake, assessment, triage and referrals. Planned initiatives to roll-out newly funded programs, engage, consult and adapt practices based on emerging data were delayed due to the pandemic.

The Designated Community Entity and Indigenous Community Entity have begun to collaborate on the design of Coordinated Access governance and prioritization of Indigenous peoples in non-Indigenous programs, work that will continue throughout the coming fiscal year. It is the City's practice to include the Indigenous Community Entity in internal discussions and to share early drafts of policies and protocols for input, then to likewise circulate drafts for input to leadership of funded programs and planning tables for their strategic perspective. Efforts are also underway to plan for the systematic input of front facing staff and individuals with lived experience into policies and procedures that will further refine how Coordinated Access is implemented in Hamilton.

Despite the significant challenges posed by the pandemic, unaffordable housing and increased mental health and substance use challenges experienced within the sector, important housing outcomes and homelessness reduction goals have been gained. The community is well positioned to continue to build on these efforts, to innovate, and hold each other accountable to meeting the needs of those experiencing homelessness.

**PUBLIC ACCESS TO RESULTS**

2.20 As outlined in the Directives, communities are required to make results of the CHR publicly available. How will the public have access to the summary results of this CHR? For example, which website will be used to publish the results?

It will likely reside on the City of Hamilton website on the Housing Services Division page.

## SECTION 3a: COMMUNITY-LEVEL DATA 2019-2020

Community-Level Data Context		
Note: Please answer questions 3.1 to 3.4 in the "Section 3 - 2020-21" tab		
3.1	a) Does your community use the Reaching Home definition of chronic homelessness? b) How does your community define chronic homelessness?	Select one
3.2	Does your community update chronic homelessness status over time?	Select one
3.3	a) When your community asks individuals and families where they lived before they became homeless, is the "prior living situation" defined as where they were <i>immediately</i> before homelessness? b) Why is there a possible time gap? How far back could the "prior living situation" apply?	Select one
3.4	Do you have a written policy/protocol that specifies the number of days of inactivity after which state is changed from "active" to "inactive"?	Select one
Step 1. Select Data Source		
3.5	Does your community currently have a unique identifier list (a List) that has the following characteristics:	
	3.5.1 Unduplicated information for each individual/household	Yes
	3.5.2 Contained in one document/database	Yes
	3.5.3 Includes people experiencing homelessness who are active	Yes
	3.5.4 Consent given to be on the List	Yes
3.6	Does the List have any data that can be reported for this reporting period (i.e., April 1, 2019, to March 31, 2020)?	Yes
Step 2. Define the Data		
3.7	What is the date range for available data from the List this fiscal report?	
	• First date in reporting period:	2019-11-01
	• Last date in reporting period:	2020-03-31
3.8	a) Which household types does the List include? Select all that apply.	
	<input checked="" type="checkbox"/> Single adults <input checked="" type="checkbox"/> Unaccompanied youth <input checked="" type="checkbox"/> Families	
	b) Does the List include family members like dependents, or just the head of household?	All family members including dependents
	c) Can the List report data by unique individuals? This means that each family member will be reported separately.	Yes

**Step 3. Report the Data**

3.9 Complete the Population Groups table below using the date range indicated in Question 3.7.

a) Report the number of unique individuals (or households where not available) who:

<b>Priority Population Groups – Mandatory Reporting</b>	<b>3.9.1 Were homeless (Measures Cumulative Homelessness)</b>	<b>3.9.2 Were new to homelessness (Measures Inflow)</b>	<b>3.9.3 Returned to homelessness from housing (one or more times) (Measures Inflow)</b>	<b>3.9.4 Returned to homelessness from transitional status (one or more times) (Measures Inflow)</b>	<b>3.9.5 Returned to homelessness from unknown status (one or more times) (Measures Inflow)</b>	<b>3.9.6 State changed from inactive to active (one or more times) (Measures Inflow)</b>
Overall homeless	1555	1552	12		0	
Chronically homeless	764	759	11		0	
Indigenous peoples	172	170	3		0	
<b>Priority Population Groups – Mandatory Reporting</b>			<b>3.9.7 Moved from homelessness to housing (one or more times) (Measures Outflow)</b>	<b>3.9.8 Status changed from homelessness to transitional (one or more times) (Measures Outflow)</b>	<b>3.9.9 Status changed from homelessness to unknown (one or more times) (Measures Outflow)</b>	<b>3.9.10 State changed from active to inactive (one or more times) (Measures Outflow)</b>
Overall homeless			31		197	
Chronically homeless			13		45	
Indigenous peoples			5		18	

## SECTION 3b: COMMUNITY-LEVEL DATA 2020-2021

Community-Level Data Context	
3.1 a) Does your community use the Reaching Home definition of chronic homelessness?	Yes
3.2 Does your community update chronic homelessness status over time?	Yes
3.3 a) When your community asks individuals and families where they lived before they became homeless, is the "prior living situation" defined as where they were <i>immediately</i> before homelessness?	Yes – there is no time gap
3.4 Do you have a written policy/protocol that specifies the number of days of inactivity after which state is changed from "active" to "inactive"?	Yes
Step 1. Select Data Source	
3.5 Does your community currently have a unique identifier list (a List) that has the following characteristics:	
3.5.1 Unduplicated information for each individual/household	Yes
3.5.2 Contained in one document/database	Yes
3.5.3 Includes people experiencing homelessness who are active	Yes
3.5.4 Consent given to be on the List	Yes
3.6 Does the List have any data that can be reported for this reporting period (i.e., April 1, 2020, to March 31, 2021)?	Yes
Step 2. Define the Data	
3.7 What is the date range for available data from the List this fiscal report?	
• First date in reporting period:	2020-04-01
• Last date in reporting period:	2021-03-31
3.8 a) Which household types does the List include? Select all that apply.	
<input checked="" type="checkbox"/> Single adults	
<input checked="" type="checkbox"/> Unaccompanied youth	
<input checked="" type="checkbox"/> Families	
b) Does the List include family members like dependents, or just the head of household?	All family members including dependents
c) Can the List report data by unique individuals? This means that each family member will be reported separately.	Yes

**Step 3. Report the Data**

3.9 Complete the Population Groups table below using the date range indicated in Question 3.7.

a) Report the number of unique individuals (or households where not available) who:						
<b>Priority Population Groups – Mandatory Reporting</b>	3.9.1 Were homeless (Measures Cumulative Homelessness)	3.9.2 Were new to homelessness (Measures Inflow)	3.9.3 Returned to homelessness from housing (one or more times) (Measures Inflow)	3.9.4 Returned to homelessness from transitional status (one or more times) (Measures Inflow)	3.9.5 Returned to homelessness from unknown status (one or more times) (Measures Inflow)	3.9.6 State changed from inactive to active (one or more times) (Measures Inflow)
Overall homeless	2843	2133	83		398	
Chronically homeless	1347	784	54		184	
Indigenous peoples	326	221	10		61	
<b>Priority Population Groups – Mandatory Reporting</b>			3.9.7 Moved from homelessness to housing (one or more times) (Measures Outflow)	3.9.8 Status changed from homelessness to transitional (one or more times) (Measures Outflow)	3.9.9 Status changed from homelessness to unknown (one or more times) (Measures Outflow)	3.9.10 State changed from active to inactive (one or more times) (Measures Outflow)
Overall homeless			302		2156	
Chronically homeless			115		914	
Indigenous peoples			33		245	

## SECTION 4: COMMUNITY-LEVEL OUTCOMES

Your answers in Section 3 indicate that your community currently has a unique identifier list. This will be called the List in this section.		
<b>Step 1. Confirm List Comprehensiveness</b>		
4.1	Is the List updated on a regular basis, monthly at minimum?	Yes
4.2	Does the List only currently include information about people experiencing chronic homelessness?	No – includes more than chronic
4.3	Does the List include individuals and families served through outreach to all locations (hotspots) across the community where people are living unsheltered (i.e., staying in places not meant for human habitation)?	Yes
4.4	Does the List include individuals and families across the community staying in all shelters for people experiencing homelessness (e.g., emergency shelters, hostels, hotel/motel stays paid for by a service provider)?	Yes
4.5	Does the List include individuals and families across the community staying in transitional housing?	Yes
4.6	Does the List include individuals experiencing homelessness across the community staying in institutions (e.g., jail or hospital)? (Note that if the stay exceeds your inactivity policy, their state on the List changes to inactive.)	Yes
4.7	Does the List include individuals and families across the community who are experiencing hidden homelessness?	Under development
4.8	Is the total number of people on the List served through outreach and in shelters as of March 31, 2021, <b>higher</b> than the number of people who were <i>unsheltered</i> or <i>in shelter</i> according to your most recent Point-in-Time (PIT) Count?	Yes
4.9	Consider your answers to Questions 4.1 to 4.8. In your opinion, does your List include all of the individuals and families experiencing homelessness in your community, as much as is possible right now?	Yes
<b>Step 2. Define the Data Set</b>		
4.10	Did you have the List in place on or before April 1, 2019?	Yes
4.11	Did you have the List in place on or before April 1, 2020?	Yes

**COMMUNITY HOMELESSNESS REPORT SUMMARY**

City of Hamilton  
 2019-2020, 2020-2021

**COORDINATED ACCESS AND HOMELESSNESS MANAGEMENT INFORMATION SYSTEM (HMIS) SELF-ASSESSMENT**

**SUMMARY**

The table below provides a summary of the work the community has done so far to implement Reaching Home's minimum requirements for Coordinated Access and an HMIS.

How many of the Reaching Home minimum requirements has the community:

Met	Started	Not yet started
15	3	0

**SUMMARY COMMENT**

Are there particular efforts and/or issues that you would like to highlight for this reporting period related to your community's work to achieve the Reaching Home minimum requirements? In particular, please describe your community's efforts to set-up or improve the Coordinated Access governance structure, including processes to ensure that policies and protocols as approved by the governance group(s) are being implemented across the system as intended to achieve desired results.

The City of Hamilton had a number of Reaching Home requirements in place prior to the pandemic, including policies for common consent, intake, assessment, triage and referrals. Planned initiatives to roll-out newly funded programs, engage, consult and adapt practices based on emerging data were delayed due to the pandemic.

The Designated Community Entity and Indigenous Community Entity have begun to collaborate on the design of Coordinated Access governance and prioritization of Indigenous peoples in non-Indigenous programs, work that will continue throughout the coming fiscal year. It is the City's practice to include the Indigenous Community Entity in internal discussions and to share early drafts of policies and protocols for input, then to likewise circulate drafts for input to leadership of funded programs and planning tables for their strategic perspective. Efforts are also underway to plan for the systematic input of front facing staff and individuals with lived experience into policies and procedures that will further refine how Coordinated Access is implemented in Hamilton.

Despite the significant challenges posed by the pandemic, unaffordable housing and increased mental health and substance use challenges experienced within the sector, important housing outcomes and homelessness reduction goals have been gained. The community is well positioned to continue to build on these efforts, to innovate, and hold each other accountable to meeting the needs of those experiencing homelessness.

**COMMUNITY-LEVEL DATA for 2019-2020**

What is the date range for available data from the List for this fiscal report?

- |                                   |            |
|-----------------------------------|------------|
| • First date in reporting period: | 2019-11-01 |
| • Last date in reporting period:  | 2020-03-31 |

# Annual Presentation

## LGBTQ Advisory Committee

Cameron Kroetsch, Chair  
Rebecca Banky  
December 9, 2021



# Year in Review

- 12 meetings held, quorum achieved for all of them
- 12 Citizen Committee Reports will be approved by the Committee before the end of the calendar year (5/7 submitted were successful)
- 10 delegations received and 8 delegations given (to the Audit, Finance and Administration Committee)

# Key Milestones - January

- Successfully recommended an All Advisory Committee event
- Provided advice and feedback on the Park Renewal Plan for HAAA Park in Ward 1
- Review of the process used to appoint new members to the LGBTQAC

# Key Milestones - February

- Delegation to the Audit, Finance and Administration Committee about the focus for the appointment process for new members to the LGBTQAC; that it be focused on "youth, queer and trans people of colour (QTBIPOC), and Two Spirit members of the community"

# Key Milestones - March

- Received a delegation from the Hamilton Police Service and members of LGBTQ+ communities
- Received a delegation respecting the Economic Development Action Plan
- Approval of a new Land Acknowledgement that was developed by Two Spirit and LGBTQIA+ Indigenous youth

# Key Milestones - April

- Received a delegation from Jennifer Hohol about the Community Safety and Well-Being Plan
- Recommended a Community Survey in advance of Pride celebrations in the City of Hamilton
- Recommended a clearer process for Advisory Committee delegations to Standing Committees

# Key Milestones - May

- Welcomed 6 new members to the LGBTQAC after a 2 year Committee-led process to increase representation
- Received a delegation from a trans woman after a Hamilton police officer was charged with her assault
- Recommended the celebration of Pride by the City

# Key Milestones - June

- Held a Community Conversation with members of Two Spirit and LGBTQIA+ communities in Hamilton, on June 15, 2021, the 2-year anniversary of the violence at Pride
- Panelists at the Community Conversation made a list of recommendations at the end of the event that were included as part of a report

# Key Milestones - July

- Received a delegation from the City's elections staff about barriers for participation for members of Two Spirit and LGBTQIA+ communities
- Acclaimed a Recording Secretary



# Key Milestones - August

- Recommended changing the Standing Committee to which the LGBTQAC reports from the Audit, Finance and Administration Committee to the Emergency and Community Services Committee
- Discussed barriers around the future retention and recording of Advisory Committee meetings

# Key Milestones - September

- Recommended a report based on the outcomes of the June 15, 2021 Community Conversation
- Approved a process to receive feedback about changing the Committee's name

# Key Milestones - October

- Welcomed Sunil Angrish as the Committee's new Staff Liaison
- Received an update from the Hamilton Police Service about their progress on the recommendations in the Independent Review of Pride 2019 by Scott Bergman

# Key Milestones - November

- Received delegations regarding rainbow crosswalks in Waterdown
- Received a delegation from the Hamilton Police Service respecting the recommendations in the Independent Review of Pride 2019 by Scott Bergman
- Elected a 2022 Chair, Vice Chair, and Recording Secretary

# Key Milestones - November

- Recommended our 2022 Committee Budget and allocations from the 2021 budget
- Recommended changes to the Draft Code of Conduct for Advisory Committees proposed by the Integrity Commissioner

# Key Milestones - December

- Notices of motion for the following recommendations -
  - Monthly staff financial updates
  - Advisory Committee integration into staff workplans
  - Additional 2022 All Advisory Committee Events

# Reflection on 2021

- The LGBTQAC is looking forward to a number of its recommendations being fully implemented, especially its recommendation around **accessible captioning**
- Continuous informal changes to process and procedure have taken up a lot of the Chair's time
- Remote communication remains a challenge

# Looking ahead to 2022

- The Committee will likely participate in some important milestones -
  - Appointment of additional Committee members
  - Review of its mandate and change to the Committee's name



# Looking ahead to 2022

- Potential in-person celebration of Pride 2022
- Changes to the Code of Conduct and Advisory Committee Handbook
- Resumption of in-person meetings

## 8.2



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

<b>TO:</b>	Chair and Members Emergency and Community Services Committee
<b>COMMITTEE DATE:</b>	December 9, 2021
<b>SUBJECT/REPORT NO:</b>	Adaptation and Transformation of Services for People Experiencing Homelessness Update 4 (HSC20020(d)) (City Wide)
<b>WARD(S) AFFECTED:</b>	City Wide
<b>PREPARED BY:</b>	Rob Mastroianni (905) 546-2424 Ext. 8035 Nadia Zelisko (905) 546-2424 Ext. 2548
<b>SUBMITTED BY:</b>	Edward John Director, Housing Services Division Healthy and Safe Communities Department
<b>SIGNATURE:</b>	

**RECOMMENDATION(S)**

- (a) That the General Manager of the Healthy and Safe Communities Department or their designate be authorized to continue to enter into contracts necessary to secure access and purchase of service for continued enhancement of supports for Hamilton's homeless-serving system during COVID-19 and be funded from any available source jointly deemed appropriate by the General Manager of the Healthy and Safe Communities Department and the General Manager of the Finance and Corporate Services Department including, but not limited to, one or more of the following sources: Reaching Home, Community Homelessness Prevention Initiative, any available provincial or federal funding:
- (i) Transitioning 378 Main Street East (the former Cathedral Boys School) into a temporary shelter for women (approximately 80-100 beds) at an approximate cost of \$1 M for the period of January 1, 2022 to March 31, 2022;
  - (ii) Adding approximately 28 temporary emergency shelter beds as men's system overflow at an approximate cost of \$350 K for the period of January 1, 2022 to March 31, 2022;

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**SUBJECT: Adaptation and Transformation of Services for People Experiencing Homelessness Update 4 (HSC20020(d)) (City Wide) - Page 2 of 11**

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- (iii) That the establishment of a funding source of up to \$500 K to support independent agencies and community entities (e.g. community collaboratives/churches/social clubs, etc.) who may be interested in supporting vulnerable residents through the winter months until March 31, 2022 but who may not have the operational funds to be viable, be approved;
- (iv) That the creation of an Emerging Needs Fund to prevent and address homelessness experienced by Indigenous community members of Hamilton to respond to needs arising as a result of COVID-19 in the amount of \$500 K for the period of January 1, 2022 to March 31, 2022 be approved;
- (b) That an additional grant in the approximate amount of \$500 K to the YWCA Hamilton for capital renovations required to continue to operate Carol Anne's Place as a temporary drop in program for 22 single homeless women until June 30, 2022, funded from the projected 2021 Housing Services Division surplus through the Tax Stabilization Reserve #110046 and if necessary, from in-year surpluses of the department; any unspent Housing Services Division 2021 surplus be transferred to the Housing Supplement/Housing Allowance Reserve, #112252 be approved;
- (c) That an additional grant in the approximate amount of \$150 K to the Good Shepherd Centre Hamilton for capital renovations required to continue to operate Cathedral as a temporary shelter for women until June 30, 2022, funded from the projected 2021 Housing Services Division surplus through the Tax Stabilization Reserve #110046 and if necessary, from in-year surpluses of the department; any unspent Housing Services Division 2021 surplus be transferred to the Housing Supplement/Housing Allowance Reserve, #112252 be approved;
- (d) That the General Manager of the Healthy and Safe Communities Department or their designate be authorized to enter into contracts necessary to hire and retain a consultant to evaluate the feasibility of implementing a New Westminster style bylaw in Hamilton to deal with the issue of 'renovictions' in the approximate amount of \$100 K, funded from the projected 2021 Housing Services Division surplus through the Tax Stabilization Reserve #110046 and if necessary, from in-year surpluses of the department; any unspent Housing Services Division 2021 surplus be transferred to the Housing Supplement/Housing Allowance Reserve, #112252 be approved;
- (e) That the General Manager of the Healthy and Safe Communities Department or their designate be directed and authorized, on behalf of the City of Hamilton, to enter into, execute and administer all agreements and documents necessary to

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**SUBJECT: Adaptation and Transformation of Services for People Experiencing Homelessness Update 4 (HSC20020(d)) (City Wide) - Page 3 of 11**

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implement the purchases and grants outlined above on terms and conditions satisfactory to the General Manager of the Healthy and Safe Communities Department or his designate and in a form satisfactory to the City Solicitor; and,

- (f) That the item respecting Encampment Response Update be identified as completed and removed from the Outstanding Business List.

**EXECUTIVE SUMMARY**

The recommendations within this report build on previously approved actions to support COVID-19 emergency supports, through a transition to a more responsive, resilient, sustainable and housing-focused homeless-serving system. The option to continue the operation of isolation services, drop-ins, and hotel rooms for expanded temporary sheltering during COVID-19 to March 31, 2022, provides necessary flexibility to execute the agreements as the Housing Services Division continues to work with a range of local partners in responding to immediate and ongoing needs during COVID-19 for people experiencing homelessness. Additional recommendations further local efforts to support Indigenous led solutions to addressing homelessness, support community agencies in winter response efforts, and directly explore local solutions to the issue of 'renovictions'.

Costs for the period of April 2022 to December 2022 have been included in the 2022 preliminary budget for Council deliberation. The Housing Services Division continues to advocate for COVID-19 related provincial and federal funding. Should no new resources be received from the provincial or federal government, the City of Hamilton would need to explore other financial options to support the on-going homelessness needs addressed in the recommendations above as well as future funding required to support the delivery of homeless services in a COVID-19 recovery environment.

In order to maintain stability within the Homelessness Serving System through the transition to the next phase of pandemic response, it remains necessary that adequate supports be maintained to support health and safety recommendations made through ongoing consultation with the local Public Health unit. Although provincial COVID restrictions continue to be lifted, detailed discussions with health partners have informed our ongoing approach to health and safety through emergency supports as we continue to operate within adapted environments for congregate settings. These interventions continue to carry a significant cost, and at this time no additional Federal and/or Provincial COVID-19 response funding is anticipated; therefore, these supports are expected to have an impact on City Reserves and/or Levy. The Housing Services Division will continue to advocate to Provincial and Federal partners for additional COVID-19 funding to mitigate impacts on the City.

**SUBJECT: Adaptation and Transformation of Services for People Experiencing Homelessness Update 4 (HSC20020(d)) (City Wide) - Page 4 of 11**

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Expanded COVID-19 emergency services and supports may not be needed for the full timeframe outlined, and as more permanent solutions are brought online and as existing facilities are able to transition back to pre- COVID-19 capacity, temporary COVID-19 solutions will be gradually decommissioned. As the Housing Services Division implements previously approved actions within Hamilton's COVID-19 response framework to support the adaptation and transformation of services for people experiencing homelessness, we continue to work alongside community stakeholders to identify and sustainably address the long-term evidence-based actions needed to support adaptation within Hamilton's homeless-serving system.

In ongoing development and adaptation of systems-level responses, the Housing Services Division continues to prioritize collaborative work with local Indigenous leadership to develop connections to housing and supports that are culturally appropriate, rooted in the spirit and actions of reconciliation that recognize the values of autonomy and self-determination. The proposal of an Emerging Needs Fund for the urban Indigenous Community of Hamilton is a direct result of this work to support Indigenous led solutions. The Emerging Needs Fund will provide the Coalition of Hamilton Indigenous Leadership (CHIL) with financial support to address immediate, time sensitive needs which will serve to directly prevent and address homelessness experienced by Indigenous community members of Hamilton.

**Alternatives for Consideration – See Page 10**

**FINANCIAL – STAFFING – LEGAL IMPLICATIONS**

Financial:

The recommendations in Report HSC20020(d) support the continuation of the COVID-19 response framework and emergency supports. To date, Housing Services Division has received \$13.8 M in Social Services Relief (SSRF) Phase 4 Funding to assist with costs related to serving the homeless population during the pandemic from April 1, 2021 to March 31, 2022. Table 1 below summarizes the recommendations proposed in this report and the funding sources identified.

The expected COVID-19 related costs from January 2022 to March 2022 for HSC20020(d) total \$2.35 M. These costs are to be funded by \$350 K from SSRF Phase 4 and \$2 M from CHPI base. CHPI base available surplus of \$2 M was projected within the internal fiscal year August forecast. HSC20020(d) recommendations (b) through to (d) total \$750 K and the Housing Services Division is proposing to use its projected 2021 surplus as the funding source. The distribution of the 2021 Housing Services Division surplus is detailed in table 2.

**SUBJECT: Adaptation and Transformation of Services for People Experiencing Homelessness Update 4 (HSC20020(d)) (City Wide) - Page 5 of 11**

Table 1

Recommendation	HSC20020(d) Jan 2022 to Mar 2022	HSC20020(d) Jan 2022 to June 2022
HSC20020(d) (a)(i) Women's Temp Shelter	1,000,000	
HSC20020(d) (a)(ii) Men's Temp Shelter	350,000	
HSC20020(d) (a)(iii) Community Collaborations	500,000	
HSC20020(d) (a)(iv) Emerging Needs	500,000	
HSC20020(d) (b) YWCA Capital		500,000
HSC20020(d) (c) Good Shepherd Capital		150,000
HSC20020(d) (d) Consultant Fee		100,000
<b>Total Costs</b>	<b>2,350,000</b>	<b>750,000</b>
SSRF Phase 4 Funding to Mar 31, 2022	352,850	
CHPI Base Funding to Mar 31, 2022	1,997,150	
2021 Housing Services Division Surplus		750,000
<b>Total Funding</b>	<b>2,350,000</b>	<b>750,000</b>

Table 2

Recommendations	Amount	Explanation
August Projected Surplus	3,500,000	
Rent Ready Approved Motion	(1,000,000)	Rent Ready program using \$1M of the 2021 surplus. Carry forward any unspent funds into 2022
Remaining unallocated surplus	2,500,000	
HSC20020(d) (b)	(500,000)	YWCA Hamilton for capital renovations required to continue to operate Carol Anne's Place
HSC20020(d) (c)	(150,000)	Emerging Needs Fund to prevent homelessness experienced by the Indigenous community
HSC20020(d) (d)	(100,000)	Consultant to deal with the issue of 'renovictions'
Transfer to Reserve #112252	(1,750,000)	As per recommendations HHSC20020(d) (c) (d)
Remaining unallocated surplus	-	

Staffing: N/A

Legal: N/A

## HISTORICAL BACKGROUND

On January 16, 2020, the Emergency and Community Services Committee approved Report HSC20004 Recommended Projects from Coming Together to End Homelessness: Call for Applications 2019.

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**SUBJECT: Adaptation and Transformation of Services for People Experiencing Homelessness Update 4 (HSC20020(d)) (City Wide) - Page 6 of 11**

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On June 19, 2020, the Emergency and Community Services Committee approved Report HSC20020 Adaptation and Transformation of Services for People Experiencing Homelessness, outlining COVID-19 related adaptations to Hamilton's emergency shelter system until June 30, 2021.

On July 13, 2020, the Emergency and Community Services Committee approved Report HSC20020(a) Adaptation and Transformation of Services Update 1. The Housing Services Division purchased services of rental hotel rooms and associated services, such as cleaning, security and food provision to meet the needs of homeless individuals, couples and families. Women's emergency shelters and other emergency shelter providers received additional financial support to increase staffing capacity.

On December 4, 2020, the Emergency and Community Services Committee approved Report HSC20061 Women's Shelter and Support Investment Options.

On February 4, 2021, the Emergency and Community Services Committee approved Report HSC20020(b) which authorized an additional grant to a maximum amount of \$673,166 to the Good Shepherd Centre Hamilton to continue to operate 378 Main Street East (the former Cathedral Boys School) as a temporary shelter for 45 men to June 30, 2021.

On March 31, 2021, City Council approved the Community Homelessness Prevention Initiative (CHPI) Service Manager Service Agreement motion, authorizing the General Manager, Healthy and Safe Communities Department, or their designate, to implement funds provided by the Ministry of Municipal Affairs and Housing in the continued delivery the Community Homelessness Prevention Initiative.

On June 3, 2021, the Emergency and Community Services Committee approved Report HSC20020(c) Adaptation and Transformation of Services for People Experiencing Homelessness Update 3, outlining further adaptations of Hamilton's emergency shelter system as a result of COVID-19.

**POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS**

None

**RELEVANT CONSULTATION**

The City of Hamilton, Housing Services Division is the designated Community Entity (CE) responsible for local implementation of the federal Reaching Home strategy and related investments. This is done in partnership with the CE for the Reaching Home Indigenous funding stream, the Coalition of Hamilton Indigenous Leadership (CHIL). CHIL is a collaborative of Indigenous organizational leaders that works to address

**SUBJECT: Adaptation and Transformation of Services for People Experiencing Homelessness Update 4 (HSC20020(d)) (City Wide) - Page 7 of 11**

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community needs and support member agencies through improved resources and advancement of Indigenous voices in Hamilton.

The proposal of an Emerging Needs fund for Hamilton's urban Indigenous community has been directly recommended through ongoing consultation with CHIL, and the design and implementation of such an initiative will be Indigenous led.

The Housing Services Division continues to participate in regular meetings and consultation with the sector planning tables including the Women's Housing Planning Collaborative, the Men's Emergency Services Coordination Committee, as well as an ad hoc sector group representing community partners in the health and housing sector. These groups continue to advise that shelter capacity must be maintained to address current needs and rise in demand for emergency shelter supports as we concurrently implement long-term solutions.

**ANALYSIS AND RATIONALE FOR RECOMMENDATION**

The agreements in place with hotels and the establishment of the temporary shelter at the former Cathedral Boys School have allowed the City to ensure that additional emergency beds are available for families, men, women and couples throughout the pandemic. These actions continue to be guided by health and safety considerations around the need to reduce capacity in existing shelters so that residents can safely stay while observing physical distancing guidelines recommended through consultation with Public Health Services.

As the men's emergency shelter system safely transitions back to pre- COVID-19 capacity, use of hotels for emergency sheltering will be reduced and eventually phased out. At the same time, there remains a commitment to enhance gender-specific emergency shelter beds for women, trans-feminine, trans-masculine and non-binary adults. The previously approved Mission Services' Emergency Shelter proposal (Emma's Place – 15 beds) is now online, and the conversion of the former Cathedral Boys School to an emergency women's shelter until June 30, 2022 would allow for reduced reliance on hotel usage, while also continuing to explore the viability of the previously approved Good Shepherd proposal (Women's Shelter and Support Investment Options RFP process completed in November 2020).

To further support emergency 2021/2022 winter response needs in Hamilton, the Housing Services Division is also proposing the creation of a flexible fund to support independent agencies and community entities (e.g. community collaboratives/churches/social clubs, etc.) who may be interested in supporting vulnerable residents but who may not have the operational funds to be viable. Housing Services Division staff would work to ensure all potential funded interventions are

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

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

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



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coordinated and delivered in a structured and comprehensive manner and will conduct an evaluation of the rollout and implementation.

The Housing Services Division, as the designated mainstream Community Entity (CE) responsible for local implementation of the Federal Reaching Home strategy and related investments, continues to work toward core requirements that help strengthen an evidence-based and integrated approach across the homelessness sector (outlined in Report HSC21044 - Reaching Home: Canada's Homeless Strategy Community Homelessness Report 2019-2020, 2020-2021). In determining the ongoing needs through COVID-19 to strengthen this evidence-based and integrated approach, we continue to assess the appropriate level of ongoing support for couples in the emergency shelter system, as well as the role of expanded drop-in services. Evaluation and assessment will further seek to determine the impact and effectiveness of these interventions as it relates to long-term strategic alignment and contributions to systems level outcomes

**Equity Considerations and Approach – Indigenous Led Solutions**

Coming Together to End Homelessness: Hamilton's Systems Planning Framework outlines our strategic local approach to preventing and ending homelessness, which must account for the systemic over-representation of Indigenous persons experiencing homelessness. The Housing Services Division is committed to ongoing coordination with urban Indigenous leadership to ensure that approaches to service coordination and provision are culturally appropriate, safe and built on principles of relationship, trust and informed consent.

Ongoing dialogue with CHIL regarding equitable access to resources to support the urban Indigenous community of Hamilton highlights the need for Indigenous led capital solutions; housing is the primary need identified and is recognized as a foundational element required to address inter-generational trauma and the colonial legacy of homelessness among Indigenous peoples in Hamilton. In response to achieving this goal, there has been an identified need to build capacity within the sector. As such, Housing staff are committed to exploring a number of options to address this issue in collaboration with CHIL. This will include identifying and providing in kind mentoring and learning opportunities of the development and pre-development process. These opportunities will include requiring mentoring programs to be provided for Indigenous agencies by those successful applicants of any Rapid Housing funding, as well as, to explore the possibility of mentoring and support programs provided by City Staff, on the development process.

An Indigenous led drop-in in the downtown core to provide a culturally safe space for wholistic support is also identified as a long-term need within the Indigenous

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community. The Housing Services Division continues to explore options with CHIL and Indigenous partners to support this vision.

In the immediate term, CHIL has identified the need for an Emerging Needs Fund to prevent and address homelessness experienced by Indigenous community members of Hamilton. Examples of how this fund may be used include: support for first and/or last month's rent; short term rental assistance; basic needs, etc. This fund is projected to support a minimum of 250 Indigenous households with the deepest of needs, representing approximately 1.5% of Hamilton's Indigenous population. In 2013, the Housing Services Division contracted with a consultant to review the relationship between the City of Hamilton and the urban Indigenous community with respect to federal homelessness funding. Given the continued overrepresentation of Indigenous peoples among those experiencing homelessness, the City continues to allocate 20% of federal homelessness program funding to the Indigenous community. This report highlighted that 43% of Hamilton's Indigenous population live below the LICO, while up to 63% have had to give up important things such as buying groceries in order to meet housing costs.

The Housing Services Division and CHIL have co-designed two concepts submitted for potential federal funding: Indigenous Data Liaison and the development of an Indigenous Cultural Capacity Training and Accountability Framework. These initiatives will support continual capacity building in the homeless sector to better respond to, and consistently meet the needs of, Indigenous individuals and families. The Data Liaison will result in increased knowledge of Indigenous specific data to inform policy and practice, while decolonizing mainstream data through principles such as OCAP® principles of ownership, control, access, and possession of Indigenous data by Indigenous peoples. The proposed concept will include ongoing accountability mechanisms for data quality at program and municipal levels. The Indigenous Cultural Capacity Training and Accountability Framework will define a clear path of progression for non-Indigenous homeless serving organizations to achieve a high level of cultural awareness, sensitivity and capacity. In doing so, non-Indigenous agencies across Hamilton's homeless-serving system will be better positioned to contribute to preventing and addressing Indigenous homelessness. The implementation of these approaches account for and directly respond to the systemic over-representation of Indigenous persons experiencing homelessness by working toward implementing Indigenous led solutions through meaningful engagement, trust building and strengthened partnerships between Indigenous and non-Indigenous homeless-serving organizations.

### **Snapshot of Housing and Homelessness in Hamilton**

On September 9, 2021, the Emergency and Community Services Committee directed, "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

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utilized and the different resources that are available in collaboration with partners in community, the shelter health network.”

This first quarterly snapshot attached as Appendix “A” to Report HSC20020(d) reports key data on the state of homelessness and actions towards preventing and ending it to the end of September 2021 (Quarter 3). It is intended to support evidence-informed action and improvement within Hamilton’s Housing & Homelessness Serving System. Data in this snapshot have informed the recommendations made in this report to ensure ongoing accountability to addressing immediate unmet housing needs while establishing permanent solutions to housing pressures.

Subsequent quarterly and annual reports are likely to evolve as additional data needs and reporting capabilities are determined.

### **Housing Affordability and Eviction Prevention**

The Housing Services Division is investigating numerous policy and program interventions to help address the issue of evictions. To date the main programmatic solutions have been the expansion of the Tenant Defence Fund (TDF) to support tenants who are utilizing the Landlord Tenant Board (LTB) to contest an N13 notice related to renovations, and the creation of the Rent Ready program that helps tenants remain housed by supporting the payment of rental and utility arrears.

The TDF has supported two households to date in their applications in the amount of \$1,904 and has three pending applications to support households through the LTB process. The Rent Ready program supported 185 households in remaining housed by October 7, 2021 through paying rent and/or utility arrears. Further work is being completed with a report back to Council about a jurisdictional review of programs related to renovations such as the New Westminster BC bylaw. Given the challenges around jurisdictional differences among provinces and the legal challenges the bylaw has overcome, staff are recommending a consultant complete a thorough analysis of the options for implementation of an approach similar to the New Westminster, BC bylaw in Ontario. This analysis would also review other jurisdictions and levels of success dealing with renovations through a municipal policy lens. The results of the analysis, with recommendations related to renovations, will be presented to Council in Q2 2022.

### **ALTERNATIVES FOR CONSIDERATION**

Should any of the recommendations not be supported, a 30-day provision should be included from date of decision to allow for a transitional wind-down of programs to adequately support clients, partner agencies, and their staff in closing these services.

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**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.

**Healthy and Safe Communities**

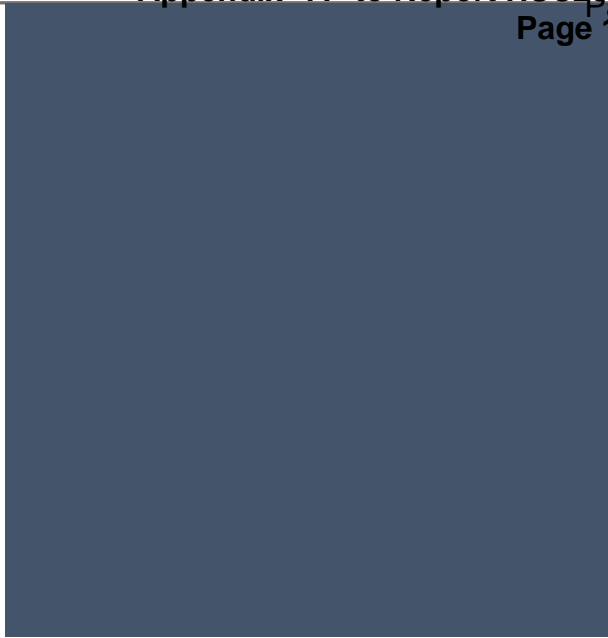
Hamilton is a safe and supportive City where people are active, healthy, and have a high quality of life.

**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 HSC20020(d): Housing and Homelessness in Hamilton:  
Quarterly Data Snapshot Q3 2021



# Housing and Homelessness in Hamilton

Quarterly Data Snapshot  
Q3 2021

Housing Services Division

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## Introduction

Homelessness is a complex but solvable problem. In Hamilton's Systems Planning Framework: Coming Together to End Homelessness, our community has laid out a roadmap for ending chronic homelessness by 2025. This means building a system that ensures homelessness is prevented whenever possible, or if it cannot be prevented that it is rare, brief, and non-recurring.

This work is more broadly guided by the Council approved 10-year Housing and Homelessness Action Plan to make sure everyone in Hamilton has a home. There are many community partners that make up Hamilton's housing and homelessness system. Managing the system requires significant service provider and stakeholder engagement, coordination, and evidence-driven management of the housing portfolio, service delivery, and budget. This requires careful balancing of investment towards permanent solutions to housing pressures, while at the same time addressing immediate unmet housing needs in the community.

This snapshot reports key data on the state of homelessness and actions towards preventing and ending it to the end of September 2021. It is intended to support evidence-informed action and improvement within Hamilton's Housing & Homelessness Serving System. However, it does not reflect the totality of work and investments undertaken through Housing Services Division (HSD). Subsequent quarterly and annual reports will evolve as additional data needs and reporting capabilities are determined.

## Factors Influencing Housing Stability in Hamilton

There are many reasons that individuals and families may become homeless. These may include:

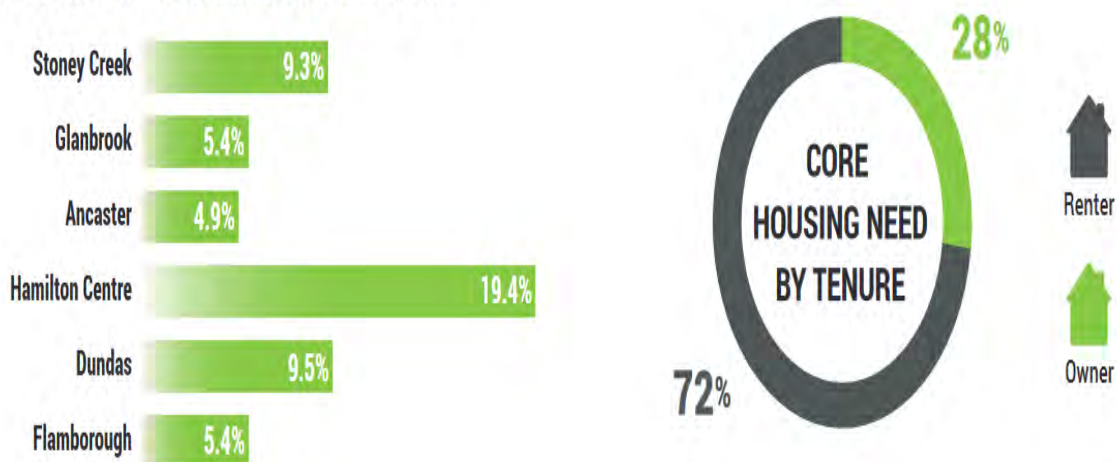
- Family or relationship breakdown
- Financial crisis
- Unemployment
- Lack of affordable housing
- Insufficient Income
- New arrival to area
- Personal safety
- Lack of support system
- Substance use
- Mental illness

An [Oxford Economics Report](#) published October 18, 2021<sup>1</sup> ranks Hamilton as the fifth least affordable city in North America according to the Housing Affordability Index (HAI). The HAI measures home prices relative to the median household income in large cities across Canada and the United States. This pressure within the real estate market also increases rental prices and competition for units, which forces more households into core housing need.

## Core Housing Need

Core housing need refers to households who spend more than 30% of their income on housing. The most recent calculation of core housing need in Hamilton was reported through the 2016 census with an updated figure from the 2021 census expected in 2022. Overall, 15% of the whole population of Hamilton reports living with core housing need. However, this figure reaches 19.4% in Hamilton Centre while 78% of households in core housing need are renters.

### CORE HOUSING NEED ACROSS HAMILTON



<sup>1</sup> [https://resources.oxfordeconomics.com/hubfs/Housing\\_affordability\\_fell\\_in\\_Q2\\_and\\_is\\_likely\\_to\\_worsen.pdf](https://resources.oxfordeconomics.com/hubfs/Housing_affordability_fell_in_Q2_and_is_likely_to_worsen.pdf)



### Average Market Rents (AMRs) and Monthly OW/ODSP Income

Average Market Rents (AMRs) is an important indicator to help understand the private rental market. AMR data is also often used in affordable housing projects to ensure units are affordable. Affordability is defined as having rents that are at or below 80% of CMHC AMR at the time of occupancy and for the duration of the funding agreement.

AMR rates are based on the Canada Mortgage and Housing Corporation (CMHC) annual Rental Market Survey and published by the Ministry of Municipal Affairs and Housing (MMAH) on its website.

#### 2020 AMR

	Bachelor	One-bedroom	Two-Bedroom	Three-Bedroom	Four-Bedroom	Total Bedroom
City of Hamilton	\$866	\$1,033	\$1,184	\$1,384	\$1,387	\$1,113
80% of AMR	\$693	\$826	\$947	\$1,107	\$1,110	

**Source:** Rental Market Survey (RMS), 2020 Canada Mortgage and Housing Corporation

#### OW/ODSP and Minimum Wage Monthly Incomes 2021

	Single	Single w/ 1 child	Single w/ 2 children	Couple w/o children	Couple w/ 1 child	Couple w/ 2 children
Ontario Works*	\$733	\$1,124.83	\$1,302.66	\$1,136	\$1,313.83	\$1,495.66
ODSP*	\$1,169	\$1,718.83	\$1,906.66	\$1,750	\$1,937.83	\$2,132.66
Minimum Wage **	\$1,674.21	\$1,674.21	\$1,674.21	\$1,674.21- \$3,348.42	\$1,674.21- \$3,348.42	\$1,674.21- \$3,348.42

\*Rates represent maximum amount available through combined basic needs, shelter, and Ontario Child Benefit (OCB) allocations.

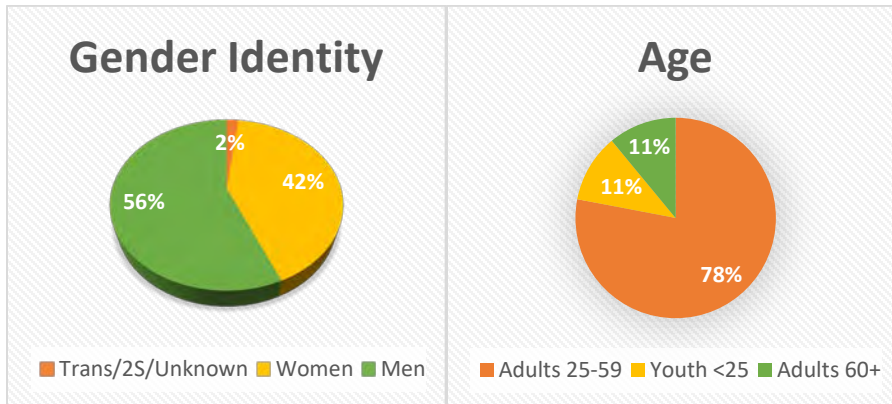
\*\*Fulltime after-tax income calculated based on 35-hour work week x 50 weeks/year (accounting for unpaid holiday time typical of minimum wage jobs) minus 20% income tax (5% provincial, 15% federal). Does not include OCB.

Source: Income Security Advocacy Centre: OW & ODSP Rates and the Ontario Child Benefit Current to September 2021: [http://incomesecurity.org/wp-content/uploads/2021/09/Sept-2021-OW-and-ODSP-rates-and-OCB-EN .pdf](http://incomesecurity.org/wp-content/uploads/2021/09/Sept-2021-OW-and-ODSP-rates-and-OCB-EN.pdf).

### State of Homelessness in Hamilton

At the end of September 2021, the number of people active on the By-Name List (BNL) was 1,375. This number is higher than it has been at any other point in 2020 or 2021. However, it is important to note that during this time, methods of data collection have improved with the introduction of our new HIFIS 4 database in October 2019. This means that some of the increase seen on the BNL may be due to increased capacity to identify and connect people who are homeless through our coordinated access system.

Of the current population known to be experiencing homelessness in Hamilton: 57% are men, 42% women, and 2% identify as transgender, non-binary, or other/non-specified; 78% are single individuals and 22% are family members. The vast majority (78%) are adults between the ages of 25 and 60.



Currently, 11% of individuals on Hamilton’s BNL identify as Indigenous. This is likely an undercount, given that 22% of individuals engaged during the 2018 Point in Time Connection identified as having Indigenous ancestry. There are many reasons why an Indigenous person may choose not to be included on the BNL, may not disclose their Indigenous identity, or may not be known to the mainstream homeless-serving system.

*For Indigenous populations, homelessness is rooted in historic and ongoing processes of colonization that has resulted in overrepresentation of Indigenous peoples among those experiencing homelessness in Hamilton.*

The interconnectedness of historical and ongoing processes of colonization, residential schools, intergenerational trauma, as well as ongoing systematic social and economic marginalization of Indigenous peoples drive our action toward

### By-Name List and Access to Housing Waitlist

Hamilton has a By-Name List (BNL) of everyone known to be experiencing homelessness in our community. This is NOT a chronological list. Instead it is used by providers across the homeless-serving system to understand the housing history, needs, and preferences of individuals to support our coordinated access system for connecting people to the right housing resources that best support their needs.

The BNL is distinct from the Access to Housing (ATH) waitlist. The ATH is a list of eligible households waiting for subsidized housing with community housing providers in Hamilton. Subsidized housing is rent-geared-to-income or RGI housing which is based on 30% of a household’s gross monthly income. If the household receives social assistance, the RGI rent is based on the rent benefit set by the Ontario government.

An individual or household may be on both the BNL and the ATH waitlist in order to access appropriate long-term housing.

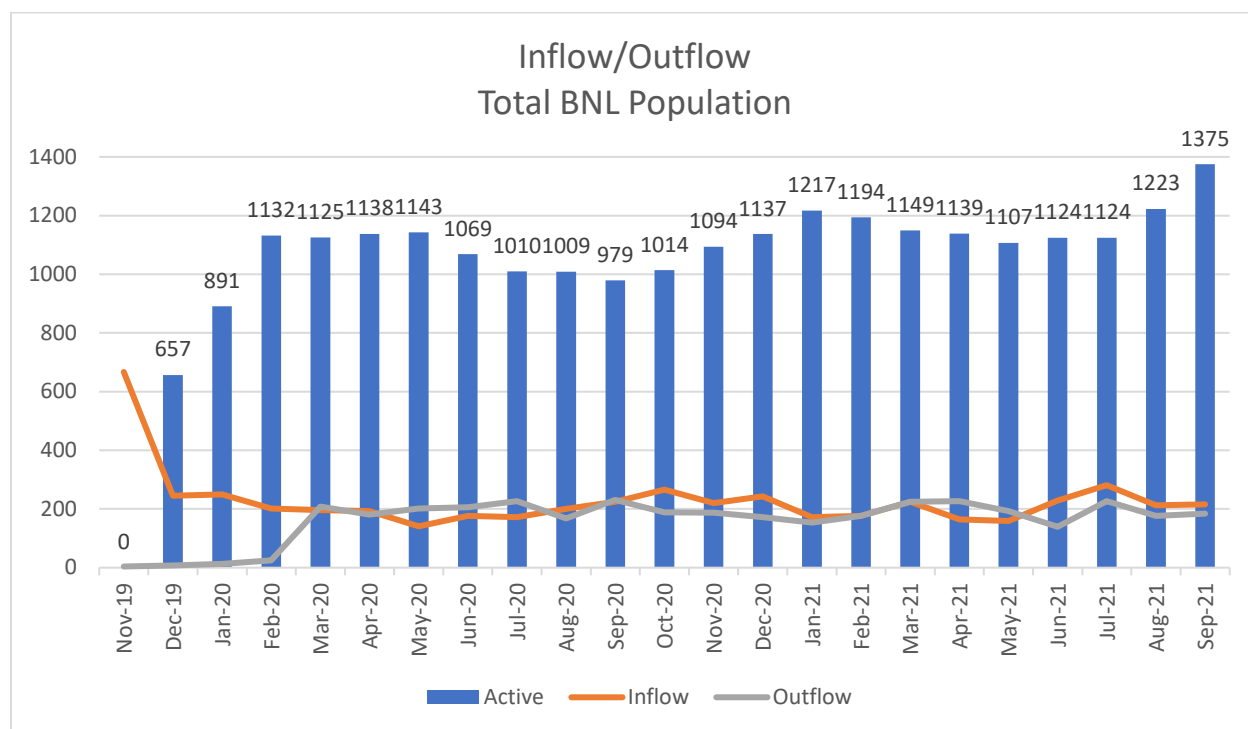
addressing Indigenous homelessness in Hamilton. Addressing Indigenous homelessness requires collaborating with and supporting urban Indigenous community leadership. Housing Services Division’s collaboration with Indigenous partners spans investment decisions, strategic planning, policy development, and service delivery.

### Homelessness Inflow and Outflow

Inflow and Outflow are two of the most important measures for monitoring progress towards our goal of ending homelessness. In 2021 to date, there have been three months where outflow exceeds inflow. In 2020, there were five months where outflow exceeded inflow.

*The goal towards ending homelessness is to see outflow exceed inflow. When this happens, it means that more people are exiting from homelessness than are entering the homeless-serving system.*

<p>Inflow represents the number of individuals:</p> <ul style="list-style-type: none"> <li>• newly identified as homeless</li> <li>• returned to homelessness from housing</li> <li>• returned to homelessness from inactive status</li> </ul>	<p>Outflow represents the number of individuals:</p> <ul style="list-style-type: none"> <li>• who have moved from housing to housed</li> <li>• those who have moved to inactive status (meaning they have not interacted with the homeless-serving system for 90+ days).</li> </ul>
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Source: By-Name List drawn from HIFIS data, includes intake from shelters, outreach (including encampments), and drop-ins. This data is not comprehensive of hidden homelessness.

To date in 2021, 364 people who identified as homeless have been housed through City-led or City-funded programs

From January 2020 through September 2021, 485 households representing more than 1,000 individuals moved from homelessness to housing

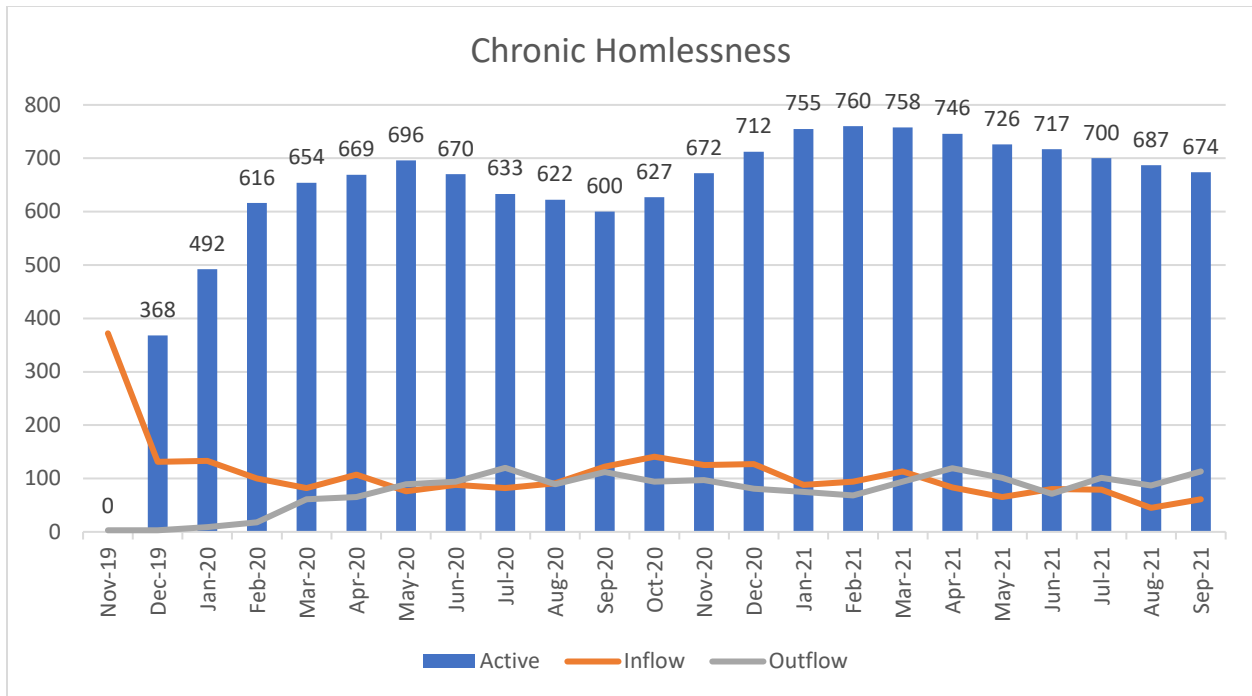
Currently the rate of return to homelessness is 19%

### Chronic Homelessness

Of the total number of people on the BNL, 674 or 47% are considered to be chronically homeless. This means they are currently experiencing homelessness and:

- they have a total of at least six months (180 days) of homelessness over the past year
- they have recurrent experiences of homelessness over the past three years, with a cumulative duration of at least 18 months (546 days)

The number of chronically homeless individuals increased through the latter half of 2020 but has been on a downward trend since February 2021.



### Encampments

As of the end of 2021 Quarter 3:

- Housing Service's Street Outreach program has interacted with over 506 individuals in encampments since the start of the pandemic.
- 75 individuals have been housed by housing support programs directly from encampments.

- 431 of those individuals accessed shelter.
- 75 individuals have not accessed shelter during this time.
- 99 individuals are currently known to be homeless and staying in encampments.

The average self-reported length of time spent homeless of current encampment stayers is 2.6 years while 64% show a high acuity of social needs. This suggests a majority are experiencing chronic homelessness and a complex range of barriers to securing and retaining housing. These individuals are prioritized for access to intensive support programs that address their housing needs as well as their health and safety. City-funded housing programs cannot, on their own, address the co-occurring issues that impact that housing stability of those with the most complex needs. There continues to be a need to formally integrate health resources into Hamilton's Coordinated Access system.

### Hamilton's Housing and Homelessness Serving System

Housing Services Division is Service System Manager (SSM) and Designated Community Entity (DCE) for the provincial and federal governments respectively. As SSM and DCE, the City works in partnership with urban Indigenous leadership to build a coordinated housing and homeless-serving system in deep collaboration with community partners to ensure everyone in Hamilton has a home. This goal is guided by the Council approved 10-year Housing and Homelessness Action Plan and Hamilton's Systems Planning Framework: Coming Together to End Homelessness.

Funded by all levels of government, Housing Services Division administers approximately \$120 M annually, including an average of \$55 M in annual municipal investment, to advance the following objectives:



Investment and leadership of **Coordinated Access to an integrated system** of supports grounded in Housing First



Investment in the provision of and **expansion of emergency shelter accommodations**



Managing Access to Housing through preservation of units and housing subsidy to **get and keep people housed**



Accelerating building of **community housing units** and **bringing units back online to maintain & increase supply of units across the city**

## Homeless-serving Coordinated Access System

Collectively, the housing and homeless-serving system includes more than 100 community partners offering a range of housing and community support programs. Not all of these are directly funded or overseen by the City of Hamilton. The Housing Services Division works in collaboration with both city-funded and non-city-funded programs to align community investments towards a comprehensive systems approach to preventing and ending homelessness.

Funded agencies outlined in the Funded Program Overview below operate together through Coordinated Access. Coordinated Access is a process through which people experiencing homelessness get and remain permanently housed.



### **Serving People Who Are Experiencing Homelessness**

Shared accountability for end each individual's experience of homelessness:

1. Unsheltered (sleeping outside, in vehicle, etc.)
2. Emergency Sheltered
3. Temporarily Sheltered (couch surfing, motel, etc.).



### **Common Assessment - Every Door is the Right One**

Through Common Assessment agencies assess and triage individuals' needs and preferences using VI-SPDAT to connect them with a community of resources.



### **The By-Name List**

real-time data helps community partners know every person experiencing homelessness by name (with their consent), understand their unique needs, to then prioritize them for the most appropriate and available housing supports.



### **Prioritization and Referral to right-match**

dedicated support and housing resources as they become available, prioritized to meet an individual or family's depth of need.

Homelessness Sector: Overview of Funded Programs and 2021 Targets

<b>Prevention</b> Programs couple financial support (rent and utility arrears, etc.) with case management to achieve housing stabilization for those at imminent risk for homelessness.	<b>Diversion</b> Concentrates efforts in ensuring alternative immediate housing arrangements are fully explored and supported where needed.	<b>Outreach</b> Provide basic services and referrals to chronically homeless persons living on the streets and can work to engage this population in re-housing.	<b>Emergency Shelters</b> Housing-focused sheltering services include diversion, intake and assessment, case management, a bed, and meals.	<b>Transitional Housing</b> Provides place-based time-limited support designed to move individuals to independent living or permanent housing. The length of stay is typically less than one year.	<b>Rapid Rehousing (RRH)</b> Provides targeted, time-limited financial assistance and support services to help people quickly exit emergency response services and retain housing.	<b>Intensive Case Management (ICM)</b> Longer-term case management and housing support to higher acuity participants facing long-term homelessness (chronic homelessness), addictions, mental health. The length of the intervention is generally between 12 and 24 months.
<p><b>Good Shepherd, Housing First Staying Home</b></p> <ul style="list-style-type: none"> <li>Youth, single women, and families</li> <li>Financial assistance (i.e. Rent arrears, utility arrears, moving costs)</li> <li>Brief case management (three months) to stabilize or locate housing</li> <li><b>Target: 250 clients</b></li> </ul> <p><b>St. Matthew's House, Housing Outreach Prevention Eviction for Seniors (HOPES)</b></p> <ul style="list-style-type: none"> <li>Case management supports to maintain or obtain housing</li> <li>Support to obtain financial supports where appropriate</li> <li>Advocacy and referrals to community resources</li> <li><b>Target: 117 clients stabilized into permanent housing situation</b></li> </ul> <p><b>Housing Help Centre, Hamilton Housing Help</b></p> <ul style="list-style-type: none"> <li>Men/Women/Youth/Seniors/Indigenous</li> <li>Case management to stabilize or locate housing</li> <li>Advocacy and referrals to community resources</li> <li><b>Target: 1260 clients stabilized into permanent housing situation</b></li> </ul>	<p><b>Good Shepherd Housing First Family Centred Diversion</b></p> <ul style="list-style-type: none"> <li>Support families with finding appropriate alternatives to shelter</li> <li>Prioritized interventions (i.e. potential risk, at risk, no stability)</li> <li>Flex funds to maintain or acquire stable housing</li> <li><b>Target: 30% of families seeking shelter spaces are diverted to safe alternative housing</b></li> </ul> <p><b>CCAS Community Youth Housing Project Diversion</b></p> <ul style="list-style-type: none"> <li>Divert youth 16-24 to appropriate housing</li> <li>Assessments available 24/7</li> <li>Flex funds available to support placement in or access to housing</li> <li><b>Target: 150 youth served. 30% successfully diverted to safe alternative housing</b></li> </ul>	<p><b>City of Hamilton Housing Services, Housing Focused Street Outreach</b></p> <ul style="list-style-type: none"> <li><b>Target: 500 people at imminent risk of homelessness that are served</b></li> </ul> <p><b>Note:</b> The City Street Outreach Team works closely with, but doesn't have direct oversight, over other outreach teams. This includes Shelter Health Network, which provides primary health care to homeless individuals.</p>	<p><b>Total Beds: 507 (+100 beds in four Violence Against Women Shelters, not City-funded)</b></p> <p><b>Good Shepherd Men's Centre (18 beds)</b>  <b>Good Shepherd Cathedral (60 beds)</b>  <b>Mission Services Men Centre (49 beds)</b>  <b>Salvation Army Booth Centre (82 beds)</b>  <b>Men's Total Beds: 209</b></p> <p><b>Good Shepherd Notre Dame House (21 beds)</b>  <b>Youth Total Beds: 21</b></p> <p><b>Good Shepherd Family Centre (80 beds, 20 rooms)</b>  <b>Family Beds: 80</b></p> <p><b>Good Shepherd Mary's Place (20 beds)</b>  <b>St Joseph's Womankind (6 beds)</b>  <b>Mission Services Emma's Place (15 beds)</b>  <b>Admiral Inn (55 beds)</b>  <b>Women's Total Beds: 96</b></p> <p><b>Hotel Temporary Overflow Sites: 101 rooms serving mix of men, women, families, couples</b></p>	<p><b>YWCA Transitional Living Program</b></p> <ul style="list-style-type: none"> <li>65 transitional beds for women for up to one year</li> <li>Case management supports (e.g. skill building, safety planning)</li> <li><b>Target: 94 women</b></li> </ul> <p><b>Wesley Urban Ministries, Wesley Youth Housing</b></p> <ul style="list-style-type: none"> <li>Provide youth age 16-21 temporary housing (up to 24 months)</li> <li>15 placements with 24/7 staffing support</li> <li>Assist clients in obtaining permanent housing placements</li> <li><b>Target: 7 youth placed in permanent housing per year</b></li> </ul>	<p><b>Mission Services, Housing UP Rapid Rehousing</b></p> <ul style="list-style-type: none"> <li>Mobile case managers support document readiness</li> <li>Case management supports include one monthly in-home meeting</li> <li>Housing stabilization support up to nine months</li> <li><b>Target: 133 individuals placed in permanent housing per year</b></li> </ul> <p><b>Good Shepherd, Rapid Rehousing Program</b></p> <ul style="list-style-type: none"> <li>Women and families</li> <li>RRW dedicated team</li> <li>Team structured to ensure no service interruption in the absence of an assigned case manager</li> <li>Supports provided up to six months after housing achieved</li> <li><b>Target: 87 women, 86 families</b></li> </ul>	<p><b>Mission Services Housing UP ICM</b></p> <ul style="list-style-type: none"> <li>ICM support to men to move into housing</li> <li>Support housing stabilization within 18-24 months</li> <li><b>Target: 80 individuals placed in permanent housing per year</b></li> </ul> <p><b>Wesley Urban Ministries Wesley Hamilton Housing Services Intensive Case Management Housing</b></p> <ul style="list-style-type: none"> <li>ICM support to men to move into housing</li> <li>Support housing stabilization for average of 18 months</li> <li><b>Target: 65 individuals placed in permanent housing per year</b></li> </ul> <p><b>Good Shepherd Housing First Intensive Case Management Program</b></p> <ul style="list-style-type: none"> <li>Includes women (previously the SOS program), youth (previously Housing First for youth, secondment model), and families under one ICM program</li> <li><b>Target: 146 households placed in permanent housing per year (Families 35, Single Women 77, Youth 34)</b></li> </ul> <p><b>Aboriginal Health Centre, Indigenous Housing Services</b></p> <ul style="list-style-type: none"> <li>Supports Indigenous People experiencing homelessness to move into permanent housing</li> <li>Facilitates services and supports that promote housing stability.</li> <li><b>Target: 53 individuals placed in permanent housing per year</b></li> </ul>

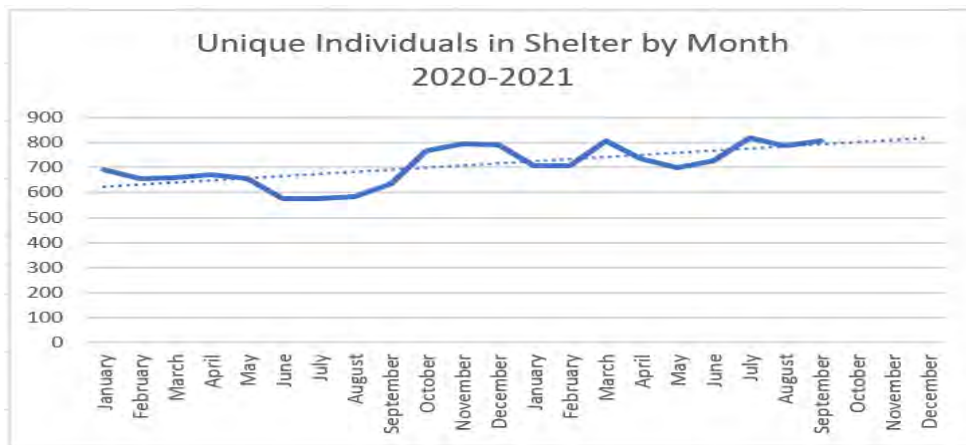
**Prevention Target: 1777 clients stabilized into permanent housing situation**

**ICM, RRH, Transitional Housing Targets: 630 individuals + 121 families**

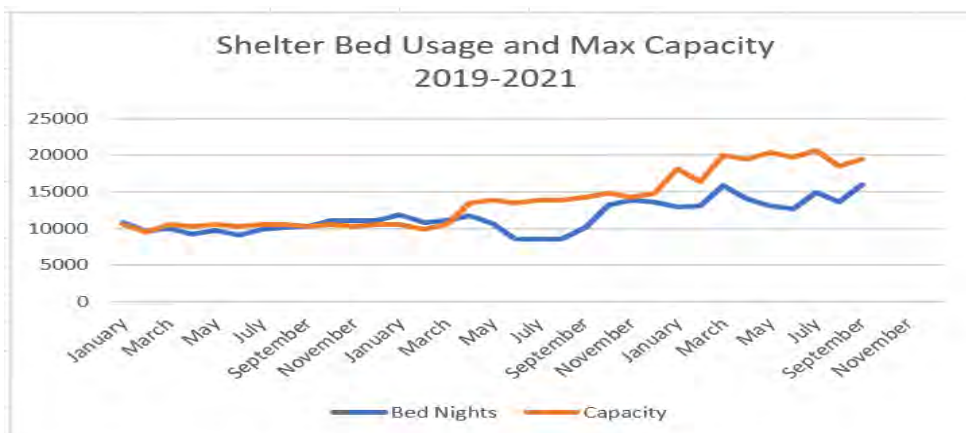
## Emergency Shelters

Emergency shelters are a critical first-line response to ensure people experiencing homelessness have a safe place to stay while they pursue stable housing. The City's outreach staff work on a daily basis to engage individuals experiencing unsheltered homelessness to offer shelter space and work with them to find safer, humane, and supportive housing options.

There has been growing pressure within the shelter system throughout the course of COVID-19. In 2020, emergency shelter average length of stay increased 18% and the women's system is particularly over-capacity.<sup>2</sup> From 2020-21 we've seen an increasing trend in number of unique individuals accessing shelters by month. The over-capacity in the shelter system and extent of hotel overflow is not sustainable. Currently 219 beds are designated through hotel overflow with additional rooms procured as needed, averaging 653 per month in quarter 3. Emergency shelters are a temporary solution to the broader systemic challenges driving homelessness. This recognition is driving investments in long-term comprehensive solutions, some of which are highlighted below and in Report HSC20020(d).



Shelter Beds	
Women's	96
Men	209
Families	80
Youth	21
Overflow	101



<sup>2</sup> A new women's shelter opened on October 2, 2021. Emma's Place run by Mission Services will offer another 15 beds for women once fully operational. These beds are not included in these figures as the shelter was not yet open during the reporting period.



**Community Housing** refers to housing that is subsidized by the government. Forms of social housing may include: “public housing (owned directly or indirectly by service managers), not-for-profit and co-operative housing, rent supplement programs (often in the private market), and rural and native housing (owned by Ontario Aboriginal Housing Services)”. Service managers also oversee numerous initiatives that provide housing assistance for people at a range of incomes who cannot afford local market rents.

**Affordable Housing** is defined by the Canada Mortgage and Housing Company (CMHC). Housing is considered to be affordable when a household spends less than 30% of its pre-tax income on adequate shelter. Households that spend more than 30% of their income on shelter are deemed to be in core housing need. Those that spend 50% or more on shelter are in severe housing need.

## Preservation and Access to Affordable Housing

Since 2014, the City has approved construction of 456 affordable housing units with multi-level government investment of \$45,319,160. To date, 176 units have come online.

This represents a combination of both community housing units and affordable housing.

As the Service Manager, the City of Hamilton is responsible for capital planning to preserve and seek to increase the supply of community housing. The City also administers the Access to Housing waitlist and is the primary funder of community housing for low-to-moderate income households in Hamilton. Community housing is a critical component of the housing continuum as it provides necessary shelter and stability for many households.

There are currently 12,700 units in Hamilton's Social Housing Stock

As of January 2021, Hamilton has 12,700 units in the community housing stock. This includes rent supplement units with community housing providers but does not include rent supplement units with private landlords.

In the past, we have reported 14,600 units in the social housing stock.

There has been reduction of approximately 1,900 units due to the end of Federal operating agreements and the approved sale of single and semi-detached units. Operating agreements are contracts that obligate Housing Providers to offer

units to applicants from the centralized ATH waitlist. **Between 2001 and 2020, 1,654 units were removed from the community housing stock because of the end of operating agreements.** Every year, Hamilton is at risk of losing more community housing stock as a result of expiring operating agreements. HSD works actively to preserve this vital stock of community housing through efforts to maintain and renew operating agreements.

### Access to Housing Waitlist 2016-2020

As of December 31 of each year	2016	2017	2018	2019	2020
# households on Access to Housing Waitlists	5964	6258	6704	6231	6647
# households on Access to Housing Waitlist living in RGI unit (transfers)	1110	1110	1166	1113	1089
# households with active applications for social housing (not transfers)	4854	5148	5538	5118	5558
# of households housed in RGI unit	662	672	508	469	416
# of households housed with a portable housing benefit	-	-	-	126	246
# total households housed from ATH Wait List	662	672	508	595	662
% of Waitlist Housed	10%	10%	7%	9%	9%

**Source:** City of Hamilton, Access to Housing Waitlist Database

Data Note: The number of Applicant Households living in a rent-geared-to-income (RGI) unit represents households currently living with a community housing provider who wish to “transfer” to another housing provider. This includes over-housed households who are required to apply for a smaller unit, people with safety or other concerns in their existing unit, and those in receipt of RGI subsidy living in another municipality. Over the past four years, the percentage of applicant households on the ATH waitlist already living in an RGI unit has remained steady at 17-18%. Whether households are waiting for community housing or already live in social housing and looking to transfer, the number of households on the ATH waitlist reflects households whose housing needs are not being met.

### Household Income Limits

Household Income Limits (HILs) are updated as part of the annually amended Ontario Regulation 370/11 under the *Housing Services Act, 2011*. The household income limit for a household is the annual household income limit set out in the *Housing Services Act* for the size of unit the household occupies and the area where the unit is located.

HILs data is important because they establish the amount of income a household may have and still be eligible for rent-geared-to-income (RGI) or a portable housing benefit (PHB). Hamilton’s Service Level Standard is 9,257 which is the number of units we are required to have for households with incomes at or below the HILs.

### Household Income Limits for 2021

	Bachelor	One-Bedroom	Two-Bed	Three-Bed	Four + Bed
City of Hamilton	\$30,500	\$39,000	\$46,000	\$55,000	\$68,000

**Source:** *Housing Services Act, 2011, O. Reg. 370/11, Schedule 2*

**Waitlist Facts at a Glance**

- In the role of Service Manager, the City of Hamilton, is responsible for funding, administration, and ensuring legislative compliance for local non-profit, co-operative, federal, and urban native housing programs including the local housing corporation, CityHousing Hamilton.
- There are 40 housing providers that operate community housing across the city who have an agreement with the City for subsidized units.
- There are about 12,700 units which include both rent-geared-to-income (RGI) and Market rent units within the social housing portfolio.
- Rental rates for those in receipt of RGI assistance are typically set according to the household's income, with households paying no more than 30% of their income towards rent.
- The demand for community housing is much greater than the supply.
- For a household to move into RGI housing, another household must move out or new stock must be made available.
- As of December 31, 2020, there were 6,647 households on the centralized wait list for social housing.
- Wait times for community housing in Hamilton can be up to five years or more. For survivors of domestic violence who have Special Priority status, the wait time in 2020 was two years.

**Portable Housing Allowance Subsidy Programs**

Portable housing benefits provide direct financial assistance to households. The benefit is tied to a household instead of a housing unit. Portable benefits help bridge the housing affordability gap by helping households keep their housing costs at or below 30% of their income.

<b>Portable Housing Benefit</b>	<b># of Households in Receipt in 2020</b>	<b>Amount of Subsidy</b>	<b>Duration</b>
Municipal Housing Allowance (MHA)	254	\$250-450 based on Household Income Limits (HILS)	Max. 8 years
Hamilton Housing Benefit (HHB)	53	\$350-550 based on HILS	Max. 5 years
Housing First Housing Allowance (HFHA)	386	\$250 flat rate	Max. 8 years
<b>Total</b>	<b>693</b>		

Each of the above subsidies are entirely funded by the municipal levy and are portable within the boundaries of Hamilton. They are also time-limited. The Housing First Housing Allowance program is contracted by the City and administered through the Housing Help Centre. Households in receipt of a housing allowance stay on the ATH

waitlist and are eligible for the Housing Allowance until they accept an offer of RGI, become ineligible for the waitlist, or meet the maximum duration of the subsidy.

The Canada-Ontario Housing Benefit (COHB) is a provincially-funded housing allowance subsidy program. Unlike the municipally-funded programs, households in receipt of a COHB agree to be taken off the ATH waitlist, as required by the program. As a result, all 246 COHB subsidies provided in 2020 are included within the ATH housed data.

### Rent Supplement Programs

Rent supplements are subsidies paid to community housing providers and private landlords to bridge the gap between what a household can afford to pay and the actual cost of housing. In Hamilton, rent supplements are attached to a specific program.

Rent Supplement Program	Number Distributed in 2020
Commercial Rent Supplements	154
<b>Strong Communities Rent Supplements</b>	<b>244</b>
• General	199
• Ministry of Long-term Care	37
• Ministry of Children, Community and Social Services	8
Ontario Community Housing Assistance Program (OCHAP)	647
Wesley Rent Supplements	19
<b>Total</b>	<b>1,064</b>

- Due to fluctuations in occupancy levels within each housing provider’s portfolio, total rent supplements provided to households may fluctuate month-over-month.
- Wesley is the exception and the 19 rent supplements are static.
- While rent supplements are generally considered more permanent subsidies, the Strong Communities Rent Supplement (SCRS) Program is set to end in 2023. The Province administers these funds and has not provided additional details on whether the program will continue past this date.



Hamilton

## INFORMATION REPORT

<b>TO:</b>	Chair and Members Emergency and Community Services Committee
<b>COMMITTEE DATE:</b>	December 9, 2021
<b>SUBJECT/REPORT NO:</b>	ZOLL Defibrillators Standardization for the Hamilton Fire Department and Hamilton Paramedic Service (HSC21039) (City Wide)
<b>WARD(S) AFFECTED:</b>	City Wide
<b>PREPARED BY:</b>	Cliff Eggleton (905) 546-2424 Ext. 7443
<b>SUBMITTED BY:</b>	Michael Sanderson Chief, Hamilton Paramedic Service Healthy and Safe Communities Department
<b>SIGNATURE:</b>	

### COUNCIL DIRECTION

Council approved Emergency and Community Services Committee Report 12-011 on December 12, 2012 which provided:

- (a) That paramedic and firefighter electrocardiogram (ECG) monitor-defibrillators be standardized to the Zoll Medical Corporation and that those products be a single source purchase directly from the manufacturer;
- (b) That the negotiation with the Zoll Medical Corporation as a single source be conducted by staff of the Hamilton Paramedic Service and the Hamilton Fire Department;
- (c) That staff be authorized to negotiate with the Zoll Medical Corporation as the single source for the supply of any replacement parts and accessory equipment associated with the standardized electrocardiogram monitor-defibrillators;
- (d) That staff be authorized to single source the maintenance and biomedical testing contracts for issues not otherwise captured by the warranty from the Zoll Medical Corporation; and,

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**SUBJECT: ZOLL Defibrillators Standardization for the Hamilton Fire Department and Hamilton Paramedic Service (HSC21039) (City Wide) – Page 2 of 3**

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- (e) That staff be authorized to standardize the purchase of public access defibrillator units (AEDs) from the Zoll Medical Corporation in compliance with Procurement Policy #5.1 – Low Dollar Value Procurements, Policy #5.1 – Request for Quotations, Policy #5.3 – Request for Tenders or Policy #5.4 – Requests for Proposals, as applicable.

**INFORMATION**

This report provides Council with an update on the purchase of Zoll cardiac monitor defibrillators in accordance with prior Council authorization.

The current ZOLL X Series monitor/defibrillator devices purchased in 2012 that are in use within the Hamilton Paramedic Service are approaching end of life and replacement and refresh for the Paramedic fleet is scheduled for 2022. The replacement monitor/defibrillator is the New ZOLL's X Series Advanced monitor/defibrillator which has many new advancements from the original X Series purchased nine years prior. These new improvements will help paramedics manage patients more effectively than ever before.

The new X Series Advanced includes these new features; Real BVM (Bag Valve Mask) Help and TBI (Traumatic Brain Injury) Dashboard technologies, RescueNet Live, and enhanced RescueNet case review functionality explained below.

- The Real BVM Help is a real-time ventilation feedback used when paramedics are breathing for patients. With this technology on the new X Series Advanced, paramedics will now be able to view target and delivered tidal volume (amount of air in the lungs) and breathing rate directly on the monitor. This real-time feedback guides paramedics to deliver high-quality manual ventilation in a manner that has never been possible.
- The TBI Dashboard - Early treatment is critical for TBI patients. ZOLL's TBI Dashboard on the new X Series Advanced provides trending information on the parameters most critical to a TBI patient, enabling paramedics to quickly detect potential patient deterioration.
- The RescueNet Live allows Clinicians, such as interventional physicians in the cardiac catheterization suite, to view data from X Series Advanced at remote locations. This telehealth solution from ZOLL enables effective decision support to help paramedics optimize patient care in the field.
- The RescueNet Case Review enables providers to view data from X Series Advanced post-case for effective QA/QI. Data includes ventilation performance

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**SUBJECT: ZOLL Defibrillators Standardization for the Hamilton Fire Department and Hamilton Paramedic Service (HSC21039) (City Wide) – Page 3 of 3**

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with Real BVM Help, CPR performance with Real CPR Help, and automatic recognition and integration of performance with ZOLL's automated mechanical compression (AutoPulse) device. The AutoPulse resuscitation system was approved for purchase and implementation for Hamilton Paramedic Service in September 2021 (HSC21028).

**FINANCIAL**

Acquisition and replacement of the ZOLL X Series Advanced equipment has been estimated at \$2,051,570. These funds are included in the 2022 Capital Budget under Project #7642251101 - 2022 Annual Equipment Replacement Project for Hamilton Paramedic Service.

**APPENDICES AND SCHEDULES ATTACHED**

None



## INFORMATION REPORT

<b>TO:</b>	Chair and Members Emergency and Community Services Committee
<b>COMMITTEE DATE:</b>	December 9, 2021
<b>SUBJECT/REPORT NO:</b>	Snow Angels Program Update (HSC21046) (City Wide)
<b>WARD(S) AFFECTED:</b>	City Wide
<b>PREPARED BY:</b>	Jennifer Hohol (905) 546-2424 Ext. 7857 Rikki Frith (905) 546-2424 Ext. 7604
<b>SUBMITTED BY:</b>	Grace Mater General Manager Healthy and Safe Communities Department
<b>SIGNATURE:</b>	

### COUNCIL DIRECTION

Not Applicable

### INFORMATION

The Snow Angels Program is a volunteer-based snow removal service that matches local volunteers with low-income seniors and persons with disabilities. In existence since 2005, this program recruits volunteers to shovel the sidewalk, a pathway to the front entrance and the windrow of the client home within 24 hours of a minimum three-centimetre snow accumulation. City of Hamilton staff provide coordination support to the program from October to April and are responsible for volunteer recruitment, marketing, client/volunteer matching, inquiry response, referrals, communication and volunteer recognition.

As a volunteer-driven program, success depends on the number of volunteers recruited, the geographical location of the volunteers and volunteer turnover. Historically, over 80% of the residents screened into the program are matched with a Snow Angel volunteer. In the 2020/2021 winter season, there were approximately 96 volunteers matched with 106 clients. The number of clients matched with volunteers changed almost daily throughout the winter season due to:

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**SUBJECT: Snow Angels Program Update (HSC21046) (City Wide) - Page 2 of 3**

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- Loss of volunteers from injuries, conflicting commitments and difficult working conditions (i.e. cold, heavy snow, large and/or corner lots);
- Difficulty finding and maintaining matches based on geography (i.e. available volunteers aren't close to client);
- Frustration from volunteers when they attend properties and find the snow has already been cleared, Snow Angels is often a back-up plan for many residents in case no one else provides assistance;
- Clients requiring more service mid-season, often neighbours are happy to assist at the start of the winter season but tire as the winter goes on; and,
- Significant influx in calls and emails from residents and their families, caregivers, agencies and Councillors requesting Snow Angel volunteer support when snow is forecasted.

**Future Plans:**

Coordination of the Snow Angels Program for the 2021/2022 winter season has just begun with client and volunteer confirmation and will be followed by a series of volunteer recruitment efforts. Letters are being sent out to clients who participated in the program last year to determine their continued need for service. Staff have also started to reach out to previous volunteers to determine their availability to continue supporting the program for the upcoming winter.

Although initially targeted to youth needing volunteer hours to meet high school graduation requirements, today's volunteers are more likely to be adults or families. Since annual snowfall is unpredictable, the Snow Angels volunteer opportunity has not proven overly successful with students as there is no guarantee of volunteer hours. Success is also often incumbent on the support of the students' families. Recruitment opportunities for volunteers are shared via social media channels, digital display boards, posters in City of Hamilton facilities (i.e. recreation centres), posters in high schools, social media channels in partner organizations and media ads (i.e. radio, television and print). Most recruitment in 2021/2022 will remain virtual until in-person recruitment opportunities become available again.

This year the program will benefit from a newly designed digital database tailored to the Snow Angels program. Developed in collaboration with the City of Hamilton's Information Technology Division, this database will improve the coordination and communication efficiency of staff with clients. The database will include an integrated mapping tool to better create matches between clients and volunteers based on geography, stats at-a-glance to monitor program performance and an auto-response generation for volunteer and/or client applications to improve communication.

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**SUBJECT: Snow Angels Program Update (HSC21046) (City Wide) - Page 3 of 3**

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Currently there are over 100 residents on the waitlist for a volunteer Snow Angel. Staff will explore several opportunities for future improvements to the program to better meet demands for service, which include but are not limited to:

- Maintaining a small roster of volunteers willing to assist on an emergency basis to provide last-minute support;
- Improving targeted recruitment strategies based on geography;
- Fostering messages of neighbourly and family support in assisting Hamilton's most vulnerable residents during the winter season;
- Creating an emphasis on families and friends helping loved ones age in place;
- Providing alternative snow clearing options for those who may have the personal or family income support to purchase private snow removal services;
- Strengthening referral of participants through programs already offering services to low-income seniors and persons with disabilities so those most in need are in receipt of services; and,
- Creating a process for applicants to demonstrate financial need for a volunteer in order to open and prioritize the waitlist.

**APPENDICES AND SCHEDULES ATTACHED**

None



Hamilton

## INFORMATION REPORT

<b>TO:</b>	Chair and Members Emergency and Community Services Committee
<b>COMMITTEE DATE:</b>	December 9, 2021
<b>SUBJECT/REPORT NO:</b>	2021/2022 Winter Service Planning (HSC21048) (City Wide)
<b>WARD(S) AFFECTED:</b>	City Wide
<b>PREPARED BY:</b>	Rob Mastroianni (905) 546-2424 Ext. 8035
<b>SUBMITTED BY:</b>	Edward John Director, Housing Services Division Healthy and Safe Communities Department
<b>SIGNATURE:</b>	

### COUNCIL DIRECTION

Emergency and Community Services Committee at its meeting of November 4, 2021 approved a motion stating the following: that staff be directed to develop an annual winter services plan for people experiencing homelessness that includes monitoring and adapting to emerging needs, for report back to the Emergency and Community Services Committee.

### INFORMATION

The winter season has a disproportionate impact on those experiencing homelessness or living in vulnerable situations. The Housing Services Division collaborates with social service agencies in operating services and supports which provide options for warm spaces and programming throughout the winter season to enhance available spaces, as well as enacting specific protocols during extreme cold weather periods.

Under the City of Hamilton's existing Extreme Weather Protocol, existing services and programs offer supports which operationalize when a Cold Alert is activated by Hamilton Public Health Services. A Cold Alert is triggered when weather conditions are at or below minus 15 degrees Celsius (-15°C) and/or the temperate feels like minus 20 degrees Celsius (-20°C) with wind chill.

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**SUBJECT: 2021/2022 Winter Service Planning (HSC21048) (City Wide) - Page 2 of 5**

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During a Cold Alert, these social service agencies and the homelessness serving system respond to the needs of homeless and vulnerable residents by expanding service hours, easing service limitations/caps, and ensuring locations offer a welcoming location for individuals to access space out of the cold. In addition, specific City of Hamilton buildings operate as warming locations. Specific details on the Extreme Cold Weather protocol can be found on the City of Hamilton's website under the following path: [www.hamilton.ca/cold](http://www.hamilton.ca/cold).

In addition to the existing Extreme Cold Weather protocol noted above and in response to impacts on services available due to COVID-19 pandemic restrictions, the following services, which are to be fully detailed in our subsequent Transition and Adaption Report to be presented at the December 9, 2021, Emergency and Community Services Committee meeting, have been operationalized or are being explored by staff to respond to inclement weather during winter months.

Winter Planning Services in effect:

- Staff have secured the operation and availability of 15 additional temporary emergency shelter beds and required supports to serve single homeless women at Mission Services Emma's Place, which was recently approved by Council.
- Expansion of 21 Rooms at an existing hotel serving homeless women and couples.
- Invested in the operation of four drop-in centres serving men, women and youth that will support the needs of vulnerable individuals throughout the winter months. This operation will continue until March 31, 2022, as approved at the June 3, 2021 Emergency and Community Services Committee meeting.

**Available Resources:**

Staff will ensure an updated resource list is available to outline all available supports during winter months, as well as enhanced availability of outreach opportunities, including their times of operation and locations.

**Community supports:**

A number of opportunities are still being explored to expand community supports including the following:

- Women's System capacity

A significant enhancement which would address immediate capacity pressures in the women's emergency shelter system is in the final phase of negotiation. This intervention recognizes the current capacity in the women's system and seeks to address it in a meaningful manner, beyond increasing beds alone, but to include women specific supports and accommodations that best represent their emergency needs.

**SUBJECT: 2021/2022 Winter Service Planning (HSC21048) (City Wide) - Page 3 of 5**

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- Implementing additional surge capacity within emergency shelters

As is often the practice within cold alerts, all available space within each shelter is optimized in those conditions of inclement weather. Complexity in this past practice is presented currently as a result of the pandemic and the congregation limitations. Staff are working closely with Public Health Services to identify those options which can safely increase the capacity in shelters while proving conformity with all screening and separation requirements as a result of COVID-19.

- Exploring increased hotel capacity

Over the past several months available beds in our hotel system has been constrained as a result of staffing shortages and pressure for hotels to return to 'business as usual' operations. In addition to the expansion of 21 hotel rooms, staff are continuing to negotiate the continued and increased capacity at available hotels to meet the winter demands.

- Isolation Spaces

Our ability to offer separate isolation space for those individuals testing positive to COVID-19 has served as an essential tool to limit the duration and scale of outbreaks within our system. However, favourable vaccination rates and less than expected demand on these services in the face of a potential fourth wave has allowed staff and the supporting agencies to consider the potential of vacant available space when these rooms are vacant and not being utilized for isolation needs.

- Community support

Staff will be recommending the establishment of a funding source in the upcoming Transition and Adaption Report, to be presented at the December 9, 2021 Emergency and Community Services Committee meeting, to support independent agencies and community entities (churches/social clubs, etc.) who may be interested in supporting vulnerable individuals but who may not have the operational funds to be viable. Staff would act as coordinator to ensure all potential funded interventions are co-ordinated and delivered in a structured and comprehensive manner with particular focus on addressing the needs of women and indigenous individuals within the system.

- Service specific interventions

In addition, discussions are to occur with operators of local Consumption and Treatment Services (CTS) sites on the logistics and feasibility of expanded operating hours and coordination with the housing system to provide greater access to these much-needed resources.

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**SUBJECT: 2021/2022 Winter Service Planning (HSC21048) (City Wide) - Page 4 of 5**

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**Expanding warming centres:**

- Drop-Ins

Housing Services Division will continue to work with partners to maximize available space and extended hours of operation at drop-ins through the winter and ensure individuals are aware of municipal buildings which have been identified as warming centres.

- Overnight warming centres

Staff recognize that the creation of warming centres only in response to Cold Weather Alerts disproportionately affects those homeless and unsheltered individuals experiencing the impacts of inclement weather. As such, Housing Services Division are in advanced discussions with a local community social service agency in order to provide low barrier overnight and/or extended operational access to warming facilities, as this represents a current gap in the provision of services. As such, staff are working with community agencies to explore additional overnight warming spaces both in existing drop in locations as well as the potential throughout the City.

**Service Restrictions:**

Service Restrictions within emergency shelters are eased and/or lifted wherever possible during extreme cold weather instances. Housing Services Division staff review and discuss service restriction occurrences and policies with service providers on a regular basis and will meet with providers to explore opportunities to mitigate length and occurrences of Service Restrictions within funded agencies. Where feasible the relaxation or removal of service restrictions will be encouraged in circumstances where no significant health and safety concern exists.

**Continue to build housing stock and enhance housing outflow:**

Housing Services Division staff will continue to work with partners and funded agencies in order to refocus and enhance outflow to permanent housing. This includes maximizing all available federal, provincial and municipal funding to build and create as many housing with supports units as feasible as well as work with existing partners and funded agencies to maximize efforts.

As noted, detailed information on a number of the above noted responses will be included in an upcoming report at the December 9, 2021 Emergency and Community Services Committee. However, staff will continue to keep Council updated as more information becomes available.

**SUBJECT: 2021/2022 Winter Service Planning (HSC21048) (City Wide) - Page 5  
of 5**

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**APPENDICES AND SCHEDULES ATTACHED**

None



Hamilton

# CITIZEN COMMITTEE REPORT

<b>To:</b>	Emergency & Community Services Committee
<b>From:</b>	Senior Advisory Committee  <hr style="width: 20%; margin-left: auto; margin-right: 0;"/> (Penelope Petrie, Chair)
<b>Date:</b>	November 5, 2021
<b>Re:</b>	Proposed resolution regarding Hamilton Police Service Board and Hamilton Police Services failure to provide adequate and effective police services in long-term care homes in the City of Hamilton

## Recommendation:

WHEREAS, the COVID 19 pandemic continues to have a negative impact on senior residents living in retirement and long-term care homes (“homes”) throughout Canada, Ontario, and the City of Hamilton;

WHEREAS, on March 15, 2021, Detective Sgt. Darrin Murphy of the Hamilton Police Service (“HPS”) appeared before the City of Hamilton’s Senior Advisory Committee to explain the HPS investigative response regarding the 119 resident deaths in Hamilton homes during the COVID 19 pandemic period;

WHEREAS, on April 30, 2021, the Ontario Long-Term Care COVID Commission Final Report concluded the cause of death of approximately 33 % of residents in Ontario homes resulted from neglect, malnutrition, and dehydration, not COVID-19. An aggravating factor contributing to these deaths and unacceptable living conditions was a lack of adequate and effective staffing by the licensees of these homes;

WHEREAS, the Senior Advisory Committee was displeased with the inadequate HPS investigative response into the 119 resident deaths occurring in 4 Long-Term Care homes in the City of Hamilton. Therefore, on May 21, 2021, as a private citizen, Mr. David Broom appeared before and gave a deputation to the Hamilton Police Services Board (“Board”) highlighting for the Board, details of the inadequate HPS effort;

WHEREAS, on May 21, 2021, the Board requested Hamilton Police Chief Frank Bergen report back to the Board at a future meeting and provide “more fulsome



comment” relating to the care and deaths of residents in Long-Term Care and Retirement homes in the City of Hamilton;

WHEREAS, on September 16, 2021, Chief of Police Frank Bergen through Deputy Chief Ryan Diodati reported back to the Board asserting that from January 2020 through June 16, 2021, the Coroner’s Office investigated only 31 deaths, specifically at Long-Term Care homes in the City of Hamilton. Of these, only 4 were reviewed by the HPS and none of the four were deemed to be criminal in nature; and

WHEREAS the HPS and the Board failed to address the remaining 88 of the 119 deaths that took place in these homes in the City of Hamilton.

THEREFORE, BE IT RESOLVED:

That Council for the City of Hamilton be made aware that 88 of the remaining 119 deaths in Hamilton’s long-term care homes require Hamilton Police Services (HPS) investigation and that such inaction constitutes inadequate and ineffective police service as set out under section 31(1) of the Police Services Act;

That the following request be forwarded to the Police Services Board (PSB); and

That the Chief of Police Frank Bergen and the Hamilton Police Services Board appear before Council to explain why these 88 deaths have not been adequately investigated.

**Background:**

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

At the November 5, 2021 Senior Advisory Committee meeting, Item 11 (Motions), which refers to the resolution regarding the failure of Hamilton Police Services and the Hamilton Police Services Board to provide adequate police services in long-term care homes in Hamilton.

**Analysis/Rationale:**

The Senior Advisory Committee does not believe that enough action has been taken by Hamilton Police Services in response to the large number of deaths in long-term care homes that occurred during the COVID-19 pandemic. Therefore, the Senior Committee urges the City of Hamilton to intervene by enforcing the recommendations listed above.

**10.5**

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

<b>TO:</b>	Chair and Members Emergency and Community Services Committee
<b>COMMITTEE DATE:</b>	December 9, 2021
<b>SUBJECT/REPORT NO:</b>	Agreements with Community Housing Providers to use Access to Housing (HSC21041) (City Wide)
<b>WARD(S) AFFECTED:</b>	City Wide
<b>PREPARED BY:</b>	Brian Kreps (905) 546-2424 Ext. 1782
<b>SUBMITTED BY:</b>	Edward John Director, Housing Services Division Healthy and Safe Communities Department
<b>SIGNATURE:</b>	

**RECOMMENDATION(S)**

That the City enter into agreements with community housing providers for the purposes of using the Access to Housing Waitlist to offer units not governed by the *Housing Services Act* on such terms and conditions consistent with the terms and conditions described in Appendix “A” to Report HSC21041, with such additions or modifications thereto as the General Manager of Healthy and Safe Communities and the City Solicitor deem acceptable, and that the General Manager of Healthy and Safe Communities or her designate be authorized to execute and administer the agreement in a form satisfactory to the City Solicitor.

**EXECUTIVE SUMMARY**

Pursuant to the *Housing Services Act, 2011* (“HSA”) the City is responsible for administering a coordinated access system through which Rent-Geared-to-Income (RGI) social housing units (“RGI Units”) must be offered to persons on the City’s Access to Housing Waitlist (the “ATH Waitlist”).

Staff recommend that Council authorize entering into agreements with community housing providers to offer non-RGI units to households on the ATH Waitlist. While

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**SUBJECT: Agreement with Community Housing Providers to use Access to Housing (HSC21041) (City Wide) - Page 2 of 5**

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these units are not RGI, they are more affordable than those offered in the private market.

Indwell Community Homes has asked to enter into such an agreement. This would allow them to reduce administrative costs and focus resources directly on the tenants.

This arrangement offers a one-stop shop for potential applicants who otherwise would need to apply to two separate lists. It would also offer applicants access to a wider range of options.

**Alternatives for Consideration** – Not Applicable

**FINANCIAL – STAFFING – LEGAL IMPLICATIONS**

Financial: N/A

Staffing: N/A

Legal: The HSA requires that Service Managers establish coordinated access systems that require households on the ATH Waitlist to be offered RGI Units in accordance with the Regulations under the HSA. The HSA does not explicitly exclude offering other forms of housing assistance through the coordinated access system but does not permit a household to be removed from the ATH Waitlist when offered other forms of housing assistance unless the household requests to be removed. The HSA further requires that the City's ATH Waitlist Rules ("Rules") include provision for a request for removal by a household.

Recent amendments to the HSA will permit other forms of assistance to be offered but the City cannot rely on the amendments because they are not yet in force and the accompanying regulations have not been drafted. The current provisions of the HSA pursuant to the natural person powers in section 9 of the *Municipal Act, 2001* and the broad authority provided to single tier municipalities in section 10 of the *Municipal Act, 2001* provide the City with authority to enter into agreements with community housing providers for the purposes of using the Access to Housing Waitlist to offer units not governed by the Housing Services Act.

In addition, the City's policies governing the ATH Waitlist do provide for a household request to be removed from it. The agreements recommended in HSC21041 can proceed without changes to the Rules but if the Rules are not changed the persons/households accepting a non-RGI unit would remain on the ATH Waitlist unless they request that their name be removed. The terms and conditions for the agreements are attached as Appendix "A" to Report

**SUBJECT: Agreement with Community Housing Providers to use Access to Housing (HSC21041) (City Wide) - Page 3 of 5**

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HSC21041 include a condition that any household accepting a non-RGI unit will be asked to request that their name be removed from the ATH Waitlist.

**HISTORICAL BACKGROUND**

In 2001, responsibility for administering social housing and the centralized access system was downloaded by the province of Ontario to the City of Hamilton and the role of Service Manager for Housing was created.

From 2001 to 2018, the administration of the coordinated access system was contracted to external organizations. Hamilton's system is known as Access to Housing (ATH) which serves as a central point for the application and initial eligibility screening for applicants who wish to be housed in a unit operated by one of Hamilton's social housing providers.

In April 2018, the ATH service was brought in-house to deliver a more comprehensive and integrated service (Report CES14052(d)).

**POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS**

The *Housing Services Act, 2011* designates the City of Hamilton as the Service Manager for Housing. As part of that role, the City is required to administer a coordinated access system for rent-geared-to-income social housing. Furthermore, all social housing providers are required to offer their vacant units through the centralized waiting list. The authority and legislative context for the recommended agreements is described in the Legal Implications portion of Report HSC21041.

**RELEVANT CONSULTATION**

While the report seeks authorization to enter into agreements with any Community Housing provider, Indwell is the only one that expressed a desire to integrate its wait list for non-Rent-Geared-to-Income units with Access to Housing. Indwell has been consulted on the terms of the agreement.

**ANALYSIS AND RATIONALE FOR RECOMMENDATION**

The City of Hamilton's Access to Housing (ATH) waitlist currently includes approximately 184 properties with a range of unit sizes. Most of these units are in social housing buildings run by non-profit community housing providers. Some are for rent supplements in market units in social housing buildings or in privately owned rental units.

As of December 31, 2020, there were 6,647 households active on ATH. Of those, 1,089 were currently living in an RGI unit and seeking to move to another RGI unit.

**SUBJECT: Agreement with Community Housing Providers to use Access to Housing (HSC21041) (City Wide) - Page 4 of 5**

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Indwell is a non-profit community housing provider. While it does offer some RGI units through city-funded Ontario Community Housing Assistance Program (OCHAP) rent supplements, most of its units are not RGI and are currently not offered through ATH. Indwell approached Housing Services about using ATH to offer units. Indwell would use ATH to fill approximately 330 units in Hamilton. Indwell has a wait list of more than 700 households. It is also worth noting that many of Indwell's units would be considered supportive housing.

Indwell found that as their waitlist grew, it took increasing resources to manage. Using the ATH waitlist infrastructure would allow them to focus staff resources on other aspects of supporting tenants. Indwell was also finding that their wait times were increasing and therefore considered it useful for applicants to have access to other housing options.

In 2019, an analysis was done to determine how many tenants on Indwell's list were also on ATH. The analysis determined that less than 30% of applicant's on Indwell's list were also applicants on ATH. It is not known if Indwell's applicants were not aware of the option of applying to ATH, if they were deterred by the wait or if they explicitly wanted a unit through Indwell. If approval is given to enter into the agreement, the ATH list will increase as many households on Indwell's waitlist are not currently on ATH.

It is recommended that the Emergency and Community Services Committee approve the entering into agreements with community housing providers such as Indwell to include their units on the ATH list. The term sheet for the agreement is attached as Appendix "A" to Report HSC21041. It specifies that any RGI units would be offered through the ATH waitlist rules and that all units must comply with certain expectations in terms of participating in the Social Housing Review Panel and complying with its decisions. Any applicant housed in a deeply affordable unit, though not RGI, would be considered "housed" and be removed from the ATH wait list.

Given that most of Indwell's units as considered supportive housing, the offer will not be merely chronological. Any supportive unit will require an assessment and agreement on both parties that the housing and supports offered are desired and appropriate. In cases where there is not mutual agreement, the offer will be marked as a "provider refusal" which will mean that the household will remain active on ATH. An "applicant refusal" would result in the household being removed from the ATH waitlist under the recently introduced one offer policy set by the province.

The primary benefit is being able to offer one-stop shopping for prospective tenants rather than having to apply to and maintain currency on multiple lists which is time consuming and complicated. Given the resources required to administer large lists, it provides a benefit to community housing providers and encourages integration of their units on the waitlist.

**SUBJECT: Agreement with Community Housing Providers to use Access to Housing (HSC21041) (City Wide) - Page 5 of 5**

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One important consideration is that until provincial regulations change, households cannot automatically be removed from the waitlist when they accept an offer of non-RGI housing. A process will be put in place to ask participants to request that their name be removed from the ATH waitlist when they are offered a non-RGI affordable housing unit.

**ALTERNATIVES FOR CONSIDERATION**

N/A

**ALIGNMENT TO THE 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**

Appendix "A" to Report HSC21041: Term Sheet for Agreements with Community Housing Providers for the Purposes of using the Access to Housing Waitlist to offer units not governed by the *Housing Services Act* (HSA)

**Appendix “A” to Report HSC21041**  
**Page 1 of 2**

**Term Sheet for Agreements with Community Housing Providers for the Purposes of using the Access to Housing Waitlist to offer units not governed by the Housing Services Act (HSA)**

<building address(es)>

<housing provider>:

Type of Agreements: Agreements to Use Access to Housing Waitlist to Offer Units Not Governed by the Housing Services Act (AUATH)

1. The number of agreements will be determined by the City Solicitor.
2. In exchange for the deeply affordable units at <address(es)> being offered through the Access to Housing Waitlist, the City shall update the building selection forms to appropriately reflect the Community Housing Provider’s buildings and units, review and enter applications and building selections, review applicants’ eligibility to be on Access to Housing Waitlist and determine eligibility for bedroom size, answer applicant questions about buildings, maintain the Integrated Housing Software system to provide access to households for offers, enter applications from existing applicants to the Housing Provider’s waitlist into Integrated Housing Software (IHS), and operate the social housing review panel.
3. Application Date: The City shall use the date the household applied to the <housing provider>’s waitlist as their application date on ATH.
4. Term: The agreement will have a minimum term of five years with the possibility of extension based on mutual agreement and subject to approval of the General Manager of Healthy and Safe Communities Department.
5. Referrals: It is required that <housing provider > will receive referrals for tenants of the units, subject to the AUATH from the Housing Services Division. The City will refer eligible households for units in the project which are subject to the AUATH, including assessing the household’s eligibility for deep affordability income relative to the rent. <housing provider> retains all rights and obligations as a landlord under the Residential Tenancies Act and all other relevant legislation, including the rights to assess and decline tenants that may be referred by the City.
6. Offers of Housing: <Housing provider> will only offer units governed by the AUATH to eligible households. Upon acceptance of an offer, <housing provider> will ask that the tenant request their name be removed from the ATH waitlist.
7. Integrated Housing System: <housing provider> will use the Integrated Housing System to offer units governed by the AUATH.

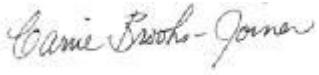
**Appendix “A” to Report HSC21041**  
**Page 1 of 2**

8. Assessment Criteria for Supported Housing: <housing provider> will develop standardized assessment criteria for assessing appropriateness for housing in particular buildings. These criteria will be shared with the City.
9. Social Housing Review Panel: <housing provider>'s decisions regarding eligibility for subsidy will be subject to review by the City of Hamilton's Social Housing Review Panel and abide by relevant policies. <housing provider> will establish an internal review process for decisions regarding eligibility for subsidy. <Housing provider> will accept the decisions of the Social Housing Review Panel as binding.
10. Reviews: <Housing provider> shall allow the City to conduct reviews of its offer process and eligibility calculations with 48 hours' notice.
11. Payment Provisions: Payment of subsidy to <housing provider> will be governed by separate rent supplement agreements.
12. Transition: <housing provider > will inform tenants of need to apply to ATH and meet eligibility criteria. <housing provider> will also be responsible for obtaining tenant consent to communicate offers and outcomes to ATH.
13. Building Inventory: <housing provider > will report changes to its building inventory to the City so buildings may be added or subtracted as soon as possible.
14. Other terms as deemed necessary by the City Solicitor and General Manager of the Healthy and Safe Communities Department.



**10.6**

**CITY OF HAMILTON**  
**PLANNING AND ECONOMIC DEVELOPMENT DEPARTMENT**  
**Tourism and Culture Division**

<b>TO:</b>	Chair and Members Emergency and Community Services Committee
<b>COMMITTEE DATE:</b>	December 9, 2021
<b>SUBJECT/REPORT NO:</b>	City of Hamilton Veterans Committee 2022 Budget Submission (PED21215) (City Wide)
<b>WARD(S) AFFECTED:</b>	City Wide
<b>PREPARED BY:</b>	Christopher Redford (905) 546-2424 Ext. 4688
<b>SUBMITTED BY:</b>	Carrie Brooks-Joiner Director, Tourism and Culture Planning and Economic Development Department
<b>SIGNATURE:</b>	

**RECOMMENDATION**

That the Hamilton Veterans Committee (Veterans Committee) 2022 base Budget submission, attached as Appendix "A" to Report PED21215 in the amount of \$43,000, be approved and referred to the 2022 Budget process for consideration.

**EXECUTIVE SUMMARY**

In accordance with the process for submission of budgets for the Volunteer Advisory Committees, the Hamilton Veterans Committee Budget for 2022, in the amount of \$43K is being submitted for approval.

Hamilton residents have high and increasing expectations for the quality and inclusivity of veterans' memorial services to properly honour the sacrifices made past and present.

**Alternatives for Consideration – Not Applicable****FINANCIAL – STAFFING – LEGAL IMPLICATIONS**

**Financial:** The Hamilton Veterans Committee is requesting its annual base Budget of \$43K, the same as the Budget requested and approved in the previous year.

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**SUBJECT: City of Hamilton Veterans Committee 2022 Budget Submission  
(PED21215) (City Wide) - Page 2 of 3**

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**Staffing:** N/A

**Legal:** N/A

**HISTORICAL BACKGROUND**

Since 2001, military remembrance and commemoration activities have included organizing the City of Hamilton Remembrance ceremonies in addition to assisting with the coordination of annual ceremonies in Ancaster, Dundas, Glanbrook, Stoney Creek and Waterdown. The Veterans Committee also acts as a liaison to the military community in Hamilton. Other annual events include the Dieppe Memorial Ceremony and Decoration Day. The Veterans Committee, supported by City of Hamilton staff, have most recently worked to include and promote the inclusion of youth in their events and matters of public art installations.

**POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS**

The City's role in veterans' memorial services and related activities furthers the objectives of the City's Strategic Plan.

**RELEVANT CONSULTATION****External**

- The Hamilton Veterans Committee

**ANALYSIS AND RATIONALE FOR RECOMMENDATION**

The rationale for continued use of funds for the Hamilton Veterans Committee Budget is based on:

- Increased attendance numbers at Remembrance Day services resulting in additional costs, e.g. enhanced security and traffic management services;
- Addition of large video screens to make the services accessible to the public and active military members on parade as downtown construction projects have reduced the space permitted for events in Gore Park; and,
- In 2022, the Veterans Committee plans to return to hosting two services of remembrance on November 11 and 13 (Public Health restrictions allowing) to include active members of the Reserve Forces who cannot attend if November 11 falls on a weekday. This will continue until 2028 when Remembrance Day will take place on a weekend again.

**SUBJECT: City of Hamilton Veterans Committee 2022 Budget Submission  
(PED21215) (City Wide) - Page 3 of 3**

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Without funding provided by Council, these expectations cannot be met for these events that hold national historical significance.

**ALTERNATIVES FOR CONSIDERATION**

N/A

**ALIGNMENT TO THE 2016 – 2025 STRATEGIC PLAN**

**Community Engagement and Participation**

Hamilton has an open, transparent and accessible approach to City government that engages with and empowers all citizens to be involved in their community

**Healthy and Safe Communities**

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

**Culture and Diversity**

Hamilton is a thriving, vibrant place for arts, culture, and heritage where diversity and inclusivity are embraced and celebrated.

**Our People and Performance**

Hamiltonians have a high level of trust and confidence in their City government.

**APPENDICES AND SCHEDULES ATTACHED**

Appendix “A” - Hamilton Veterans Committee 2022 Budget Submission

# **CITY OF HAMILTON**

**2022**

**ADVISORY COMMITTEES**

**BUDGET SUBMISSION FORM**

**Hamilton Veterans Committee**

**PART A: General Information**

**ADVISORY COMMITTEE MEMBERS:**

<b>Mike Rehill, Chair</b>	<b>Steve Waldron</b>
<b>Don Jackson</b>	<b>Dave Steckham</b>
<b>Rod Paddon</b>	
<b>Dave Baldry</b>	<b>Councillor Lloyd Ferguson (alt)</b>
<b>Robert Fyfe</b>	<b>Councillor Brenda Johnson</b>
<b>Ed Sculthorpe</b>	
<b>Terry Ryan</b>	

**MANDATE:**

Reporting to Council, the Hamilton Veterans Committee oversees the planning and delivery of military remembrance and commemoration activities on behalf of the City of Hamilton. When directed by Council, the Committee provides input on projects and issues that are of concern to Hamilton Veterans.

## **PART B: Strategic Planning**

### **STRATEGIC OBJECTIVES:**

#### **Goals and objectives:**

Act as a liaison for the veterans of the City of Hamilton on all matters that fall within Council's jurisdiction.

Coordinate Decoration Day, Remembrance Day Parades, community engagement pieces and Memorial Services in multiple wards.

Maximize the engagement of youth in the act of Remembrance through projects and events.

#### **How will they be achieved:**

Coordinate the remembrances for significant anniversaries such as Decoration Day, Remembrance Day, Garrison Parade and including but not limited to parades and memorial services.

Administer all other matters directly relating to or of concern to Hamilton Veterans that fall within Council's jurisdiction. Provide written letters of support for Veterans causes when requested and deemed appropriate.

Veteran's Committee advises on the use and care of cenotaphs in partnership with Heritage Resource Management.

Present opportunities for the engagement of youths in acts of Remembrance in the City of Hamilton through events and community projects

#### **Who will benefit:**

All citizens of the City of Hamilton as well as local veterans and active forces. Upward of 2,000 people attend the Remembrance Day services and parades coordinated by the Veterans Committee.

All residents of Hamilton will have the opportunity to show respect for Veterans service to our country.

The Youth of Hamilton will be given the opportunity to be engaged with Acts of Remembrance outside of the classroom setting through hands-on and digital platforms.

**ALIGNMENT WITH CORPORATE GOALS:**

Please check off which Council approved Strategic Commitments your Advisory Committee supports			
<b>1) Community Engagement &amp; Participation</b>	X	<b>2) Economic Prosperity &amp; Growth</b>	
<b>3) Healthy &amp; Safe Communities</b>	X	<b>4) Clean &amp; Green</b>	
<b>5) Built Environment &amp; Infrastructure</b>		<b>6) Culture &amp; Diversity</b>	X
<b>7) Our People &amp; Performance</b>			

**PART C: Budget Request**

**INCIDENTAL COSTS:**

Meeting Costs: <ul style="list-style-type: none"> <li>- postage, printing, parking</li> <li>- 7 general meetings, 4 event planning meetings &amp; 1 meeting with all Veteran Organizations within the City of Hamilton</li> <li>- Name tags &amp; arms bands</li> </ul>	\$600.00
<b>SUB TOTAL</b>	<b>\$600.00</b>

**SPECIAL EVENT/PROJECT COSTS:**

Ceremonies/Services: <ul style="list-style-type: none"> <li>- Hamilton (Gore Park Cenotaph), 2 ceremonies and parades</li> <li>- Community Ceremonies (Ancaster, Glanbrook, Dundas, Stoney Creek, Waterdown)</li> <li>- Dieppe Veteran's Memorial Service</li> <li>- Decoration Day</li> <li>- Communications &amp; Marketing</li> </ul>	\$34 K \$2,200 \$2,500 \$3,000 \$700
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<b>SUB TOTAL</b>	<b>\$ 43 K</b>
<b>TOTAL COSTS</b>	<b>\$ 43 K</b>
<b>Funding from Advisory Committee Reserve (only available to Advisory Committees with reserve balances)</b>	<b>\$</b>
<b>TOTAL 2021 BUDGET REQUEST</b>	<b>\$ 43 K</b>
<b>PREVIOUS YEAR (2020) APPROVED BUDGET (2020 Request \$ )</b>	<b>\$ 43 K</b>

**CERTIFICATION:**

Please note that this document is a request for a Budget from the City of Hamilton Operating budget. The submission of this document does not guarantee the requested budget amount. Please have a representative sign and date the document below.

**Representative's Name: Mike Rehill**

**Signature:** \_\_\_\_\_  


**Date:** \_\_\_\_\_  
 October 27, 2021

**Telephone # :** \_\_\_\_\_  
 905-546-2424 ext 4688





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

<b>TO:</b>	Chair and Members Emergency and Community Services Committee
<b>COMMITTEE DATE:</b>	December 9, 2021
<b>SUBJECT/REPORT NO:</b>	2022 Budget Submission - Housing and Homelessness Advisory Committee (HSC21047) (City Wide)
<b>WARD(S) AFFECTED:</b>	City Wide
<b>PREPARED BY:</b>	James O'Brien (905) 546-2424 Ext. 3728
<b>SUBMITTED BY:</b>	Edward John Director, Housing Services Division Healthy and Safe Communities Department
<b>SIGNATURE:</b>	

### RECOMMENDATION(S)

That the Housing and Homelessness Advisory Committee 2022 base budget submission attached as Appendix "A" to Report HSC21047 in the amount of \$1,000 be approved and referred to the 2022 budget process for consideration.

### EXECUTIVE SUMMARY

The Housing and Homelessness Advisory Committee has prepared and approved their budget submission for 2022 in the amount of \$1,000. This submission is consistent with the 2021 approved budget for the committee.

**Alternatives for Consideration – Not Applicable**

### FINANCIAL – STAFFING – LEGAL IMPLICATIONS

Financial:

The budget request is the same as the approved budget for the Housing and Homelessness Committee for 2021. The \$1,000 will be used for meeting costs, including meeting rooms, refreshments, photocopying, parking, printing and transportation and a proposed 2022 event.

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

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

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

**SUBJECT: 2022 Budget Submission - Housing and Homelessness Advisory Committee (HSC21047) (City Wide) - Page 2 of 3**

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Staffing:

N/A

Legal:

N/A

**HISTORICAL BACKGROUND**

The Housing and Homelessness Advisory Committee was established by the Emergency and Community Service Committee in November 2015 (Report CES15053) with a mandate to:

- Communicate and work to address the needs of citizens within the community for whom barriers exist to accessing safe, suitable, and affordable housing, including the supports needed to enable citizens to obtain and retain their homes, and;
- Support the City of Hamilton's 10-year Housing and Homelessness Action Plan by providing information, advice, and recommendations to the Emergency and Community Services Committee regarding the Action Plan's successful and implementation.

At their November 2, 2021 meeting, the Housing and Homelessness Advisory Committee gave consideration to their 2022 budget needs. Their budget submission is attached as Appendix "A" to Report HSC21047. This budget covers meeting costs, including meeting rooms, refreshments, photocopying, parking, printing and transportation and a proposed special event for 2022. The committee is requesting the same budget they had in 2021 in the amount of \$1,000 for 2022.

**POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS**

The committee has outlined a meeting schedule for 2022, and this budget will provide them support to undertake specific activities in their workplan. This includes transportation and parking support for committee members and speakers should the committee move back to in-person meetings. The committee has previously used their budget for information gathering events and in 2022, if permitted, plan to host an event related to affordable housing advocacy opened to the public.

**RELEVANT CONSULTATION**

The Housing and Homelessness Advisory Committee discussed their 2022 budget needs at the November 2, 2021 meeting. After a thoughtful discussion they approved a budget submission that was consistent with their 2021 budget.

**SUBJECT: 2022 Budget Submission - Housing and Homelessness Advisory  
Committee (HSC21047) (City Wide) - Page 3 of 3**

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**ANALYSIS AND RATIONALE FOR RECOMMENDATION**

This budget allocation will provide funding for the operation of the Housing and Homelessness Advisory Committee and enable them to fulfil their mandate. The committee is not asking for an increase to their budget.

**ALTERNATIVES FOR CONSIDERATION**

None

**ALIGNMENT TO THE 2016 – 2025 STRATEGIC PLAN**

**Community Engagement and Participation**

Hamilton has an open, transparent and accessible approach to City government that engages with and empowers all citizens to be involved in their community.

**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**

Appendix “A” to Report HSC21047: Housing and Homelessness Advisory Committee  
2022 Budget Submission

# CITY OF HAMILTON

**2022**

**ADVISORY COMMITTEES**

**BUDGET SUBMISSION FORM**

**Housing and Homelessness Advisory Committee**

**PART A: General Information**

**ADVISORY COMMITTEE MEMBERS:**

<b>Eileen Campbell</b>	<b>Leisha Dawson</b>
<b>Morgan Stanek</b>	<b>Sandy Leyland</b>
<b>Violetta Nikolskava</b>	<b>Michael Slusarenko</b>
<b>Thomas Mobley</b>	<b>Michael Power</b>
<b>Tony Manganiello</b>	<b>Rhonda Mayer</b>
<b>Shaun Jamieson</b>	<b>Mary-Ellen Crechiola</b>
<b>Julia Verbitsky</b>	<b>Lance Dingman</b>

**MANDATE:**

Communicate and work to address the needs of citizens within the community for whom barriers exist to accessing safe, suitable, and affordable housing, including the supports needed to enable citizens to obtain and retain their homes, and;

Support the City of Hamilton’s 10-year Housing and Homelessness Action Plan by providing information, advice, and recommendations to the Emergency & Community Services Committee regarding the Action Plan’s successful and meaningful implementation.

**PART B: Strategic Planning**

**STRATEGIC OBJECTIVES:**

The following objectives have been established for the HHAC to facilitate its efforts in achieving the mandate.

1. Assist with the coordination and implementation of Council approved recommendations, including the City of Hamilton’s 10-year Housing and Homelessness Action Plan.
2. Ensure that recommendations regarding issues relating to people who are experiencing homelessness or who may be at risk of becoming homeless are brought forward to Council in a timely manner.
3. Devise and recommend to Council innovative and preventative measures to assist in addressing homelessness within the community;
4. Identify emerging trends, potential gaps and best practices in emergency housing needs.

5. Provide Council and staff with information, advice, and recommendations about residential landlord and tenant issues and policies that would improve the overall well-being of tenants in Hamilton and support landlords in the provision of safe, quality, and affordable rental units.
6. Identify housing-related supports available in the community and facilitate relationship-building between community partners, citizens and government to ensure that people have the individualized supports needed to help them obtain and retain housing.
7. Regularly update Council about homelessness and affordable housing issues through the discussion and analysis that takes place at HHAC.
8. Respond to requests and direction from staff and Council.
9. Collaborate and cooperate with other City of Hamilton committees and community groups doing work around issues that impact homelessness and affordable housing to stay apprised of relevant initiatives and contribute information and advice as needed.

**ALIGNMENT WITH CORPORATE GOALS:**

Please check off which Council approved Strategic Commitments your Advisory Committee supports			
<b>1) Community Engagement &amp; Participation</b>	X	<b>2) Economic Prosperity &amp; Growth</b>	
<b>3) Healthy &amp; Safe Communities</b>	X	<b>4) Clean &amp; Green</b>	
<b>5) Built Environment &amp; Infrastructure</b>		<b>6) Culture &amp; Diversity</b>	
<b>7) Our People &amp; Performance</b>			

**PART C: Budget Request**

**INCIDENTAL COSTS:**

Meeting costs – meeting room, refreshments, photocopying, printing, parking, transportation	\$1,000
<b>SUB TOTAL</b>	<b>\$1,000</b>

**SPECIAL EVENT/PROJECT COSTS:**

N/A	0
<b>SUB TOTAL</b>	<b>\$0</b>

<b>TOTAL COSTS</b>	<b>\$1,000</b>
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<b>Funding from Advisory Committee Reserve (only available to Advisory Committees with reserve balances)</b>	<b>\$1,995</b>
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<b>TOTAL 2022 BUDGET REQUEST (net of reserve funding)</b>	<b>\$1,000</b>
<b>PREVIOUS YEAR (2021) APPROVED BUDGET (2021 Request \$1,000)</b>	<b>\$1,000</b>

**CERTIFICATION:**

Please note that this document is a request for a Budget from the City of Hamilton Operating budget. The submission of this document does not guarantee the requested budget amount. Please have a representative sign and date the document below.

**Representative's Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Telephone #:** \_\_\_\_\_



Hamilton

**CITY OF HAMILTON**  
**CITY MANAGER'S OFFICE**  
 Government Relations & Community Engagement

<b>TO:</b>	Chair and Members Emergency and Community Services Committee
<b>COMMITTEE DATE:</b>	December 9, 2021
<b>SUBJECT/REPORT NO:</b>	2022 LGBTQ Volunteer Advisory Committee Budget (CM21016) (City Wide)
<b>WARD(S) AFFECTED:</b>	City Wide
<b>PREPARED BY:</b>	Sunil Angrish, Project Manager, Community Inclusion & Equity (905) 546-2424
<b>SUBMITTED BY:</b>	Morgan Stahl Director, Government Relations & Community Engagement City Manager's Office
<b>SIGNATURE:</b>	

### RECOMMENDATIONS

- (a) That the LGBTQ Advisory Committee 2022 base budget submission attached as Appendix "A" to Report CM21016 in the amount of \$4,039.20, be approved and referred to the 2022 budget process for consideration.
- (b) That, in addition to the base funding, a one-time budget allocation for 2022 of \$1,300, for training around anti-racism, anti-oppression, and other topics related to the committee's mandate, to be funded by the LGBTQ Advisory Committee reserve, be approved and referred to the 2022 budget process for consideration.

### EXECUTIVE SUMMARY

In accordance with the process for submission of budgets for the Volunteer Advisory Committees, the LGBTQ Volunteer Advisory Committee Budget for 2022 in the total amount of \$5,339.20 is being submitted with the recommendation that they be approved. The base budget request is the same amount as the 2021 approved budget with an additional 2% applied. A further \$1,300 is requested from the reserve.

Alternatives for Consideration – See Page 3

### FINANCIAL – STAFFING – LEGAL IMPLICATIONS

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**SUBJECT: 2022 Budget Submissions - Volunteer Advisory Committee (City Wide)**

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**Page 2 of 3**

Financial: The base budget requested for 2022 for the advisory committee is the same as the budget requested and approved for 2021 with an additional 2% applied.

Staffing: Not Applicable

Legal: Not Applicable

### **HISTORICAL BACKGROUND**

At their November 2021 meeting, the LGBTQ Volunteer Advisory Committee gave consideration to their budget needs for 2022. Their base budget submission is attached as Appendix “A” to Report CM21016 as approved. The budget includes both incidental costs to support the Committees, as well as additional costs for specific events, programs and initiatives. The following is a summary of the request and detailed requests are attached as Appendix “A” to Report CM21016.

<b>Committee Name</b>	<b>2020 Approved</b>	<b>2021 Base Request</b>	<b>Request from Reserve</b>	<b>Total 2021 Request</b>
2022 LGBTQ Advisory Committee (Appendix “A” to Report CM21016 )	3,960.00	4,039.20	1,300.00	5,339.20

In accordance with the volunteer committee budget process, the budgets are recommended for approval.

### **POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS**

The Volunteer Advisory Committees are able to put surplus funds from each year into a reserve, for future purposes and request the use of those funds, in future years, for specific activities. This provides the Committee with an opportunity to plan ahead to undertake specific projects or initiatives, in future years, while minimizing increases in their budgets. The committee has not yet determined all of their activities for 2022. Should additional funding for either of the Advisory Committees be required in 2022 and be available in the volunteer advisory committee reserves, requests for reserve funding will be made at the appropriate time.

### **RELEVANT CONSULTATION**

The LGBTQ Volunteer Advisory Committee discussed their 2022 budget needs at their

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**SUBJECT: 2022 Budget Submissions - Volunteer Advisory Committee (City Wide)****Page 3 of 3**

November 2021 Committee meeting.

**ANALYSIS AND RATIONALE FOR RECOMMENDATION**

The recommendation will provide funding for the operations of the Volunteer Advisory Committees to enable them to continue to fulfil their terms of reference.

**ALTERNATIVES FOR CONSIDERATION**

The alternative would be not to fund the operations of the Advisory Committees. This is not recommended as they provide valuable service and advice to both Council and staff of the City and bring voices to deliberations that might otherwise not be heard.

**ALIGNMENT TO THE 2016 – 2025 STRATEGIC PLAN****Community Engagement & Participation**

Hamilton has an open, transparent and accessible approach to City government that engages with and empowers all citizens to be involved in their community.

**Healthy and Safe Communities**

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

**Culture and Diversity**

Hamilton is a thriving, vibrant place for arts, culture, and heritage where diversity and inclusivity are embraced and celebrated.

**Our People and Performance**

Hamiltonians have a high level of trust and confidence in their City government.

**APPENDICES ATTACHED**

Appendix "A" – 2022 LGBTQ Advisory Committee

# **CITY OF HAMILTON**

**2022**

**ADVISORY COMMITTEES**

**BUDGET SUBMISSION FORM**

**LESBIAN, GAY, BISEXUAL, TRANSGENDER, AND QUEER (LGBTQ)  
ADVISORY COMMITTEE**

<b>PART A: General Information</b>
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**ADVISORY COMMITTEE MEMBERS:**

<b>Rebecca Banky</b>	<b>Jake Maurice</b>
<b>Gregory Cousins</b>	<b>Violetta Nikolskaya</b>
<b>James Diemert</b>	<b>Ashley Paton</b>
<b>William Fujarczuk</b>	<b>Kieran Thiara</b>
<b>Autumn Getty</b>	<b>Terri Wallis</b>
<b>Lisa-Marie Johnston</b>	<b>Kyle Weitz</b>
<b>Shaiden Keaney</b>	<b>Councillor Maureen Wilson</b>
<b>Cameron Kroetsch</b>	

**MANDATE:**

The LGBTQ Advisory Committee for the City of Hamilton exists to eliminate barriers experienced by LGBTQ communities by giving voice to the perspectives of LGBTQ individuals and evaluating the City on its related efforts. The Committee does this by making recommendations to Council and staff in order that the City of Hamilton will excel in providing services to and interfacing with members of the LGBTQ communities.

The Committee is empowered by City Council and is responsible to City Council for its services; it reports to City Council on issues and concerns pertaining to the LGBTQ communities through the Audit, Finance & Administration Committee.

## PART B: Strategic Planning

### STRATEGIC OBJECTIVES:

To provide opportunities for members of Hamilton's diverse LGBTQ communities to share stories, impart information, raise concerns and recommend changes as they relate to the way the City develops by-laws, policies, programs and services that impact LGBTQ communities, through the appropriate Standing Committee of Council.

To provide advice and recommendations to City council and staff with respect to the implementation of by-laws, policies, programs and services that impact LGBTQ communities.

To educate and increase the awareness and understanding of City Council and staff on issues that impact LGBTQ communities.

To facilitate access to accurate information about LGBTQ communities, including an up-to-date list of LGBTQ positive spaces, programs, resources and organizations.

To acknowledge and respect the diversity of Hamilton's LGBTQ communities, including those voices not represented at the Committee table, with respect to gender identity, sexual orientation, age, ability, ethno-cultural background and socio-economic status.

To review the progress and measure of success of the Committee and its activities on a regular basis.

Please check off which Council approved Strategic Commitments your Advisory Committee supports

<b>1) Community Engagement &amp; Participation</b>	Y	<b>2) Economic Prosperity &amp; Growth</b>	
<b>3) Healthy &amp; Safe Communities</b>	Y	<b>4) Clean &amp; Green</b>	
<b>5) Built Environment &amp; Infrastructure</b>		<b>6) Culture &amp; Diversity</b>	Y
<b>7) Our People &amp; Performance</b>	Y		

<b>PART C: Budget Request</b>
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**INCIDENTAL COSTS:**

<p>Monthly meeting expenses (photocopying, refreshments, advertising, postage, etc.)</p> <p>*There were no expenses in this category in 2021</p>	
<b>SUB TOTAL</b>	<b>\$750.00</b>

**SPECIAL EVENT / PROJECT COSTS:**

<ul style="list-style-type: none"> <li>• Partnership in the development and sharing of community resources and information</li> <li>• Social marketing regarding positive spaces, including materials, focus groups, awareness, etc.</li> <li>• Partner with community groups for awareness campaigns at significant events in Two Spirit and LGBTQIA+ communities</li> <li>• Subsidizing membership participation in workshops / conferences relevant to committee objectives</li> <li>• Partner with organizations providing support to members of Two Spirit and LGBTQIA+ communities during the COVID-19 pandemic</li> <li>• Additional Special Event/Project Cost of \$2,000.00 (to come from the Committee's reserve) for Committee training around anti-racism, anti-oppression, and other topics related to the Committee's mandate</li> </ul>	
<b>SUB TOTAL</b>	<b>\$3,289.20</b>

<b>TOTAL COSTS</b>	<b>\$4,039.20</b>
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<b>Funding from Advisory Committee Reserve (only available to Advisory Committees with reserve balances)</b>	<b>\$1,300.00</b>
<b>TOTAL 2021 BUDGET REQUEST (net of reserve funding)</b>	<b>\$4,039.20</b>
<b>PREVIOUS YEAR (2021) APPROVED BUDGET (2021 Request \$5,960.00)</b>	<b>\$3,960.00</b>

**CERTIFICATION:**

Please note that this document is a request for a Budget from the City of Hamilton Operating budget. The submission of this document does not guarantee the requested budget amount. Please have a representative sign and date the document below.

**Representative's Name:**Cameron Kroetsch  
\_\_\_\_\_**Signature:**\_\_\_\_\_  
\_\_\_\_\_**Date:**November 16, 2021  
\_\_\_\_\_



## CITIZEN COMMITTEE REPORT

<b>To:</b>	Emergency and Community Services Committee
<b>From:</b>	LGBTQ Advisory Committee  Cameron Kroetsch, Chair
<b>Date:</b>	November 16, 2021
<b>Re:</b>	Appointment of Additional Committee Members

### Recommendations

That the Interview Sub-committee to the Emergency and Community Services Committee select 2 additional members to sit on the LGBTQ Advisory Committee (LGBTQAC) and that the Sub-committee -

- focus its selection on youth, queer and trans people of colour (QTPOC), and Two-Spirit members of the community; and
- involve members of the LGBTQAC in the selection process.

### Background

The Interview Sub-Committee to the Audit, Finance and Administration Committee selected additional members to sit on the LGBTQAC and those selections were ratified by City Council in 2019.

Subsequently, and after a successful recommendation by the LGBTQAC to increase its membership from 9 to 15, an additional 6 members were appointed. Those members have successfully joined the LGBTQAC.



As of the writing of this report, there are only 14 of a total possible 15 members of the LGBTQAC currently appointed (due to the resignation of one of the Committee's members) and only 13 who are currently active (one member is currently on an extended period of leave, for medical reasons).

The Committee requests the appointment of 2 additional members to the Committee, one of whom would serve only until the end of the leave period (the member was granted an indefinite period of leave; there is no known date of return at this time).

As we understand it from City of Hamilton staff, there may be additional qualified applicants remaining in the "pool" from the most recent round of recruitment.

If that's not the case, and there are no qualified applicants in that pool, we highly encourage another public call out and selection process to fill the vacant positions.

### **Analysis / Rationale**

It is important that the Committee have a full complement of members at all times so that it may best represent the diverse communities to which it is accountable (Two Spirit and LGBTQIA+) and so that it may carry out its mandate to the best of its ability.