



City of Hamilton
BOARD OF HEALTHADDENDUM

Meeting #: 22-006
Date: June 13, 2022
Time: 9:30 a.m.
Location: Council Chambers (BOH)
Council Chambers, Hamilton City Hall
71 Main Street West

Loren Kolar, Legislative Coordinator (905) 546-2424 ext. 2604

6. DELEGATION REQUESTS

- *6.1. Angelica Hasbon, respecting PED22008, Harmonization of Income Eligibility for Dental Clients

10. DISCUSSION ITEMS

- *10.4. Mental Health Outreach Program and Hamilton Public Library Partnership (BOH22009) (City Wide)

From: clerk@hamilton.ca
To: [Kolar, Loren](#)
Cc: [Vernem, Christine](#)
Subject: BOH June 13 - Delegation Request
Date: Thursday, June 9, 2022 9:59:17 AM

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

From: City of Hamilton, Ontario, Canada via City of Hamilton, Ontario, Canada <no-reply@hamilton.ca>
Sent: Thursday, June 9, 2022 9:00 AM
To: clerk@hamilton.ca
Subject: Form submission from: Request to Speak to Committee of Council Form

Submitted on Thursday, June 9, 2022 - 8:59am Submitted by anonymous user: 172.70.230.120 Submitted values are:

==Committee Requested==

Committee: Board of Health

Will you be delegating in person or virtually? Virtually

Will you be delegating via a pre-recorded video? No

==Requestor Information==

Name of Organization (if applicable):

Name of Individual: Angelica Hasbon

Preferred Pronoun:

Contact Number: [REDACTED]

Email Address: [REDACTED]

Mailing Address:

[REDACTED]

Reason(s) for delegation request: I am interested in delegating the Harmonization of Income Eligibility for Dental Clients for items to be considered in moving forward with this.

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/623921>



CITY OF HAMILTON
PUBLIC HEALTH SERVICES
Epidemiology, Wellness and Communicable Disease Control
Division

TO:	Mayor and Members Board of Health
COMMITTEE DATE:	June 13, 2022
SUBJECT/REPORT NO:	Mental Health Outreach Program and Hamilton Public Library Partnership (BOH22009) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Susan Boyd (905) 546-2424 Ext. 2888
SUBMITTED BY:	Michelle Baird Director, Epidemiology, Wellness and Communicable Disease Control Division Public Health Services
SIGNATURE:	

RECOMMENDATION

That the Board of Health authorize and direct the Medical Officer of Health to:

- (i) Receive, utilize and report on funding from the Hamilton Public Library for a 1.0FTE social work position in the Mental Health Outreach Program;
- (ii) Increase the complement in the Mental Health Outreach Program by 1.0FTE, for the term of the collaborative agreement and the time of renewal; and,
- (iii) Enter into an agreement between the City of Hamilton and the Hamilton Public Library for an ongoing social work position, satisfactory in form to the City Solicitor.

EXECUTIVE SUMMARY

The Hamilton Public Library has identified that there are community members accessing library services who are experiencing complex social and health needs. Individuals experiencing these needs will approach library staff for information about social and health services and for assistance in times of crisis. Often individuals approaching Hamilton Public Library staff are experiencing housing and income insecurity, poor mental health, addictions issues, and issues related to poverty. At times individuals can experience issues within the library that can limit their ability to access library services.

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

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

The Hamilton Public Library has identified that individuals find the library space to be a safe and comfortable location to access, and there is an opportunity to offer enhanced services to members when they are on site to help meet their needs. There are libraries across Canada and the United States where social work and outreach roles have been located within the facility to help work directly with community members.

The Hamilton Public Library approached Public Health Services to discuss the possibility of working collaboratively to address the needs of community members and build capacity within the library to provide enhanced services. The Hamilton Public Library has existing resources to provide funding to support a full-time social work position to address the above needs. The Hamilton Public Library identified that a social work role could effectively work within the library system and enhance their ability to respond to the needs of the vulnerable population described above. The Central Library location has been identified as the library site to begin to implement enhanced services.

The Mental Health Outreach Program within Public Health Services has an existing mandate, social work role, and extensive experience and skills engaging with the identified population. This positions the Mental Health Outreach Program well to fill the role that the Hamilton Public Library is wanting to add to library services. This partnership would provide the opportunity for the Mental Health Outreach Program and the Hamilton Public Library to work collaboratively to help address social and health issues that residents are experiencing.

Alternatives for Consideration – Not Applicable

FINANCIAL – STAFFING – LEGAL IMPLICATIONS

Financial: Hamilton Public Library agrees to cover the full cost of 1.0FTE social worker including salary, benefits and required assets.

Staffing: The Mental Health Outreach Program will recruit a 1.0FTE social work position for the initiative.

Legal: A collaborative agreement will be signed between the Hamilton Public Library and Public Health Services for a one-year term which may be extended with approval from Public Health Services and the Hamilton Public Library.

HISTORICAL BACKGROUND

The Hamilton Public Library has a membership base of over 130,000 and regularly sees an average of 70,000 visits per week system-wide. Of these 25,000 are at the Central Branch.

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Libraries are community spaces where individuals experiencing issues such as, housing and income insecurity, physical health, mental health and addiction issues visit to have a place to rest, access resources (e.g., knowledge resources, technical resources, basic needs, etc.), and find a place of community. Libraries have been described as natural community hubs and they have infrastructure to support direct interventions with individuals seeking help with social and health issues. Libraries can provide confidential space, access to WIFI and computers, and library staff often have existing relationships with individuals accessing the library to help with the transition to social and health resource staff.

The number of libraries across Canada and the United States has increased where social work, and outreach roles have been located within libraries to help work directly with members while building capacity within library staff to address these issues.

Libraries are also experiencing individuals presenting with issues, often related to health, mental health, addiction and environmental issues, that can prevent individuals from being able to access safe space within the library system. As an alternative to increased security, libraries across the United States and Canada have looked for alternative approaches that focus on engagement, understanding the issues that individuals are experiencing and utilize a restorative justice perspective.

Through the Mental Health Outreach Program, Public Health Services currently provides engagement, assessment, referral, case management, and care planning for individuals experiencing the complex issues individuals presenting at the library are experiencing. Mental Health Outreach Program staff have expertise to assist individuals to work through potential barriers to engaging in needed services and to work collaboratively with Hamilton Public Library staff to provide enhanced services.

POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS

This agreement will be implemented in accordance to City of Hamilton Finance & Administration policies.

RELEVANT CONSULTATION

Consultations have taken place with members of the Hamilton Public Library Senior Leadership Team: (1) Paul Takala, CEO; (2) Lisa Dupelle, Director, Human Resources and Information Services; (3) Dawna Wark, Director, Public Services – Branches; (4) Lisa Radha Weaver, Director, Collections and Program Development. These meetings discussed needs identified by Hamilton Public Library staff and opportunities for collaboration with Public Health Services.

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ANALYSIS AND RATIONALE FOR RECOMMENDATION

The Mental Health Outreach Program has a longstanding history of providing specialized services to individuals experiencing the needs identified within the priority population. The services that the Hamilton Public Library are seeking for their members are services provided by the Mental Health Outreach Program, however, the program currently does not have the capacity to offer these services on site at the Hamilton Public Library. This partnership would offer a new opportunity to reach individuals in a space they are already comfortable accessing. This new partnership will also lead to capacity building between Hamilton Public Library and Public Health Services, which may facilitate opportunities for further collaboration. Through this initiative there will be a needs assessment completed and ongoing evaluation of the initiative will occur.

Many individuals accessing services through the Hamilton Public Library system may experience difficulty navigating and accessing services within the social service and health care systems. The collaboration between the Mental Health Outreach Program and the Hamilton Public Library will provide an opportunity to increase capacity to work more intensely with individuals to help them connect to needed services, helping individuals meet their needs.

ALTERNATIVES FOR CONSIDERATION

Not Applicable.

ALIGNMENT TO THE 2016 – 2025 STRATEGIC PLAN

Healthy and Safe Communities

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

APPENDICES AND SCHEDULES ATTACHED

Not Applicable.