



City of Hamilton
EMERGENCY & COMMUNITY SERVICES COMMITTEE
AGENDA

Meeting #: 22-010
Date: June 16, 2022
Time: 1:30 p.m.
Location: Council Chambers
Council Chambers, Hamilton City Hall
71 Main Street West

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

1. **CEREMONIAL ACTIVITIES**
2. **APPROVAL OF AGENDA**
(Added Items, if applicable, will be noted with *)
3. **DECLARATIONS OF INTEREST**
4. **APPROVAL OF MINUTES OF PREVIOUS MEETING**
 - 4.1. June 2, 2022
5. **COMMUNICATIONS**
6. **DELEGATION REQUESTS**
7. **CONSENT ITEMS**
 - 7.1. Hamilton Public Library and City of Hamilton Operating Agreement at Valley Park Community Centre Site (HSC22036) (Ward 9)
8. **STAFF PRESENTATIONS**

- 8.1. Hamilton's Plan for an Age-Friendly Community,2021 Community Progress Report and Hamilton Council on Aging Contract Renewal (HSC22031) (City Wide)

9. PUBLIC HEARINGS / DELEGATIONS

10. DISCUSSION ITEMS

- 10.1. Authority to Allocate Unutilized Poverty Reduction Investment Plan Funds on New Affordable Housing Builds (HSC22027) (City Wide)
- 10.2. Reaching Home and Social Services Relief Fund Phase 5 Funding Update (HSC22032) (City Wide)

11. MOTIONS

12. NOTICES OF MOTION

13. GENERAL INFORMATION / OTHER BUSINESS

14. PRIVATE AND CONFIDENTIAL

15. ADJOURNMENT



EMERGENCY & COMMUNITY SERVICES COMMITTEE MINUTES 22-009

1:30 p.m.

Thursday, June 2, 2022

Council Chambers

Hamilton City Hall

71 Main Street West

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

Regrets: Councillors S. Merulla and T. Whitehead – Personal

THE FOLLOWING ITEMS WERE REFERRED TO COUNCIL FOR CONSIDERATION:

**1. Electronic Patient Care Record System Contract Negotiations
(HSC21035(a)) (City Wide) (Item 7.2)**

(Jackson/Nann)

- (a) That ER Software Canada ULC be approved as the new vendor for the “IMEDIC” Electronic Ambulance Call Reporting System program and its associated products including new modules, product updates, software name changes if any, as well as support and professional services; and,
- (b) That the Chief of the Hamilton Paramedic Service (HPS) or his designate, be authorized and directed to sign on behalf of the City of Hamilton, all negotiated agreements and all necessary associated documents for the “IMEDIC” program with ER Software Canada ULC with content acceptable to the General Manager of Healthy and Safe Communities, and in a form satisfactory to the City Solicitor.

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

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

2. Standardization of Fire Equipment, Parts, Supplies and Services within the Hamilton Fire Department (HSC22020) (City Wide) (Item 7.3)

(Jackson/Pauls)

- (a) That Council approve the standardization of the suppliers of fire apparatus equipment and services and Original Equipment Manufacturers (OEM) of equipment for fire apparatus and equipment as identified in Appendix “A” to Report HSC22020, pursuant to Procurement Policy #14 – Standardization and that these suppliers be approved as the single source of supply for the listed equipment, parts, supplies and services through to June 30, 2027 for the Hamilton Fire Department Mechanical Division;
- (b) That the equipment, parts/supplies and services contained in Appendix “B” to Report HSC22020 be approved as the manufacturer’s standard as per Procurement Policy #14 – Standardization and, where applicable, approved as a single source procurement, through to June 30, 2027 for the Hamilton Fire Department;
- (c) That the Chief of the Hamilton Fire Department, or his/her designate, be authorized to negotiate, enter into and execute any required Contract and any ancillary documents required to give effect thereto with those suppliers identified in Appendix “A” and Appendix “B” to Report HSC22020 with content acceptable to the General Manager of Healthy and Safe Communities, and in a form satisfactory to the City Solicitor; and,
- (d) That the Chief of the Hamilton Fire Department, or his/her designate, be authorized to amend any Contracts executed and any ancillary documents as required if a supplier identified in Appendix “A” and Appendix “B” to Report HSC22020 undergoes a name change.

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

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

3. Closed Captioning for Committee Meetings (FCS22053) (City Wide) (Added Item 7.4)

(Pauls/Nann)

That Report FCS22053, respecting Closed Captioning for Committee Meetings, be received.

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

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

**4. Canada-Wide Early Learning and Child Care Funding Update (HSC22035)
 (City Wide) (Item 10.1)**

(Nann/Jackson)

- (a) That the City of Hamilton accept the additional 100% funding from the Canada–Wide Early Learning and Child Care (CWELCC) agreement in the amount of \$30,918,741;
- (b) That one Level F vacant position be converted to create one Level 5 non-union position within the Children’s and Community Services Division with no net levy impact;
- (c) That one Level K vacant position be converted to create one Level M position within the Children’s and Community Services Division with no net levy impact; and,
- (d) That the General Manager of the Healthy and Safe Communities Department, or their designate, be authorized and directed to execute, on behalf of the City, the funding agreement from the Ministry of Education, as well as, any ancillary agreements associated with this funding in a form satisfactory to the City Solicitor.

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

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

FOR INFORMATION:

(a) APPROVAL OF AGENDA (Item 2)

The Committee Clerk advised the following changes to the agenda:

5. COMMUNICATIONS

- 5.1. Doug Stone, respecting Resignation from Seniors Advisory Committee

Recommendation: To be received and referred to the Interview Sub-Committee for the Emergency and Community Services Committee.

7. CONSENT ITEMS

- 7.4. Closed Captioning for Committee Meetings (FCS22053) (City Wide)

(Nann/Jackson)

That the agenda for the June 2, 2022 Emergency and Community Services Committee meeting be approved, as amended.

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

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

(Jackson/Pauls)

That the Minutes of the May 19, 2022 meeting of the Emergency and Community Services Committee, be approved, as presented.

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

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

(d) COMMUNICATIONS (Item 5)

- (i) **Doug Stone, respecting Resignation from Seniors Advisory Committee (Added Item 5.1)**

(Jackson/Nann)

That the correspondence from Doug Stone, respecting Resignation from Seniors Advisory Committee, be received and referred to the Interview Sub-Committee for the Emergency and Community Services Committee.

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

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

(e) CONSENT ITEMS (Item 7)

(i) Housing and Homelessness Advisory Committee Minutes (Item 7.1)

(Nann/Pauls)

That the following Housing and Homelessness Advisory Committee Minutes, be received:

1. November 21, 2021
2. January 4, 2022
3. March 1, 2022

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

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

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

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

(Jackson/Nann)

That the following amendment to the Outstanding Business List, be approved:

- (a) Items Considered Completed and to be Removed

1. Winter Services Plan for People Experiencing Homelessness
 Item on OBL: 21-K
 Addressed at the December 9, 2021 Emergency and Community Services Committee meeting as Item 8
2. Tiny Homes Project
 Item on OBL: 22-B
 Addressed at the February 17, 2022 Emergency and Community Services Committee meeting as Item 2
3. LGBTQ Advisory Committee Citizen Committee Report, respecting Recommendations from the Community Conversation
 Item on OBL: 21-I
 Addressed at the May 5, 2022 Emergency and Community Services Committee meeting as Item 2

(h) ADJOURNMENT (Item 15)

(Nann/Jackson)

That there being no further business, the Emergency and Community Services Committee be adjourned at 2:00 p.m.

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

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

Respectfully submitted,

Councillor B. Clark
 Chair, Emergency and Community Services
 Committee

Tamara Bates
 Legislative Coordinator
 Office of the City Clerk

7.1



CITY OF HAMILTON
HEALTHY AND SAFE COMMUNITIES DEPARTMENT
Recreation Division

TO:	Chair and Members Emergency & Community Services Committee
COMMITTEE DATE:	June 16, 2022
SUBJECT/REPORT NO:	Hamilton Public Library and City of Hamilton Operating Agreement at Valley Park Community Centre Site (HSC22036) (Ward 9)
WARD(S) AFFECTED:	Ward 9
PREPARED BY:	Dawn Walton (905) 546-2424 Ext. 4755
SUBMITTED BY:	Chris Herstek Director, Recreation Division Healthy and Safe Communities Department
SIGNATURE:	

RECOMMENDATION

- (a) That the City enter into an Operating Agreement with the Hamilton Public Library for the operation of a library branch at the Valley Park Community Centre; and,
- (b) That the General Manager of the Healthy and Safe Communities Department or their designate be authorized and directed to execute the Operating Agreement between the City of Hamilton and the Hamilton Public Library for dedicated space at Valley Park Community Centre, and any further agreements or documents, as may be required for this project, in a form satisfactory to the City Solicitor.

EXECUTIVE SUMMARY

In 2019, the City of Hamilton began a renovation of the Valley Park Community Centre, including the construction of a substantially increased library space, to be operated by the Hamilton Public Library. The library component of the project was budgeted at \$9.7 M and increased the library space from approximately 3,000 to 11,300 square feet. The completed construction includes a lounge, children's area, collaborative space, makers' space, universal bathroom, and general collection area.

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: Hamilton Public Library and City of Hamilton Operating Agreement at Valley Park Community Centre Site (HSC22036) (Ward 9) - Page 2 of 3

The Hamilton Public Library operates 23 branches across the City, including four locations that operate collaboratively with the City of Hamilton Recreation Division as a party to the agreement.

Based on the facility layout and operational requirements of the newly renovated shared site at 970 Paramount Drive, the following items will be among those included in the proposed agreement between the Hamilton Public Library and the City of Hamilton:

- Proportionate operational costs;
- Access requirements when the recreation facility is not open;
- Joint use and common spaces; and,
- Maintenance considerations.

Alternatives for Consideration – Not Applicable

FINANCIAL – STAFFING – LEGAL IMPLICATIONS

Financial: Hamilton Public Library will be expected to pay operational costs for the dedicated library space and a proportionate share of maintenance and facility operational costs in common spaces.

Staffing: N/A

Legal: Legal Services will be involved in the development of the operating agreement in a form satisfactory to the City Solicitor.

HISTORICAL BACKGROUND

The Hamilton Public Library provides services to all areas of the City through physical library spaces, as well as the Bookmobile, and online services. The Hamilton Public Library Valley Park branch was established in 1978 and moved to the Valley Park Arena and Community Centre in 1982 and welcomes approximately 75,000 – 100,000 visitors per year. The renovated library is co-located with the Valley Park Community Centre arena, swimming pool, activity rooms, and gymnasium.

The renovation of Valley Park Community Centre was approved in the 2019 Capital Budget for life cycle renewal and conversion of the former library space for recreation use. The recreation facility project was scheduled to coincide with the Hamilton Public Library's approved expansion of the library space to mitigate construction costs and closure impacts to the community. Construction at the site was completed in April 2022 with the facility reopened to the public in May 2022.

SUBJECT: Hamilton Public Library and City of Hamilton Operating Agreement at Valley Park Community Centre Site (HSC22036) (Ward 9) - Page 3 of 3

POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS

N/A

RELEVANT CONSULTATION

Legal Services Division identified the need for authority to proceed with an Operating Agreement and will assist in drafting and reviewing.

Hamilton Public Library staff provided relevant statistical data and budget figures and will continue to work with Recreation Division staff to determine the essential terms of the Operating Agreement.

ANALYSIS AND RATIONALE FOR RECOMMENDATION

- Existing relationship with the Hamilton Public Library, including a pre-existing branch at Valley Park Community Centre;
- The Hamilton Public Library is the primary provider of library services within the City of Hamilton; and
- The project is now completed.

ALTERNATIVES FOR CONSIDERATION

None

ALIGNMENT TO THE 2016 – 2025 STRATEGIC PLAN

Healthy and Safe Communities

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

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

None

8.1



CITY OF HAMILTON
HEALTHY AND SAFE COMMUNITIES DEPARTMENT
Children's and Community Services Division

TO:	Chair and Members Emergency and Community Services Committee
COMMITTEE DATE:	May 26, 2022
SUBJECT/REPORT NO:	Hamilton's Plan for an Age-Friendly Community, 2021 Community Progress Report and Hamilton Council on Aging Contract Renewal (HSC22031) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Lisa Maychak (905) 546-2424 Ext. 1721 Kristy Tadeson (905) 546-2424 Ext. 1092
SUBMITTED BY:	Jessica Chase Director, Children's and Community Services Division Healthy and Safe Communities Department
SIGNATURE:	

RECOMMENDATION(S)

- (a) That the 2021 Age-Friendly Community Progress Report, attached as Appendix "A" to Report HSC22031, be received;
- (b) That the Hamilton Council on Aging's annual contract be increased by \$10,000 to a total of \$40,000 on an annual basis for a term of five years to cover backbone supports associated with implementing the Age Friendly Plan and funded first from divisional surplus, then departmental surplus in 2022 and referred to the 2023 operating budget process; and,
- (c) That the single source procurement to the Hamilton Council on Aging, pursuant to Procurement Policy 11 – Non-competitive Procurements, for the work to implement and provide backbone supports for the Age Friendly Plan be approved for a term of five years.

EXECUTIVE SUMMARY

In 2021, a new Age-Friendly Plan for Hamilton was developed. The overarching goal of Age-Friendly Hamilton is to create an environment that allows Hamiltonians to age

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: Hamilton's Plan for an Age-Friendly Community, 2021 Community Progress Report and Hamilton Council on Aging Contract Renewal ((HSC22031)) (City Wide) - Page 2 of 6

successfully wherever they live within the city. The implementation of the plan is well underway and is being supported by the City of Hamilton, Hamilton Council on Aging and the Seniors Advisory Committee.

The plan, which includes seven strategic goals, 21 objectives and 61 actions provides a valuable roadmap to guide the City's ongoing Age-Friendly initiative. The goals include the following:

- Housing
- Transportation
- Information and Communication
- Health and Community Services
- Social Participation: Recreation, Learning, Arts and Culture
- Civic Engagement, Volunteerism and Employment
- Outdoor Spaces

In addition to these priorities, a dementia friendly approach has been added as an overarching principle and commitment in all of the strategic goal areas.

In order to support the implementation of the strategy a governance review was conducted. As a result, a new organizational structure was established to better enable and support the implementation of the plan. This included the development of an Age-Friendly Collaborative Committee (AFCC) which includes 14 goal champions who are responsible for advancing the work of the plan. In addition, 11 new AFCC members were recruited and oriented to the committee from various City of Hamilton departments and community organizations.

Significant progress has been made within the first year of the plan. Highlights include:

- Participation in the Ontario Age-Friendly Communities Outreach Program's Pilot Workshop Series on Evaluation for Age-Friendly Community Initiatives
- Development of an Age-Friendly Action Planning Toolkit
- Implementing an Age-Friendly Community Survey in July 2021 to determine how organizations in the public and private sector are considering the needs of seniors in their programs and services with a follow-up questionnaire in December 2021 to determine progress on the Age Friendly practices that were identified.

In addition to the goals and objectives outlined within the Age Friendly Plan, staff from the Children's and Community Services Division have also identified key priorities to support the plan in 2022. Some of these priorities include:

SUBJECT: Hamilton's Plan for an Age-Friendly Community, 2021 Community Progress Report and Hamilton Council on Aging Contract Renewal ((HSC22031)) (City Wide) - Page 3 of 6

- Ongoing coordination with various City departments to track and report seniors-related actions that the City is undertaking that align with Hamilton's Age-Friendly Plan.
- Continuing to raise more awareness internally about Hamilton's Age-Friendly Hamilton Plan and encourage staff engagement.
- Continuing community outreach and public engagement to improve community awareness about Hamilton's Age-Friendly Plan.

Various departments will continue to play an integral role to implement Hamilton's Age-Friendly Plan as many existing City initiatives also align with the objectives of the plan. Some of these include the Housing and Homelessness Action Plan, Vision Zero, Transportation Master Plan and Recreational Trails Master Plan.

The City has partnered with the Hamilton Council on Aging since 2013 on the development and implementation of the Age Friendly Plan. It is recommended that they continue as a partner with the City on this work and that their budget be increased by \$10,000 to a total of \$40,000 on an annual basis for a term of five years to support the implementation of the plan and continuation of backbone supports.

In 2022 and beyond, the City of Hamilton will continue to work collaboratively with key stakeholders, including the Hamilton Council on Aging and Seniors Advisory Committee to implement recommendations in Hamilton's Age-Friendly Plan.

FINANCIAL – STAFFING – LEGAL IMPLICATIONS

Financial: Report HSC22031 recommends an increase of \$10,000 to a total of \$40,000 on an annual basis for a term of five years to support the implementation of the Age Friendly Plan and provide backbone supports. This budget would be used to support activities and action plans associated with the Age Friendly Plan as well as implement specific actions/deliverables as outlined in their 2022 Work Plan.

The additional \$10,000 will be funded in 2022 first from divisional surplus then from departmental surplus in 2022 and will be referred to the 2023 operating budget process for future years.

Staffing: N/A

Legal: The funding agreement will be reviewed and approved by Legal Services.

SUBJECT: Hamilton's Plan for an Age-Friendly Community, 2021 Community Progress Report and Hamilton Council on Aging Contract Renewal ((HSC22031)) (City Wide) - Page 4 of 6

HISTORICAL BACKGROUND

The City of Hamilton is home to 160,170 residents age 55+, which represents 30% of the population. This demographic is the fastest growing worldwide. As a response to this, the World Health Organization (WHO) established the Age-Friendly cities framework so that cities and communities around the world can create enabling environments to encourage active aging. In 2010, the WHO's Global Network of Age-Friendly Cities and Communities was established, and currently includes 47 countries covering over 300 million people.

In 2013, the City of Hamilton partnered with the Hamilton Council on Aging and the Seniors Advisory Committee to begin the development of an Age-Friendly plan for Hamilton. Initial conversations and research took place in the summer and fall of 2013, which included consultations with over 700 older adults and community stakeholders. The results of the community consultation helped to inform the development of "Hamilton's Plan for an Age-Friendly City" (Report CES14053), which was endorsed by City Council in September 2014. In 2015, Hamilton became a certified member of WHO's global network.

The 2015 to 2020 Plan for an Age Friendly City focused on improving Hamilton's age-friendliness across seven goals, 25 objectives and 101 actions. Over the course of five years, the three key partners worked collaboratively along with other key stakeholders to implement many of the recommendations in the Plan. By the end of 2019, 81 actions were either completed or being implemented.

In 2019, the City of Hamilton, Hamilton Council on Aging, Senior Advisory Committee and other Age-Friendly partners conducted a broad community consultation with a focus on vulnerable, marginalized and ethno-cultural communities. Over 4,100 older adults and other key stakeholders provided feedback about their experiences, challenges, and proposed solutions through various consultation methods. These included a launch event, focus groups, an online and print survey and consultation at community events. In addition, two sessions were facilitated with other stakeholders including community service providers and City of Hamilton staff and leaders. The results of this consultation were used to inform the development of Hamilton's second Age Friendly Plan "Hamilton's Plan for an Age-Friendly Community 2021 to 2026."

In April 2021, "Hamilton's Plan for an Age-Friendly Community" was launched and includes seven strategic goals, 21 objectives and 61 recommendations. Since April 2021, the City of Hamilton, Hamilton Council on Aging and Seniors Advisory Committee have shifted their focus to implementation. This has included a governance review and transition to a new organizational structure resulting in broader community representation and shared ownership.

SUBJECT: Hamilton's Plan for an Age-Friendly Community, 2021 Community Progress Report and Hamilton Council on Aging Contract Renewal ((HSC22031)) (City Wide) - Page 5 of 6

POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS

This report is in accordance with By-law 20-205 as amended, Procurement Policy, Policy #11 Non-competitive Procurements.

RELEVANT CONSULTATION

Consultation has taken place with Finance, Procurement, the Hamilton Council on Aging and the Seniors Advisory Committee and feedback has been incorporated into this report.

ANALYSIS AND RATIONALE FOR RECOMMENDATION

Older adults in Hamilton comprise an integral part of our community. Their contributions enrich the social, cultural and civic life in our community. The number of older adults and seniors in Hamilton is expected to double over the next two decades. This represents the fastest growing segment of the population. For this reason, Hamilton needs to continue to work diligently to remain an Age-Friendly community and to report annually on our collective key progress and achievements.

City Council has recognized and supported the movement towards becoming an “Age-Friendly” community by endorsing an updated City vision: “to be the best place to raise a child and age successfully”.

The Hamilton Council on Aging will continue to be a key partner needed to support the implementation of the 2021-2026 “Hamilton’s Plan for an Age-Friendly Community.” The \$40,000 recommended for the Hamilton Council on Aging will be used to implement specific actions/deliverables as outlined in their 2022 Work Plan, pending the approval of City Council.

ALTERNATIVES FOR CONSIDERATION

Continue to fund the Hamilton Council on Aging at the rate of \$30,000 per year. This approach is not recommended as it will limit their ability to fully implement the action plans that have been developed for the Age-Friendly Plan. The additional funding will advance the progress of the Age-Friendly Plan and increase the scope of the activities that could be accomplished.

SUBJECT: Hamilton's Plan for an Age-Friendly Community, 2021 Community Progress Report and Hamilton Council on Aging Contract Renewal ((HSC22031)) (City Wide) - Page 6 of 6

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.

Built Environment and Infrastructure

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

Our People and Performance

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

APPENDICES AND SCHEDULES ATTACHED

Appendix “A” to Report HSC22031: Hamilton’s Plan for an Age-Friendly Community, 2021 Community Progress Report

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



2021 COMMUNITY PROGRESS REPORT



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

- Dr. Alex Kalache, President, ILC-Brazil



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

2021 COMMUNITY PROGRESS REPORT

CONTENTS

INTRODUCTION **3**

BACKGROUND **4**

Implementation Strategy..... 5

Results..... 6

Infographic (TBD)..... 7

GOALS AND PROGRESS **8**

1. Housing 8

2. Transportation 9

3. Information and Communication 10

4. Health and Community Services 11

5. Social Participation: Recreation, Learning, Arts and Culture 13

6. Civic Engagement, Volunteerism and Employment 20

7. Outdoor Spaces and Buildings 20

LESSONS LEARNED: MOVING FORWARD **21**

APPENDICES **23**

Appendix A: 2021 Age-Friendly Collaborative Committee Members..... 23

Appendix B: List of Collaborating Organizations and Funders Involved in 2021 Age-Friendly Practices 24

A MESSAGE FROM THE CO-CHAIRS, AGE-FRIENDLY COLLABORATIVE COMMITTEE

Hamilton's 2021-2026 Plan for an Age-Friendly Community was completed and launched early in 2021, in the midst of the Covid-19 global pandemic. At that time, we were aware of the economic and social disruptions resulting from the pandemic and we experienced the impact on our community. What we couldn't have foreseen is that, one year later, the pandemic would continue to affect our lives in many different ways.

Despite disruptions resulting from the pandemic, we heard countless stories about resilience, innovative shifts in the way services and programs are offered, and a continued commitment to ensure that Hamilton remains 'the best place to raise a child and to age successfully'.

By leveraging the power of technology and, through creatively adapting our processes, the Age-Friendly Collaborative Committee (AFCC) has successfully navigated year one of implementing Hamilton's Plan for an Age-Friendly Community. We are excited to present our 2021 Community Progress Report to you!

In this report, you will read about age-friendly practices introduced in 2021 both by organizations whose primary role is serving older adults, as well as organizations who serve a broader audience. In keeping with our commitment to integrate a dementia-friendly approach into the age-friendly plan, we are encouraged that many of the age-friendly practices shared with us include opportunities for older adults living with dementia.

While we pause to celebrate our successes, we acknowledge that there is still much work to be done in the Hamilton community. We continue to expand our inclusion lens as we seek more opportunities for celebrating diversity, whether that be age, race, ethnicity, gender and/or sexual orientation.


We want to thank everyone who contributed stories about their age-friendly practices for the progress report. Our strength as a community is contingent on sharing resources, ideas and collaborating with partners and community stakeholders. This is how we will continue to build a community in which every person is included and has opportunities to both give and receive support.

We would also like to thank the members of the AFCC, and our partners at the City of Hamilton, the Hamilton Council on Aging and the Seniors Advisory Committee, an advisory committee of Hamilton City Council, for their continued support.

With our best wishes,



Lori Letts
Co-Chair, Age-Friendly Hamilton
Collaborative Governance Committee



Julie Richardson
Co-Chair, Age-Friendly Hamilton
Collaborative Governance Committee

BACKGROUND

During the spring of 2021, Hamilton's 2021-2026 Plan for an Age-Friendly Community¹ was launched. The plan includes 7 strategic goals, 21 objectives, 61 recommendations and provides a valuable roadmap to guide our ongoing age-friendly initiatives.

The following 8 principles² established a solid base for developing the plan and offer a lens through which to evaluate Hamilton's age-friendly practices³.

Principles

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

¹ You can access the plan at hamiltoncoa.com

² The 8 principles and 7 strategic goals are included in the 2021 progress report to provide context for readers who may not have seen the 2021-2026 plan.

³ Age-Friendly practices are ones that 'recognize the wide range of capacities and resources among older people; anticipate and respond flexibly to age-related needs and preferences; respect older people's decisions and lifestyle choices; reduce inequities; protect those who are most vulnerable and promote older people's inclusion in and contributions to all areas of community life'. Source: World Health Organization

In addition to the foundational principles, 7 strategic goals guided the development of the plan and the resulting objectives and recommendations. The goals included the following:

Seven strategic goals



With the overall age-friendly plan launched and the 8 principles and 7 goals as a guide, the Age-Friendly Collaborative Committee (AFCC) shifted their focus to implementation.

In preparing the 2021-2026 plan, the AFCC recognized that many organizations and stakeholders in the not-for-profit, private and public sectors, as well as individual citizens, would have much to contribute to the implementation of the recommendations. Cross sector outreach was a key consideration in the committee’s outreach efforts to learn about Hamilton’s age-friendly practices.

The results of year one, 2021, are the focus of the current community progress report.

IMPLEMENTATION STRATEGY

The City of Hamilton, Hamilton Council on Aging and the City of Hamilton’s Seniors Advisory Committee are core partners for Hamilton’s Age-Friendly Plan. In 2021, the Hamilton Council on Aging secured a one-year Ontario Inclusive Communities Grant to develop an implementation strategy. Following a governance review, the committee transitioned to a new organizational structure that enables and supports the implementation of the plan. This included the organizing of the Age-Friendly Collaborative Committee (AFCC) with 14 goal champions, two for each strategic goal. Eleven new AFCC members were recruited and oriented to the committee from various City of Hamilton departments and community organizations. We participated in the Ontario Age-Friendly Communities Outreach Program’s

Pilot Workshop Series on Evaluation for Age-Friendly Community Initiatives. Additionally, an age-friendly action planning toolkit was designed in partnership with the Hamilton Social Planning and Research Council. By the end of 2021, six action and evaluation plans that aim to address key recommendations in the plan were created, with implementation activities commencing in 2022.

Ongoing engagement and shared learning opportunities are central to the implementation of Hamilton's Age-Friendly Plan. This is achieved through broader participation in committees such as the Ontario Association of Councils on Aging, the Southern Ontario Age-Friendly Network, and the Ontario Age-Friendly Communities Network Exchange.

Locally, the AFCC strives to engage non-profit/voluntary, public and private sector organizations that are contributing to making Hamilton the best place to age well and to develop an annual report that reflects progress. In December 2021, an online **Age-Friendly Community Progress Questionnaire** was launched to link local age-friendly practices to the 7 strategic goals within the plan and to highlight them within this report.

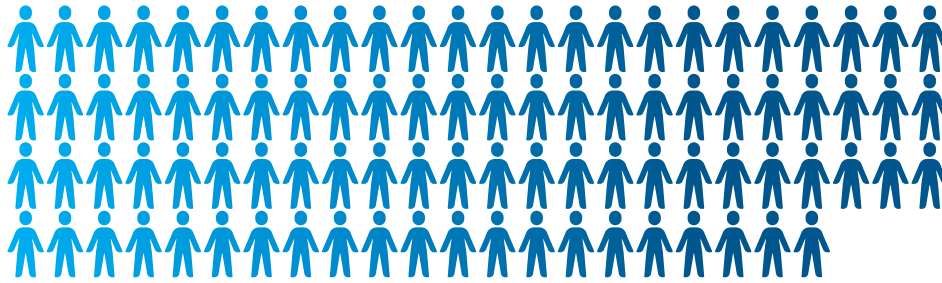
RESULTS

The results for 2021 represent promising progress in Hamilton with a number of age-friendly practices in progress and some completed and evaluated. This progress demonstrates that, despite the pandemic, organizations, groups and individuals are committed to advancing age-friendly practices in Hamilton and are prepared to make the adaptations necessary to ensure that we continue to make progress.

We begin this section by presenting quantitative information from the questionnaire responses in an infographic. It is encouraging to note the process of involving older adults in various ways in age-friendly practices.

This is followed by brief descriptions of age-friendly practices that organizations shared when completing the questionnaire as well as goal-specific activities that are being led by the AFCC goal champions. We encourage you to use the contact information provided to follow up on additional information about their age-friendly practices. Age-friendly practice descriptions are organized by the plan's 7 strategic goals.

AGE-FRIENDLY ENGAGEMENT



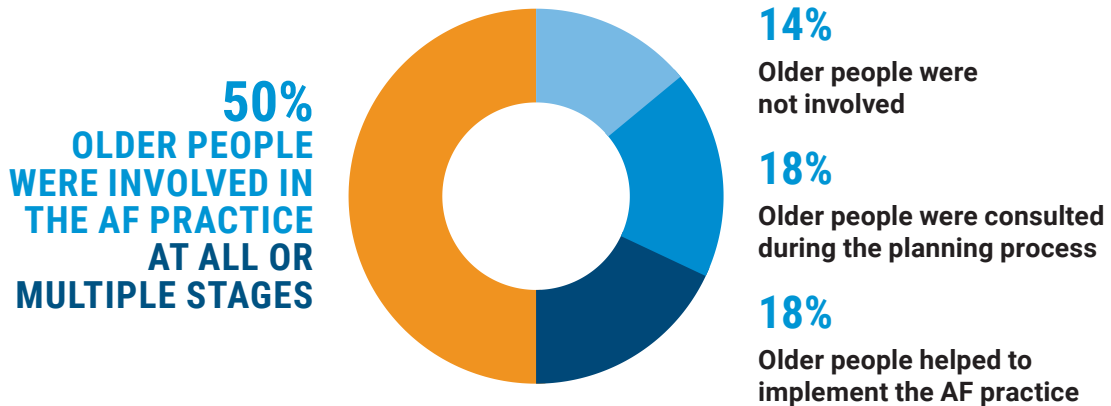
**9360
PEOPLE
POSITIVELY
IMPACTED**

**Each person represents 100 people.*

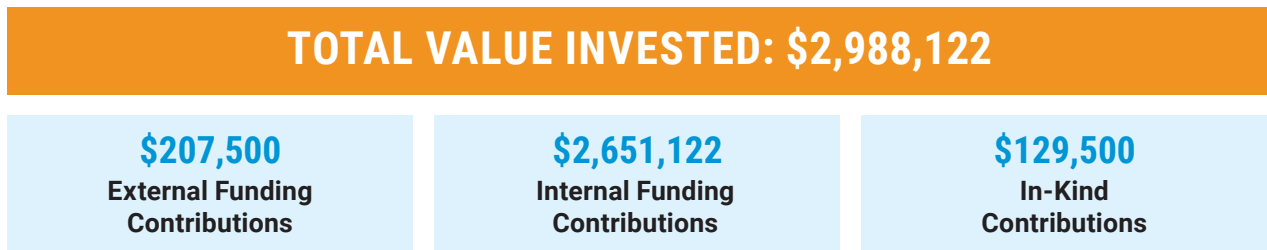
AGE-FRIENDLY PRACTICES



OLDER PERSONS' INVOLVEMENT IN AGE-FRIENDLY PRACTICE¹



FINANCIAL CONTRIBUTIONS



¹ 'Older persons' was self-defined by questionnaire respondents
 Infographic data was collected from completed 2021 Hamilton Age-Friendly Community Progress Questionnaire submissions.



GOAL 1: Housing

INCREASE KNOWLEDGE AND AWARENESS OF HOUSING

IN PROGRESS

To create awareness and educate Housing Services Staff and Indwell about Hamilton's Age Friendly Plan.

AFCC Goal Champions:

Marcée Lane, mgroen@indwell.ca

Kamba Ankunda, Kamba.Ankunda@hamilton.ca

HOME MANAGEMENT SUPPORT FOR SENIORS

IN PROGRESS

City of Hamilton Home Management Workers provide 1:1 support for clients in an age-friendly manner, including providing advocacy, service navigation, and remote supports around home management needs like cleaning, budgeting, organization.

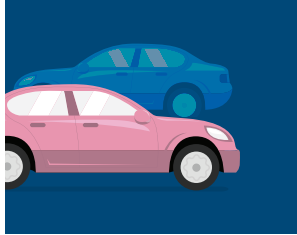
City of Hamilton Website:

www.hamilton.ca/social-services/support-programs/home-management-program

Email: homemanagement@hamilton.ca

Phone: 905-546-4804





GOAL 2 Transportation

LET'S GET DRIVING WORKSHOPS

IN PROGRESS

To give information on a variety of topics related to driving and to allow participants to assess their driving skills.

AFCC Goal Champions:

Jeanne Mayo, agefriendly@hamiltoncoa.com

Jay Adams, jay.adams@hamilton.ca

Hamilton Council on Aging Website: www.coahamilton.ca

LET'S GET WALKING WORKSHOPS

IN PROGRESS

To increase older adult's knowledge about how to walk safely.

AFCC Goal Champions:

Jeanne Mayo, agefriendly@hamiltoncoa.com

Jay Adams, jay.adams@hamilton.ca

Hamilton Council on Aging Website: www.coahamilton.ca

LET'S TAKE THE BUS WORKSHOPS

IN PROGRESS

Design and testing of a workshop to introduce older adults to Hamilton's transit system including transit safety, route finding, fares, fees and payments, trip planning, boarding and riding the bus, using trans-cab and HSR myRide and accessible transportation.

Hamilton Council on Aging Website: www.coahamilton.ca



GOAL 3 Information and Communication

DEMENTIA-FRIENDLY EDUCATION - PUBLIC SERVICE SECTOR

IN PROGRESS

Increase awareness of dementia in public facing staff of the City of Hamilton and provide relevant tools and resources.

AFCC Goal Champions:

Karen Robins, educationhamilton@alzhh.ca

Chris D'Agostino, cdagosti@hpl.ca

WEBSITE/BLOGS/EVENTS

IN PROGRESS

EVALUATED

The goal is to provide website, regular blogs and virtual events on Resilient Aging in Community of interest to older adults living in the Hamilton area.

A sample of activities includes regular blogs by various authors, an intergenerational memoir project, technology teaching for older adults and an expansion of website information related to seniors' services in Hamilton and housing alternatives for older adults.

Hamilton Aging in Community Website: www.hamiltonagingtogether.ca

An attendee at the 'A Place to Thrive' panel commented: "I was completely engaged in all aspects of the material...delivered so thoroughly. [The] insights are inspiring and [the] presentation style was motivating".

DEMENTIA-FRIENDLY EDUCATION WORKSHOPS

IN PROGRESS

The Empowering Dementia-Friendly Communities project is a collaborative initiative, led by the Hamilton Council on Aging (HCoA) and funded by the Public Health Agency of Canada. The Dementia-Friendly Education Workshop was designed in partnership with people living with dementia. It is available to all sectors and community groups seeking more information about how to create dementia inclusive social and physical environments.

Hamilton Council on Aging Website:

www.coahamilton.ca/our-priorities/dementia-friendly-communities/



GOAL 4 Health and Community Services

INCREASE AWARENESS & ACCESS OF HAMILTON'S AGE-FRIENDLY PLAN

IN PROGRESS

To increase system partner awareness of Hamilton's Age-Friendly Plan.

AFCC Goal Champions:

Holly Odoardi, Holly.Odoardi@hamilton.ca

Renee Guder, rguder@thrivegroup.ca

ENGAGING THE VOICE OF PERSONS LIVING WITH DEMENTIA

IN PROGRESS

One of our organization's strategic directions is to raise awareness about dementia. We teach community providers (e.g. banks, lawyers, paramedics) how to recognize and support persons who are living with dementia. We have strengthened the inclusion of older adults living with dementia to ensure their voices help share new initiatives (e.g. new website, co-design).

Alzheimer Society of Brant, Haldimand Norfolk Hamilton Halton Website:
www.alzda.ca

DESIGNING NEW PROGRAMS USING CO-DESIGN

IN PROGRESS

We have developed many new programs and services over the years after receiving feedback from those we serve. This time, we decided to engage persons with lived experience in the design of new initiatives. Two projects have been developed as a result: a tool for persons who are newly diagnosed with dementia (basically, a "what I wish I had known" type of guide) as well as a peer-led support group for those in the early stages of dementia. The guide will be shared with geriatricians across Hamilton and the Niagara Peninsula as a tool for both their own knowledge and to share with their clients. The peer-led support group has trained its facilitators and started in early January 2022.

Alzheimer Society of Brant, Haldimand Norfolk Hamilton Halton Website:
www.alzda.ca





GOAL 5 Social Participation: Recreation, Learning, Arts and Culture

INTRODUCTION OF VIDEO PROGRAMS

IN PROGRESS

This City of Hamilton recreation piloted art and fitness video programs during pandemic closures. Video programs offered a good alternative for older adults who felt uncomfortable participating in person. The project included an evaluation to assess need and long-term sustainability.

City of Hamilton's Recreation Division Website: www.hamilton.ca/recreation

Feedback has been positive with accessible technology. Patrons also enjoyed being able to purchase a program with supplies they could pick up (such as art supplies) or pick the option of having their own supplies already.

FACES OF DEMENTIA AWARENESS CAMPAIGN

IN PROGRESS

A campaign is being developed to raise awareness and promote dementia inclusive social and physical environments. The campaign was informed by persons living with dementia and features stories of people living with dementia, what they want people living with dementia and others to know, as well as information about what people can do to promote dementia-friendly communities. The campaign will target private and public sectors as well as the broader community.

Hamilton Council on Aging Website:
www.coahamilton.ca/our-priorities/dementia-friendly-communities

SENIORS CONNECT

IN PROGRESS

Seniors Connect is an umbrella term that describes all forms of wellness programming offered by CityHousing. One example of Seniors Connect is Channel 399, a CCTV program that brings the outside world in for older residents. Given that most residents grew up with TV, it serves as an accessible mode of communication. CityHousing partnered with TV Tours – a company that specializes in adapting content to CCTV in older adult contexts.

City Housing implemented Seniors Connect as a pilot project in First Place, CityHousing’s largest building. CityHousing installed TV screens in public spaces where Channel 399 serves as a site where both crucial information and wellness programming.

CityHousing Hamilton Website: www.hamilton.ca/cityhousing-hamilton

Residents express the immense sense of connection and engagement brought about by the videos and programming: some suggest, for example, that the travel programming brought back nice memories from when they traveled when they were younger.

SENIORS ISOLATION PROGRAM THROUGH WORKSHOPS AND CASE MANAGEMENT FOR ADULTS 55+

IN PROGRESS

Goals include an increased sense of community as well as stronger relationships with family, friends and engagement with community members. Clients are able to access services and supports within their community with greater confidence and ease. Increased feelings of social inclusion and health and wellness through access to cultural and physical activities that support a high quality of life.

Wesley Urban Ministries - Seniors Isolation Program Website:
www.wesley.ca/services/newcomer-community/supports-for-seniors-and-older-adults

CYCLING WITHOUT AGE (CWA)

IN PROGRESS

Cycling Without Age is a global initiative that provides older adults and others who cannot cycle an opportunity to enjoy a complimentary, safe ride through their neighbourhood on a trishaw (three wheeled electric bike) piloted by a trained volunteer. 2001 was the first year of operation for this Ontario CWA chapter. From August to October 2021, 19 Welcome Inn seniors enjoyed many rides along the Waterfront Trail. The CWA Hamilton program received great reviews from both older adults and the community. During the late fall, an outdoor information session was held with approximately 45 potential volunteer pilots and several suggested ideas for next season.

Website: www.cyclingwithoutage.ca/hamilton-burlington
Facebook: www.facebook.com/HBCyclingWithoutAge
Twitter: www.twitter.com/CwaHamilton

"I've lived in Hamilton for more than 50 years and I've never gone to those places," says 93-year-old Angus Martin, a retired high school teacher who's travelled the world.

INCREASED PICKLEBALL OUTDOOR COURTS

COMPLETED

New pickleball assets/amenities were developed at the Ancaster Senior Achievement Centre with an alternative program model to support outdoor pickleball programming and access. Older adults were able to play pickleball to stay healthy and active while indoor amenities were closed due to COVID restrictions.

City of Hamilton's Recreation Division Website: www.hamilton.ca/recreation

The asset was well utilized and offered many more program opportunities for pickleball.

DUNDAS 55+ GROUP

IN PROGRESS

Programs are offered for older adults to participate in exercise and to socialize with others with the objective of reducing social isolation. Adults 55+ in the Dundas community are encouraged to participate in, and contribute to, programs that promote healthy lifestyles.

Dundas 55+ Group Website: www.hamilton.ca/recreation

"I love to dance and I no longer have a partner so line dancing is ideal for me: fun and exercise!"

SENIORS CENTRE WITHOUT WALLS (SCWW)

IN PROGRESS

The goal of the program was to engage the community in programs which would have been offered pre-Covid and in house. It is an over the phone program and includes newsletters for seniors who are 50+ and Indigenous. Food security and wellness supports are offered through this program.

Hamilton Regional Indian Centre Website: www.hric.ca

SENIORS CENTRE WITHOUT WALLS - PATH TO INDEPENDENT PARTICIPATION

IN PROGRESS

EVALUATED

The City of Hamilton's Senior Centre Without Walls (SCWW) program model is supported by the Older Adult Centres' Association of Ontario (OACAO) and is a free interactive telephone-based group activity program that connects seniors and older adults 50+ and adults with physical disabilities who find it difficult to leave their home. SCWW programs offer an inclusive, safe, inviting space to listen, learn and be heard which increases social connectedness and well-being for participants.

City of Hamilton's Recreation Division Website: www.hamilton.ca/recreation

ARTFUL MOMENTS: ARTS-EXPERIENCES FOR SPECIALIZED AUDIENCES

IN PROGRESS EVALUATED

The Art Gallery of Hamilton's (AGH) Artful Moments program is specially designed to support persons with dementia and their care partners in a gallery-based and virtual program of conversations about art and hands on art-making. In the past two years this program has also expanded to present customized programs for persons on the autism spectrum, those living with mental illness and other chronic conditions. The main goals are to provide meaningful engagement, validation of personhood and social connections, especially in a time of isolation. Before covid, these programs were presented in-person at the AGH, but have been offered virtually via zoom or phone-based experiences. Evaluations gathered from all programs indicate success in fostering social connections among participants, and in bringing new experiences into their daily lives at a time where in-person experiences were not possible.

Art Gallery of Hamilton Website: www.artgalleryofhamilton.com

LIFE LONG CARE

IN PROGRESS

Provides community support services to urban Indigenous clients, regardless of age, who are disabled, chronically ill, frail, elderly or require acute/chronic continuum of care. Supports range from culture/inclusion to support with medical appointments. We reach out to our clients two times a week to provide conference calls to seniors who don't have Internet. We also connect elders and youth to carry on and share story telling and teachings. Among other services, we provide home visits, crisis support and hospital visits to all clients. We assist and advocate for clients that need medical assistive devices and support clients with food security and medical transportation.

Hamilton Regional Indian Centre Website: www.hric.ca

"I feel supported and I know you're there when I need someone."



HEALTH AND WELLNESS PROGRAMMING

IN PROGRESS

EVALUATED

YWCA Hamilton pivoted to provide online and telephone-based health and wellness programming for older adults that includes physical movement, social interaction, friendly calls, meditation and education programs. We strive to keep community members engaged and involved in programming to ensure their physical and cognitive health remain optimal. The impacts of first connecting with individuals on the phone, then by Internet live-stream programs resulted with individuals feeling less stressed, increased feelings of happiness and confidence, and improved/maintained physical fitness levels. Many individuals had opportunities to access new programming due to the convenience of reduced program costs, reduced transportation costs/considerations and feeling safe in their homes.

YWCA Hamilton, Seniors Active Living Centres 55+ Website: www.ywcahamilton.org

OFFERED 55+ OPPORTUNITIES IN THE ABSENCE OF BOARD-RUN PROGRAMS

IN PROGRESS

In the absence of the Dundas Senior Citizen club due to the pandemic, the Dundas Recreation Centre offered targeted programs to adults 55+. This practice increased social participation and access to recreation. The target initiative was a drop-in fitness program offered at a small cost where patrons could drop in on a week-to-week basis. The goal was to fill a gap in service in a way that offered little commitment should patrons begin to again feel uncomfortable with the pandemic restrictions.

City of Hamilton, Dundas Website: www.hamilton.ca/recreation

UPDATE TO RECREATION REGISTRATION

COMPLETED

The City of Hamilton’s website for the Recreation Division was redesigned along with the registration process. Previously done in person on paper sheets, COVID restrictions resulted in registration being moved online.

Recreation offered workshops and facilitated opportunities for older adults to learn how to access programs, set up an account and to register. These technical skills will help older adults in future online registration apart from recreation.

City of Hamilton’s Recreation Division Website: www.hamilton.ca/recreation

Email: scww@hamilton.ca

Phone: 905-526-4084

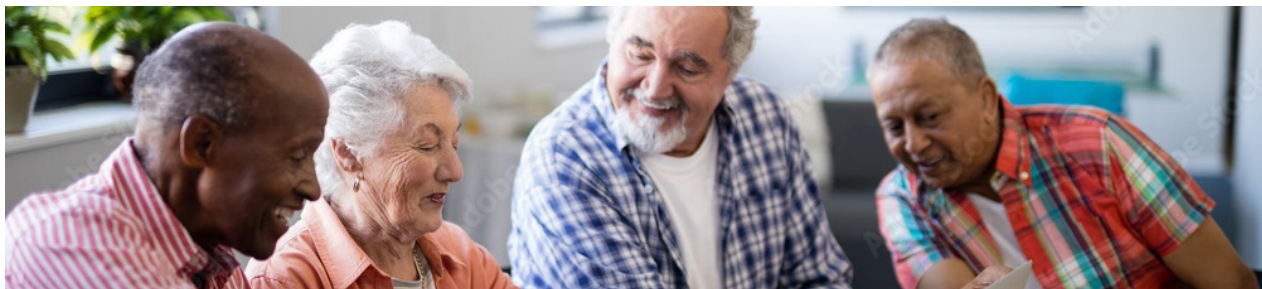
INTRODUCTION TO TECHNOLOGY PROGRAM

IN PROGRESS

The City of Hamilton in partnership with Warden Seniors Club who received a New Horizons grant in 2020 for “Promoting Computer Literacy and Staying Connected during the COVID-19 Pandemic”.

In addition to the lending program, the Club also worked with the City of Hamilton’s Recreation Division to develop iPad workshops. The beginner iPad series took place over nine weeks and included topics such as navigating the home screen, turning on/off, using a touch screen, settings, and applications. The intermediate iPad series took place over four weeks and included using video conferencing programs (e.g. Zoom), navigation apps, translation apps, and movie making. Plan to finalize in 2022 with roll out as a workshop option.

City of Hamilton’s Recreation Division Website: www.hamilton.ca/recreation





GOAL 6 Civic Engagement, Volunteerism and Employment

THE FLAMBOROUGH SENIOR EMPLOYMENT PROJECT

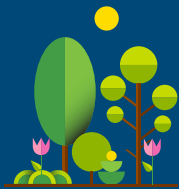
IN PROGRESS

In partnership, Flamborough Connects and PATH Employment Services initiated a project that will educate seniors on job search strategies and techniques to find meaningful employment post pandemic. The project will also educate local employers on the advantages of hiring older workers. This project will both bring awareness to businesses on the benefits, experience and skills older workers bring to the workforce, and also support older workers in finding opportunities that meet their individual and financial goals.

AFCC Goal Champions:

Amelia Steinbring, Flamborough Connects, amelia@flamboroughconnects.ca

Catherine Johnston, PATH Employment, Catherine.johnston@pathemployment.com



GOAL 7 Outdoor Spaces and Buildings

WINTER WASHROOM PILOT PROJECT

IN PROGRESS

This two-year pilot project was initiated by City Council, the feedback they received from their constituents, as well as an increase in the number of residents who were homeless.

This pilot project started in November 2021 with 16 locations (4 have portable toilets) where washrooms are kept open for the public until April. In 2022, 11 more locations will be available to the public once updates take place. Locations were determined based on high traffic areas and are available throughout Hamilton. A community survey to assess impact has been targeted for spring 2022.

City of Hamilton Website:

www.hamilton.ca/parks-recreation/parks-trails-and-beaches/park-washrooms



LESSONS LEARNED: MOVING FORWARD

The impact of the pandemic has been pervasive and far-reaching. In Hamilton, as in other communities, city staff, healthcare workers and others have been redeployed to assist with the pandemic response. Recreational facilities, schools, gyms and many small businesses have experienced unsettling periods of closing and opening, only to have to close again. Everyone, to varying degrees and in different ways, has been confronted with the uncertainty of these times. It can be argued that those individuals with access to technology may have fared better than those without. Providing affordable technology, reliable and affordable Internet access and ongoing technological support for older adults has become a rallying cry as digital inequities are exposed.

In spite of the challenges resulting from the pandemic, it has been encouraging to witness the resilience of many older adults and the resolve of groups and organizations to shift to new ways of offering services and programs, often through online platforms such as Zoom.

The following are some of the lessons we learned during 2021 and plans for addressing them to move forward.

1. More intentionally **reaching out to and including the private sector** (e.g., business) was an important aspiration of Hamilton's Plan for an Age-Friendly Community. While there were no responses to the community questionnaire from the private sector this time around, it remains a goal as implementation plans evolve. The lack of response may have been influenced by the pandemic. However, the AFCC will evaluate outreach strategies to determine the most effective ways to engage the private sector.
2. The pandemic presented a **challenge to offering in person programs**. Many organizations responded by shifting to online programs for older adults. Moving forward, in order to swiftly respond to external limitations, it may be wise to design both in-person and virtual versions of programs. Not all older adults will be comfortable attending programs in-person when restrictions ease. Having the option of online participation may continue to be a preferred choice for some individuals and may also address barriers that many older adults face going out in inclement weather.

'NOTHING ABOUT US WITHOUT US!'

Include older adults when planning programs and services.

3. The importance of **involving older adults in planning programs and services** was reinforced in comments submitted by respondents to the 2021 community questionnaire. As seen in Chart #1, older adults were quite involved in the age-friendly practices that were reported in the questionnaire. Moving forward, we will continue to encourage the inclusion of older adults in planning programs and services that impact them. They know their wants, needs and what works for them. 'Nothing about us without us!'
4. Really listening to the population you serve and finding a way to meet their needs will allow for higher quality service delivery. **Listening to your clients** was a recurring theme among questionnaire respondents.
5. Not all older adults are familiar with or have access to technology. While it may be tempting to convert everything to online, we learned that **it is still important to offer print copies of registration guides, brochures**, etc. to be sure that we leave no one behind.
6. **Give programs time to gain traction and grow.** One of our respondents worded this so well, *'If patrons don't attend (your program) yet, give the program some time and consistency to gain a following and take feedback from patrons'*. We are often in a hurry for immediate results so this is something important to keep in mind as we move forward and try new things. Relatedly, another respondent wrote about *'patience and flexibility to deal with hiccups'*.

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

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

APPENDICES

Appendix A: 2021 Age-Friendly Collaborative Committee (AFCC) Members

- Lori Letts, Co-Chair, Hamilton Council on Aging
- Julie Richardson, Co-Chair, Hamilton Council on Aging
- Penelope Petrie, Seniors' Advisory Committee
- Ann Elliott, Seniors' Advisory Committee
- Holly Odoardi, City of Hamilton
- Eleanor Morton, City of Hamilton
- Kristy Tadeson, City of Hamilton
- Margaret Denton, Hamilton Council on Aging
- Cheryll Sullivan, Hamilton Council on Aging
- Lisa Maychak, City of Hamilton
- Tracy Gibbs, Hamilton Council on Aging
- Kim Martin, Social Planning and Research Council
- Deirdre Pike, Social Planning and Research Council
- Megan Blair, Social Planning and Research Council (Student)
- Madeline Chow, Social Planning and Research Council (Student)

2021 Age Friendly Goal Champions

GOAL 1 – HOUSING

- Kamba Ankunda, City of Hamilton
- Marcée Groen, Indwell

GOAL 2 – TRANSPORTATION

- Jeanne Mayo, Community Member
- Jay Adams, City of Hamilton

GOAL 3 – INFORMATION & COMMUNICATION

- Chris D'Agostino, Hamilton Public Library
- Karen Robins, Alzheimer Society ASBHNHH

GOAL 4 – HEALTH & COMMUNITY SERVICES

- Renee Guder, Thrive Group
- Holly Odoardi, City of Hamilton

GOAL 5 – SOCIAL PARTICIPATION

- Eleanor Morton/Laura Kerr, City of Hamilton
- Genevieve Hladysh, The YMCA of Hamilton/Burlington/Brantford

GOAL 6 – CIVIC ENGAGEMENT/ VOLUNTEERISM/EMPLOYMENT

- Amelia Steinbring, Flamborough Connects
- Catherine Johnston, PATH Employment Services

GOAL 7 – OUTDOOR SPACES AND PUBLIC BUILDINGS

- Kasey Livingston, City of Hamilton
- Melissa McGinnis, City of Hamilton

Appendix B: List of collaborating organizations and funders involved in 2021 Age-Friendly Practices⁵

- Aboriginal Health Unit
- Alzheimer Society of Brant, Haldimand
Norfolk, Hamilton Halton
- Ancaster Computer Products
- Art Gallery of Hamilton
- Ancaster Seniors Achievement Centre Board
- Autism Ontario
- Bruce Park Neighbourhood Association
- Buchanan Park Softball Organization
- Cancer Screening Bus
- Children’s Aid Society
- City Enrichment Fund - City of Hamilton
- City of Hamilton, Dundas
- City Housing Hamilton
- City of Hamilton Home Management
- City of Hamilton Recreation Department
- City of Hamilton Seniors Advisory Committee
- City of Hamilton Transit Division
- City of Hamilton Technology
- Cycling Without Age – Hamilton & Burlington
- Dundas 55+ Group
- Dundas Community Centre
- Family Health Team
- First Unitarian Church
- Flamborough Chamber of Commerce
- Flamborough Connects
- GERAS Centre for Aging Research
- Government of Canada
- Greater Hamilton Health Network
- Hamilton Aging in Community
- Hamilton Oshawa Port Authority (HOPA)
- Hamilton Council on Aging
- Hamilton Health Sciences
- Hamilton Jewish Family Services
- Hamilton Public Library
- Hamilton Regional Indian Centre
- Hamilton Strategic Road Safety Committee
- Home and Community Care – Local
Integrated Health Network
- Indigenous Diabetes Health Circle
- Indwell
- Local Health Integrated Network
- Long Term Care-CARES
- Long Term Care Collaborative
- McMaster Children’s Hospital
- McMaster Gilbrea Centre
- McMaster Institute for Research on Aging
- McMaster University
- Ministry of Transportation
- New Horizons
- Ontario Arts Council
- Ontario Community Services for Seniors
- Ontario Trillium Foundation
- PATH Employment
- Province of Ontario
- Public Health Agency of Canada
- Public Works (Environmental Services, Parks
& Cemeteries)
- Public Works (Energy Fleet & Facilities
Management)
- Regional Geriatric Program central
- Seniors without Walls
- Social Planning and Research Council
- St. Mathews House
- Thrive Group
- Toronto Dominion Bank
- Trinity Lutheran Church
- Warden Seniors Club
- Waterdown YMCA Employment Services
- Waterdown Business Improvement Area (BIA)
- Welcome Inn (Seniors Program)
- Wesley Urban Ministries
- YMCA of Hamilton/Burlington/Brantford
- YWCA Hamilton

¹ Collaborating organizations and funders were identified by 2021 Hamilton Age-Friendly Progress questionnaire respondents and Age-Friendly Collaborative Committee Goal Champions.

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



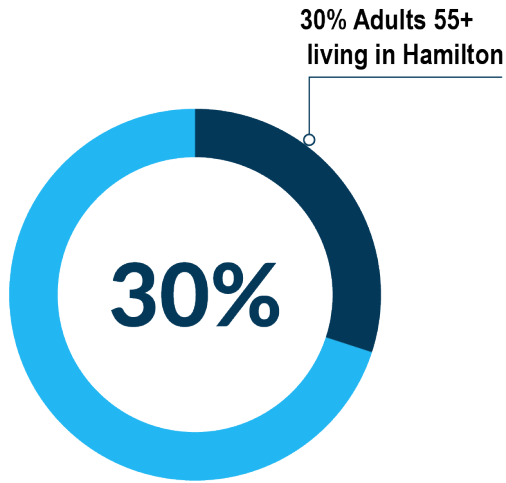
2021 COMMUNITY PROGRESS REPORT

City of Hamilton

Emergency and Community Services Committee

June 16, 2022

Demographic Profile



- Seniors are the fastest growing age group in Ontario
- For the first time in Canadian history there are now more seniors age 65+ than children under age 1.
- The senior population in Ontario is expected to double by 2041
- There are 167,170 adults age 55+ living in Hamilton which represents 30% of the population
- There are 14,336 adults age 65+ living with dementia and this number is growing

World Health Organization (WHO)



**World Health
Organization**

- WHO initiative and framework established for cities and communities globally to create enabling environments for active aging
- 2010 - Global Network of Age-Friendly Cities and Communities was established and currently there is a membership of over 1300 cities and communities in 47 countries covering 300 million people
- Hamilton became a certified member of the network in 2015

2021-2026 Hamilton's Plan for an Age-Friendly Community

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



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



2021 COMMUNITY PROGRESS REPORT



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

- Dr. Alex Kalache, President, ILC-Brazil



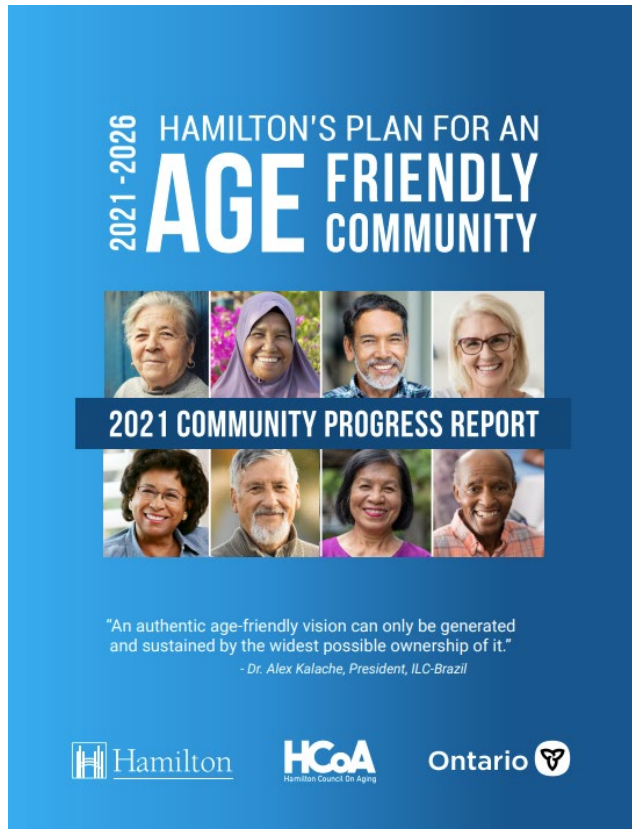
Hamilton's Age-Friendly Implementation Strategy



2021 Key Activities

- Governance Review- key insight that increased community involvement will help to build shared ownership of the plan = improved success
- Expanded Partnerships - eleven new members were recruited to the Age-Friendly Collaborative Committee from various City of Hamilton departments and community organizations
- 14 Goal Champions for the seven strategic Age-Friendly Plan goals
- Participated in the Ontario Age-Friendly Communities Outreach Program's Pilot Workshop Series on Evaluation for Age-Friendly Community Initiatives
- Created an Age-Friendly action planning toolkit, in partnership with the Hamilton Social Planning and Research Council
- Symposium at the International Federation on Aging Conference
- Presentation at Ontario Inclusive Communities Conference

2021 Key Activities



- Developed six action and evaluation plans that aim to address key recommendations in the plan
- Launched a 2021 Age-Friendly Practice Questionnaire
- Planned and facilitated the 2021 Age-Friendly Community Progress Event with Cable 14 titled “How is Hamilton Aging Well?”
- Released the 2021 Age-Friendly Community Progress Report

Hamilton's 2021 Progress

AGE-FRIENDLY PRACTICES



20 IN PROGRESS



15 EVALUATED



2 COMPLETED

Hamilton's 2021 Progress

OLDER PERSONS' INVOLVEMENT IN AGE-FRIENDLY PRACTICE¹

50%
OLDER PEOPLE
WERE INVOLVED IN
THE AF PRACTICE
AT ALL OR
MULTIPLE STAGES



14%

Older people were not involved

18%

Older people were consulted during the planning process

18%

Older people helped to implement the AF practice

Next Steps



- Promote the 2021 Age-Friendly Community Progress Report at the Seniors Kick-off event in June 2022
- Ongoing community engagement to improve community awareness about the plan and its progress
- Complete a lessons learned document
- Increase cross sectoral engagement
- Review the plan midway to identify current gaps and opportunities
- Develop and present a 2022 Age-Friendly Community Progress Report to City Council and the broader community

Contact Information

Lisa Maychak

Project Manager,
Age-Friendly City
City of Hamilton
Lisa.Maychak@hamilton.ca

Julie Richardson

Chair, Age Friendly Hamilton
Collaborative Governance Committee
Hamilton Council on Aging
jrichard@mcmaster.ca

Penelope Petrie

Chair, Senior Advisory
Committee, City of
Hamilton

penelobull@gmail.com

Thank you





CITY OF HAMILTON
HEALTHY AND SAFE COMMUNITIES DEPARTMENT
Housing Services Division

TO:	Chair and Members Emergency and Community Services Committee
COMMITTEE DATE:	June 16, 2022
SUBJECT/REPORT NO:	Authority to Allocate Unutilized Poverty Reduction Investment Plan Funds on New Affordable Housing Builds (HSC22027) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Kamba Ankunda (905) 546-2424 Ext. 4557 Al Fletcher (905) 546-2424 Ext. 4711
SUBMITTED BY:	Edward John Director, Housing Services Division Healthy and Safe Communities Department
SIGNATURE:	

RECOMMENDATION(S)

- (a) That all the remaining and uncommitted funds in the New Affordable Rental Housing Construction Projects, Project ID 6731741609, in the amount of approximately \$680,000 be utilized for the creation of new affordable housing units including but not limited to payments for pre-development costs, payment of City development charge exemptions and construction (capital) costs for non-profit organisations; and,
- (b) That the General Manager of the Healthy and Safe Communities Department, or their designate, be directed and authorized to enter into, execute and administer all agreements, documents and ancillary agreements for eligible projects costs for the purpose of creating new affordable housing opportunities on such terms and conditions satisfactory to the General Manager of the Healthy and Safe Communities Department or their designate and in a form satisfactory to the City Solicitor.

EXECUTIVE SUMMARY

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SUBJECT: Authority to Allocate Unutilized Poverty Reduction Investment Plan Funds on New Affordable Housing Builds (HSC22027) (City Wide) - Page 2 of 6

On September 27, 2017, Council approved Report CES16043, the Poverty Reduction Investment Plan of \$50 M with an allocation of \$20 M over the first 5 years of the plan for the creation of new affordable rental housing supply, \$20 M over 10 years for social housing repairs and renovations, and \$10 M over 10 years for Indigenous housing and poverty reduction services to be directed by the Hamilton Executive Directors. Council authority was limited to specific projects based on an investment plan for the funding.

As of December 31, 2021, a total of \$9,310,587 of the \$10 M allocation has successfully been utilized on numerous new affordable rental housing projects as detailed in Report CES16043(e). As such, a balance in the amount of \$689,413 was realised through savings on various budget allocations within the New Affordable Rental Housing Construction Project– Project ID 673174609.

This report seeks authority from Council to authorise the General Manager of the Healthy and Safe Communities Department to dedicate the unutilized balances from the Poverty Reduction Investment reserve to support affordable rental housing development projects with;

- Pre-development costs for non-profit organisations to move projects closer to “shovel ready” in anticipation of higher-level government funding;
- In part, pay for Development Charge exemptions permitted under the Development Charge By-law; and,
- Where possible, support capital costs of new affordable housing projects.

The intent of Housing Services Division (HSD) is to move affordable housing projects that support the needs of the City of Hamilton residents closer to construction and ultimately occupancy.

Alternatives for Consideration – Not Applicable

FINANCIAL – STAFFING – LEGAL IMPLICATIONS

Financial: In completing the year end capital status update, the final unallocated balance in the New Affordable Rental Housing Construction Projects, Project ID 6731741609, is \$680,546. As of March 31, 2022 this balance has not changed.

Staffing: N/A

Legal: HSD will continue to engage Legal Services in all future reviews and drafting of any subsidiary agreements as may be required.

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SUBJECT: Authority to Allocate Unutilized Poverty Reduction Investment Plan Funds on New Affordable Housing Builds (HSC22027) (City Wide) - Page 3 of 6

HISTORICAL BACKGROUND

On May 11, 2016, City Council approved a motion directing staff to report to the General Issues Committee (GIC) “with a plan to increase affordable housing and reduce poverty by investing in people across all wards in the City of Hamilton, for consideration and approval by Council.”

On April 5, 2017, GIC received the Poverty Reduction Investment Plan (Report BOH16034/CES16043). Committee heard 12 community delegations emphasizing the importance of this fund and the impact that it would make. A motion was passed requiring the establishment of a reserve fund with \$50 M in planned funding and planned spending from 2017 to 2027 with:

- (i) \$20 M derived by extending the payback term for existing City loans from the Future Fund from 2031 to 2036; and,
- (ii) \$30 M at \$3 M per year for 10 years derived from the dividend uplift to the City resulting from the merger of Horizon Utilities Corporation and several other local utilities into the new entity known as Alectra over 10 years.

On February 3, 2022, staff provided an update to the Emergency and Community Services Committee through Report CES16043(e) including a summary of the utilization of the allocation for rental construction from inception to December 31, 2021. The report highlighted that there was a balance of \$689,413 realised through savings on staffing costs and fee offsets on some capital expenses; and stated that Housing Services Division would bring a report to Council proposing the allocation of the remaining funding balances for rental housing construction on priority projects.

POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS

Hamilton has an undersupply of affordable rental housing units. To address its housing crisis, Council endorsed a 10-Year Housing and Homelessness Action Plan (HHAP) with the first outcome area to increase the supply of affordable housing. On August 20, 2020, Council endorsed the Housing and Homelessness Action Plan Five-Year Review (Report CS11017(d)), which set a stretch target of 350 new affordable rental units per year to meet population increases. Despite the thorough use of all the funding opportunities from the City and other upper level funding sources, the City is still falling below its established affordable housing targets.

By re-allocating the Poverty Reduction Investment Plan balances to fund affordable housing proponents, particularly smaller non-profit organisations and community housing providers, the City will have additional potential of creating affordable housing opportunities for Hamiltonians. HSD staff believe that the ability to increase affordable housing supply is an investment into the City. The past two years of the pandemic has

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SUBJECT: Authority to Allocate Unutilized Poverty Reduction Investment Plan Funds on New Affordable Housing Builds (HSC22027) (City Wide) - Page 4 of 6

reaffirmed the belief that stable housing improves physical and mental health of residents, and lowers the cost impacts on the health care sector, emergency services and improves potential for employment.

An investment in affordable housing development is also known as a catalyst for job creation in the housing construction sector for City residents. This investment will help Council to get closer to the goal of ending chronic homelessness in Hamilton by creating an opportunity towards achieving the stretch target of the Housing and Homelessness Action Plan.

RELEVANT CONSULTATION

The Legal Services Division continues to be involved in the drafting and review of related agreements pertaining to the specifics of the Investment Plan and will be involved in the utilization of this allocation.

The Planning and Economic Development Department (PED) was consulted on planning approvals status for projects implemented through the Investment plan including the timelines required to complete various Building permit processes.

Building staff have and continue to assist with in-depth zoning reviews of all affordable housing projects implemented through the Investment Plan. Upon receipt of Council approval, further consultations may be held with PED. Staff in the Housing Services Division do not anticipate any new challenges with the utilization of this funding to support shovel readiness.

Housing Services Division staff have continued consultations with individual affordable housing developers and community partners to address ongoing challenges specifically those presented by the COVID-19 pandemic. HSD staff are currently drafting a revolving Request for Proposal for the development of affordable housing units to ensure that shovel ready projects are queued up to proactively utilize any high-level funding that becomes available.

ANALYSIS AND RATIONALE FOR RECOMMENDATION

The approved Poverty Reduction Investment Plan, including the allocation of \$10 M for new affordable rental housing supply, did not provide the General Manager authorization to utilize any part of the Reserve Fund, nor the unutilized balances of the Poverty Reduction Investment Fund for purposes of covering pre-construction costs, development charge exemptions and capital costs related to new affordable housing developments.

The Housing and Homelessness Action Plan (HHAP) Five-Year Review (Report

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SUBJECT: Authority to Allocate Unutilized Poverty Reduction Investment Plan Funds on New Affordable Housing Builds (HSC22027) (City Wide) - Page 5 of 6

CS11017(d)) included a target to provide support to non-profit organizations and social housing providers for feasibility and pre-development work for affordable rental projects to enable them to qualify for the Canada Mortgage and Housing Corporation (CMHC) Co-Investment Fund and other available Federal or Provincial funding. The report highlighted the key challenge social housing providers face in their pursuit of developing new affordable housing units.

Since the enactment of the National Housing Strategy in 2017, Federal and Provincial Governments have provided additional funding targeting the development of affordable housing units including Ontario Priorities Housing Initiative (OPHI), Canada-Ontario Housing Initiative (COCHI) and the most recent Rapid Housing Initiative (RHI) in which the City was allocated over \$34 M for the creation of minimum 108 units; however staff leveraged RHI funding to deliver 155 units. To move projects closer to “shovel ready” status, in anticipation and preparation for new upper level government funding, initial support of pre-development costs (e.g. consultants, reports, etc.) can better position smaller not-for-profits for success in securing the funding. The section below summarises the relevance of funding pre-development costs as it pertains to upper level government funding;

A – Completion Timelines with RHI

RHI required that projects be completed within a period of 12-month at the end of which projects were to be available for occupancy. The typical development process from initial concept to occupancy can take several years, with traditional construction timelines typically exceeding 12 months depending on the size of the development. Projects that required a rezoning or complex site plan approval or record of site condition would not meet the RHI timeline. Similarly, projects that required minor variance and site plan approval may not meet the 12-month timeline established by RHI. To ensure that the City benefited from this funding, staff recommended to Council projects that had high potential for meeting the requirements of the funding as opposed to soliciting a request for proposal.

By providing support to non-profit organizations through the payment of pre-development costs, including various consulting fees, the City of Hamilton will increase the number of projects that will be ‘shovel ready’. This approach will ensure that the City will have projects available to utilize upper level funding that may have strict timelines.

B – Ineligible Funding Costs

Some funding from upper-levels of government may include terms that allow Pre-development costs as eligible project costs. However, sometimes the funding does not permit not-for-profit organizations to use funding for up-front pre-development costs unless they have existing financial resources. Additionally, municipal

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SUBJECT: Authority to Allocate Unutilized Poverty Reduction Investment Plan Funds on New Affordable Housing Builds (HSC22027) (City Wide) - Page 6 of 6

contributions for affordable projects are now required to qualify projects for CMHC Co-Investment Fund funding and financing. This has resulted in greater municipal contribution (as measured in monetary terms) as well as most CMHC funds being leveraged which is typically in the form of DC exemptions, exemption from cash-in-lieu of parkland dedication and development application fee waivers.

ALTERNATIVES FOR CONSIDERATION

None

ALIGNMENT TO THE 2016 – 2025 STRATEGIC PLAN

Economic Prosperity and Growth

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

Healthy and Safe Communities

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

APPENDICES AND SCHEDULES ATTACHED

None



Hamilton

INFORMATION REPORT

TO:	Chair and Members Emergency and Community Services Committee
COMMITTEE DATE:	June 16, 2022
SUBJECT/REPORT NO:	Reaching Home and Social Services Relief Fund Phase 5 Funding Update (HSC22032) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Nadia Zelisko (905) 546 2424 Ext. 2548 Rob Mastroianni (905) 546-2424 Ext. 8035 Greg Tedesco (905) 546-2424 Ext. 7168
SUBMITTED BY:	Edward John Director, Housing Services Division Healthy and Safe Communities Department
SIGNATURE:	

INFORMATION

On March 3, 2022, Housing Services was notified of an incremental funding increase allocated to Hamilton through Reaching Home: Canada's Homelessness Strategy under the Designated Communities stream of \$3,798,344 in 2022-2023 and \$3,750,209 in 2023-2024. The incremental funding will be administered through amendments to the Reaching Home base funding agreement and is intended to support the extension of COVID-19 measures for those experiencing homelessness, finding permanent housing for those temporarily housed, and reducing the inflow into homelessness, including homelessness prevention and shelter diversion activities.

With this increase in funding, Hamilton's annual base allocation under Reaching Home for the next two fiscal years will be: \$9,973,013 in 2022-2023; and \$9,924,878 in 2023-2024. The City continues to allocate 20% of federal homelessness program funding to Indigenous-led interventions selected by the Indigenous Community Advisory Board, an arrangement that was developed in 2004 between the two Community Entities to respond to the disproportionate rate of homelessness among Indigenous people in our community.

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SUBJECT: Reaching Home and Social Services Relief Fund Phase 5 Funding Update (HSC22032) (City Wide) - Page 2 of 2

A portion of the funding will be reserved specifically for Coordinated Access implementation, while the remainder will be used to support local priorities, such as COVID-19 measures, homelessness prevention, and increasing outflow to permanent housing. Housing Services will engage with local partners through the Coordinated Access Steering Committee in order to discuss investment priorities for the local homelessness system. Outcomes of the funding will be brought forward in the annual Reaching Home Community Homelessness Report, which outlines annual performance outputs as well as progress towards achieving community outcomes.

On April 7, 2022, the City of Hamilton was notified of additional funding through the Provincial Social Services Relief Fund (SSRF) Phase 5, in the amount of \$6,101,000 for the period of April 1, 2022 to December 31, 2022 (attached as Appendix “A” to Report HSC22032). This funding is meant to support operating and capital expenses to mitigate the continued impact of the COVID-19 pandemic on the homelessness sector. Funding is to be used by Service Managers for eligible expenses, in accordance with SSRF Program Guidelines (attached as Appendix “B” to Report HSC22032).

Additional investment through SSRF 5 will continue to support enhanced COVID-19 measures for the local homelessness system including operation of isolation services, drop-ins, and hotel rooms for expanded temporary sheltering, as well as associated case management supports. SSRF 5 funding will cover expenses for the period of April – June. Housing Services will continue to advocate for additional funding to cover the approximately \$16.5 M in costs forecasted to December in order to mitigate the impact on the levy. Staff will provide Council an update in July on the Adaptation and Transformation of Services for People Experiencing Homelessness, including actuals incurred last year and anticipated costs and funding source for this year.

APPENDICES AND SCHEDULES ATTACHED

Appendix “A” to Report HSC22032: SSRF Phase 5 Allocation Letter - Hamilton

Appendix “B” to Report HSC22032: SSRF Phase 5 Program Guidelines

**Ministry of
Municipal Affairs
and Housing**

Office of the Minister
777 Bay Street, 17th Floor
Toronto ON M7A 2J3
Tel.: 416 585-7000

**Ministère des
Affaires municipales
et du Logement**

Bureau du ministre
777, rue Bay, 17^e étage
Toronto ON M7A 2J3
Tél. : 416 585-7000



April 7, 2022

Fred Eisenberger
Mayor, City of Hamilton
City Hall 71 Main Street West, 2nd Floor
Hamilton, Ontario, L8P 4Y5

Dear Fred Eisenberger:

I am pleased to be writing to you today with important details regarding an additional **investment of \$127.5 million** we are making available through a fifth phase of the province's Social Services Relief Fund (SSRF).

As you know, protecting the health and well-being of Ontarians has always been our government's number one priority throughout the COVID-19 pandemic. We have made several difficult decisions to safeguard Ontarians, including public health and workplace safety measures made in consultation with the Chief Medical Officer of Health and other healthcare experts.

As well, we have announced multiple investments totalling over \$1 billion to support Ontario's Service Managers and Indigenous Program Administrators through four previous iterations of the province's SSRF, along with other provincial investments including support to those suffering from mental health and addictions issues and funding to support isolation centre capacity in select municipalities. We know that this funding has been effective in supporting Service Managers and Indigenous Program Administrators to respond quickly, adapt services, and address the housing and economic impacts of COVID-19 in their communities.

However, we also know that the need for this funding will continue beyond March 31, 2022. We have heard from our municipal partners that additional funding is urgently needed to continue to protect the health and safety of vulnerable people as the province recovers from the impact of the Omicron variant.

I am pleased to confirm that the City of Hamilton will receive an additional \$6,101,000 in funding for the 2022-23 fiscal year. The province is contributing half of the funding and the federal government is contributing the other half as part of its support for municipalities.

Program Details – Social Services Relief Fund Phase 5

This funding supports operating and capital expenses to mitigate the continued impact of the COVID-19 pandemic on the homelessness sector. Funding is to be used by Service Managers and Indigenous Program Administrators for eligible expenses (in accordance with the enclosed Social Services Relief Fund Phase 5 Program Guidelines) beginning April 1, 2022 to December 31, 2022.

SSRF Phase 5 funding could be used to help support:

- **Enhanced safety in emergency shelters and other congregate care settings**, through:
 - continued operation of temporary emergency shelters spaces (e.g., in hotels or other facilities) to accommodate reduced overall shelter capacity resulting from COVID-19 safety requirements,
 - hiring additional staff to address capacity pressures, procuring Personal Protective Equipment, and implementing enhanced cleaning and isolation protocols,
 - increasing vaccination uptake among homeless individuals through outreach and clinics, and
 - creating isolation space to avoid COVID-19 positive individuals from being required to “shelter in place”.
- **Short-term, critical needs of vulnerable individuals** through the provision of emergency financial assistance (e.g., rent banks, housing allowances), food security programs, and mental health and addictions and other medical services.
- **The creation of long-term housing solutions, including more affordable and supportive housing** that will make long-term progress in addressing chronic homelessness as well as housing affordability for those most in need.

Of the additional funding, Service Managers and Indigenous Program Administrators may also use up to three per cent of their allocation for program administration costs.

This amendment forms part of your Homelessness Prevention Program Transfer Payment Agreement effective April 1, 2022 with Her Majesty the Queen in right of Ontario as represented by the Minister of Municipal Affairs and Housing (“Transfer Payment Agreement”) and any breach of any of the terms of the amendment shall constitute an Event of Default under the Transfer Payment Agreement.

Reporting Requirements – SSRF Phase 5

Reporting requirements for this fifth phase of the SSRF will be consistent with the current SSRF reporting. However, these requirements may be augmented with additional reporting to the Ministry. For example, Service Managers may be required to

provide specific examples on the use of SSRF Phase 5 funding from time-to-time to demonstrate effectiveness of the investment.

To receive these additional SSRF Phase 5 funds, you are required to complete and submit the sign-back section of this letter and the enclosed Investment Plan to demonstrate how your funding allocations would be used to achieve the objectives of the program. Please return these back to the Ministry by **April 30, 2022**.

You may submit your signed confirmation and Investment Plan via e-mail to housingprogramsdelivery@ontario.ca.

The Ministry requires that all information set out in this letter regarding SSRF Phase 5 be held confidential until publicly announced by the province. The province will have sole responsibility for the initial public communication regarding the SSRF Phase 5 funding described in this letter.

After the initial public communication by the province, as with all provincial housing programs that provide funding, Service Managers must acknowledge support of the province in a form and manner as directed by the Ministry. While we understand these exciting funding opportunities are often met with anticipation by residents and community agencies, these communication protocols have been agreed to by Service Managers. If you wish to make an announcement of funding, I would like to remind you that you are required to notify your municipal services office well in advance for consideration by the province.

Again, protecting the health and well-being of all Ontarians continues to be the government's number one priority. We sincerely appreciate your efforts to assist vulnerable people in your communities and I look forward to continuing to work together as we move forward with recovering from the COVID-19 pandemic.

Yours truly,



The Honourable Steve Clark
Minister of Municipal Affairs and Housing

Enclosures

- c. Janette Smith, Chief Administrative Officer
- Edward John, Director of Housing Services
- Ian Russell, Team Lead, Municipal Services Office

The undersigned agrees to the terms of the above letter and to comply with the **Social Services Relief Fund Phase 5 Program Guidelines**.

Service Manager: _____

Name: _____

Signature: _____

Title: _____

Date:

Name: _____

Signature: _____

Title: _____

Date:

I/We have authority to bind the organization.

Appendix "A"

Program Guidelines – Social Services Relief Fund Phase 5

Please see attached.

Appendix "B"

SSRF Phase 5 Investment Plan

Please see attached.

Addendum A to the Homelessness Prevention Program (HPP) Program Guidelines

Ministry of Municipal Affairs and Housing Program Guidelines – Social Services Relief Fund Phase 5

1 Introduction

The housing and homelessness sectors have been on the frontlines of Ontario's pandemic response and vaccine rollout, while continuing to protect the most vulnerable populations, including those experiencing homelessness.

These sectors have been supported through the provincial Social Services Relief Fund (SSRF). Since March 2020, over \$1 billion in funding has been provided to support Ontario's Service Managers and Indigenous Program Administrators through four previous iterations of the province's SSRF, along with other provincial investments including support to those suffering from mental health and addictions issues and funding to support isolation centre capacity in select municipalities. This funding has enabled Service Managers and Indigenous Program Administrators to respond quickly, adapt services, and address the housing and economic impacts of COVID-19 in their communities.

The impacts of the pandemic continue to be felt, particularly by the most vulnerable Ontarians. In response to this continued need, the Ministry of Municipal Affairs and Housing is providing an additional investment of \$127.5 million through a fifth phase of the SSRF.

This funding is being made available to support operating and capital expenses to mitigate the continued impact of the COVID-19 pandemic on the homelessness sector. Funding is to be used by SMs and IPAs for eligible expenses beginning April 1, 2022 to December 31, 2022.

The objectives for SSRF Phase 5 are as follows:

- 1. Enhanced safety in emergency shelters and other congregate care settings, through:**
 - continued operation of temporary emergency shelters spaces (e.g., in hotels or other facilities) to accommodate reduced overall shelter capacity resulting from COVID-19 safety requirements,

- hiring additional staff to address capacity pressures, procuring Personal Protective Equipment, and implementing enhanced cleaning and isolation protocols,
 - increasing vaccination uptake among homeless individuals through outreach and clinics, and
 - creating isolation space to avoid COVID-19 positive individuals from being required to "shelter in place".
2. **Short-term, critical needs of vulnerable individuals** through the provision of emergency financial assistance (e.g., rent banks, housing allowances), food security programs, and mental health and addictions and other medical services.
 3. **The creation of long-term housing solutions**, including more affordable and supportive housing that will make long-term progress in addressing chronic homelessness as well as housing affordability for those most in need.

The Ministry of Municipal Affairs and Housing (MMAH) will be administering this investment to SMs through the Housing Prevention Program (HPP) Transfer Payment Agreement and to IPAs through the Indigenous Supportive Housing Program Transfer Payment Agreement.

1.1 Allocations

For SSRF Phase 5, all SMs will be provided with an initial planning allocation. New funding is being allocated to SMs based on their total share of previous SSRF funding, adjusted to ensure a minimum of \$500,000 allocation amount for each Service Manager.

Prior to funds being flowed, SMs must agree to the terms and conditions of the funding through the execution of a sign-back letter and submission of an Investment Plan.

1.2 Investment Plan

Prior to receiving payments under SSRF Phase 5, all SMs will be required to submit an Investment Plan to demonstrate how their funding allocations would be used to achieve the objectives of the program and to support the winddown of SSRF-funded supports and services.

The purpose of the Investment Plan is as follows:

1. To assess proposed uses of SSRF Phase 5 funding, in terms of eligibility under these Program Guidelines and alignment with local needs in their respective communities; and

2. To identify projected funding needs by spending category on a quarterly basis to December 31, 2022.

1.3 Program Administration and Flexibility

SMs will determine local needs and distribute the funding consistent with their approved Investment Plans, ensuring people are receiving the appropriate support they need.

There will be no requirement for a minimum or maximum amount of capital and/or operating expenses from the initial planning allocation – SMs are best placed to determine local needs and will be provided the flexibility to determine these amounts in their Investment Plans.

However, no changes may be made between capital and operating components after November 30th, 2022.

1.4 Reallocation

MMAH reserves the right to reallocate funding at its sole discretion based on: a review and evaluation of Investment Plans, consideration of COVID-19 related needs and emerging public health emergencies across the province, and/or the SM's progress towards use of the SSRF Phase 5 allocations.

1.5 Administration Fees

SMs will be permitted to use up to three (3) per cent of their approved funding allocation for administration costs.

Program administration costs may include costs for staff involved in the planning and administration of the program. It is expected that SMs will ensure that program administration funds are used efficiently.

Please note that costs for staff who directly deliver services to clients are not considered administration costs under the Program Guidelines. These costs are instead considered as eligible program operating costs and may be reported as such.

1.6 Accountability and Reporting

SMs will be required to report quarterly on actual expenditures for the previous financial quarter and revised projections for subsequent quarters by the relevant spending category. As part of these reporting requirements, it is also expected that SMs will be asked to report on the number of households served.

For year-end reports, SMs will be required to report on actual expenditures by spending category along with data collected on specific performance indicators.

Reporting under the SSRF Phase 5 will be separate from the reporting on base HPP funding.

MMAH reserves the right to request additional reporting as required.

1.7 Audits and Reviews

SMs shall support MMAH in exercising its rights to audit and inspect SMs to ensure program funding is used in compliance with these Program Guidelines and Schedule "A" (General Terms and Conditions) of the HPP Transfer Payment Agreement.

2 Operating Funding

2.1 Objectives

The intention of operating funding under SSRF Phase 5 is to continue to help a diverse range of vulnerable people meet their short-term critical needs. This includes people living in community housing, supportive housing, people with low incomes, social assistance recipients, or others who require social services support as well as those that are experiencing homelessness.

2.2 Eligible Use of Funding

All eligible operating expenses under the existing SSRF Phase 4 and the Homelessness Prevention Program will be allowable under SSRF Phase 5. A wide variety of services and supports are eligible for funding.

Consistent with SSRF Phase 3 and Phase 4, SMs are required to consider the use of operating funding for rental assistance to support renter households who may be in rental arrears and at a high risk of becoming homeless, and to describe how they intend to support this in their Investment Plans.

As well, SMs must consider how enhanced supports and services offered through the SSRF will be phased out or continued through other funding sources as the SSRF Phase 5 ends on December 31, 2022.

For SMs, eligible operating expenses refer to the use of funding in any service categories under HPP and include but are not limited to:

- Continued use of motels or hotels as isolation centres or to support social distancing;
- Rental assistance such as funding for rent arrears and short-term housing allowances;
- Transportation costs;
- Food and supplies;
- Enhanced cleaning services;
- Non-medical staffing requirements (e.g., enhanced outreach services);
- Personal protective equipment; and
- Minor retrofits, alterations and repairs under \$50,000.

More broadly, this funding could also be used towards initiatives delivered through local service agencies like:

- Rent bank and emergency energy funds;
- Food banks and grocery gift cards;
- Community outreach to support vulnerable populations in self-isolation;
- Transportation for low-income individuals to get to and from medical appointments; and
- Funding administration needs, including staffing.

In the event of uncertainty regarding the eligibility of a specific expense, SMs are encouraged to contact MMAH staff to seek clarification. For contact information, please see the "MMAH Staff Contacts" section.

2.3 Operating Payments and Reporting

Following receipt of an executed sign-back letter and Investment Plan, MMAH will initiate the first operating payment based on the cash flow outlined in the SM's Investment Plan up to 50% of the total allocation. If additional funding above this amount is required, please provide a rationale to the ministry outlining the need for additional cash flow in Q1. Subsequent quarterly payments (Q2, Q3, Q4) will be issued based on the approved Investment Plans and quarterly updates.

SMs will be required to report on the data collected on specific performance indicators in year-end reports. For the operating component, the year-end report will capture information according to the requirements in the existing program agreement (e.g., by service category). Additionally, given the SSRF objectives, year-end reports will require

information on the number of vulnerable households assisted by vulnerable population group.

Below are some examples of performance indicators:

- Facilities funded for recovery/isolation or emergency shelter;
- Spaces funded for recovery/isolation or shelter;
- Unique households assisted with emergency shelter, hotel/motel/isolation stays;
- Unique households moved from shelter into longer-term housing;
- Unique unsheltered households moved into longer-term housing;
- Agencies provided with funding for pandemic expenses;
- Agencies provided with funding for services/supports;
- Households assisted with food security;
- Households assisted with medical services;
- Households assisted with personal protective equipment;
- Households assisted with transportation;
- Households assisted with mental health and addictions services;
- Unique households assisted with rent banks;
- Unique households assisted with utility arrears;
- Unique households assisted with support to retain housing;
- Unique households assisted with housing allowances;
- Unique households assisted with rent supplements; and
- Number of agencies receiving funds for minor site readiness.

MMAH reserves the right to request additional reporting as required.

2.4 Return of Funding

All eligible operating expenses must be spent by December 31, 2022.

All funding provided under the operating component that is not spent by December 31, 2022 or that is not used for an eligible expense under these Program Guidelines shall be returned to MMAH on demand.

All remedies under these Program Guidelines shall survive any termination or expiry of the Program.

3 Capital Funding

3.1 Objectives

Similar to SSRF Phase 4, capital costs will be permitted as an eligible expense under SSRF Phase 5. Capital funding would enable the acquisition of new, or modifications to

existing facilities such as emergency shelters, supportive housing, transitional housing, and related facilities.

The objectives under this component, which include the attached Appendix "A", are as follows:

- To provide longer-term housing-based solutions to homelessness post-COVID-19 outbreak;
- To better address need and to encourage movement toward client service models that are innovative, and seek to support client and organizational readiness in preparation for potential future outbreaks or emergencies;
- To change the physical design of congregate care settings such as emergency shelters, to permit elements such as physical distancing and self-contained bedrooms and washrooms; and
- To support jobs and economic recovery coming out of the COVID-19 pandemic.

3.2 Eligible Use of Funding

Similar to SSRF Phase 4, there are two components of major capital funding under SSRF Phase 5:

- New Facilities; and
- Retrofits and Upgrades.

Eligible uses of funding under the two components include:

- Major retrofits and upgrades to an existing emergency shelter, and/or congregate living space to continue to ensure shelter spaces adhere to public health directives (e.g., additions to an existing facility to allow minimum spacing of beds; self-contained bedrooms and washrooms) and support independent units aligned with more permanent forms of housing where possible;
- Acquisitions that would be converted/upgraded to provide longer-term housing solutions; and
- Retrofit of existing transitional or supportive housing facility, and/or creating new innovative models of transitional and supportive housing.

Other eligible costs may include labour, applicable taxes, building permits, legal fees, certificates, signage, appraisal fees, inspection fees, drawing and specification and any other costs that the Service Manager deems reasonable and that are agreed to by MMAH.

Please note that all ongoing operating costs associated with capital projects funded under SSRF Phase 5 will be the responsibility of the respective SM.

For-profit proponents may be eligible under the Retrofits and Upgrades component, however for-profit proponents are not eligible under New Facilities component.

3.3 Funding Commitment

Funding under the SSRF Phase 5 capital components must be committed by November 30th, 2022 and must be completed by March 31, 2024. Details on commitment and spending requirements are provided under each capital component section.

Any funding remaining to be committed after November 30th, 2022 may be reallocated to another SM or IPA.

3.4 Return of Funding

All funding provided under the capital component that is not used for an eligible capital expense under these Guidelines shall be returned to MMAH on demand. All remedies under these Program Guidelines shall survive any termination or expiry of the Program and/or funding for a project.

3.5 Capital Funding – New Facilities

3.5.1 General Eligible Activities and Costs

Eligible projects must lead to the creation of one or more new units, and be one of the following:

- Acquisition and, where required, rehabilitation of existing buildings to meet program objectives;
- Conversion of an existing property to create transitional housing or permanent supportive housing and/or expanding an existing facility;
- Conventional construction or expansion of a current construction project in-progress to increase capacity; or
- Modular housing.

3.5.2 Project Submission Process

SMs will solicit proposals and select projects through appropriate procurement processes to recommend to MMAH for funding approval within their allocations.

Recommended projects shall:

- Be approved by Council and/or Board;

- Be able to sign a Contribution Agreement and registration of mortgage security or an alternate form of security (conversion, conventional, or modular housing projects) no later than November 30, 2022;
- For acquisition projects, the executed Agreement of Purchase and Sale must have a closing date no later than March 1, 2023;
- Commence construction, acquisition, rehabilitation and/or conversion within ninety (90) days of the date of commitment;
- Be completed by March 31, 2024;
- Meet the current Ontario Building Code, public health, and other applicable requirements;
- Include information on how the on-going operating financial requirements for the project will be met; and
- Address local housing/homelessness needs.

All projects must be submitted through the TPON system along with additional project background information such as information contained in Council/Board reports. SMs should demonstrate a plan on how the on-going operating financial requirements for the project will be met (e.g., alternate sources of funding).

3.5.3 Project Approval Process

Project approval will be based on alignment with the approved Investment Plan, consideration of the information submitted to MMAH and the ability to meet the program's eligibility criteria.

Once approved, a project will receive a Conditional Letter of Commitment from MMAH, which confirms MMAH approval and outlines the steps to take prior to signing a Contribution Agreement.

The Contribution Agreement shall describe legal obligations and reporting requirements for the project. All SMs are required to enter into Contribution Agreements directly with proponents and shall require the forgivable loan to be secured through a mortgage or alternate form of security.

The deadline to commit funding – i.e., execute Contribution Agreements and submit executed Agreements of Purchase and Sale (for acquisition projects), registration of mortgage security or an alternate form of security (for modular housing projects) – will be November 30, 2022, to allow time for reprofiling between operating and capital funding, or reallocation of funds if necessary.

MMAH reserves the right to return a project application for revision and resubmission if it is not consistent with these Program Guidelines.

3.5.4 Funding

Funding under the Capital Funding – New Facilities component must be provided as a secured forgivable capital loan.

SMs are required to perform their due diligence to ensure that a project is financially viable from a construction cost and on-going operating perspective, and the program expenditures represent a prudent and best value use of public dollars.

3.5.5 Payment Process

MMAH will advance funding directly to SMs, who will be responsible for making project payments to housing proponents.

SMs will advance funds to proponents based on the completion of milestones and compliance with the program requirements.

Funding for acquisition, rehabilitation and/or modular housing will be advanced to SMs based on the following instalments:

1. Up to 90 per cent following signing of the Contribution Agreement; and
 - a. submission of Agreement of Purchase and Sale for acquisition projects (funding will be advanced within 15 business days of the closing date); or,
 - b. registration of mortgage security or an alternate form of security (modular housing projects) that is acceptable to the ministry.
2. Remaining funding upon confirmation of completion and submission of required documentation including registered security.

Up to 100 per cent of the funding may be provided, if required, to finance the purchase. If the capital funding provided under the SSRF is insufficient to cover the cost of the acquisition of the building and/or any rehabilitation work required, the SM must demonstrate the additional funding sources being accessed to complete the project.

Funding for conventional and other projects will be based on the following instalments:

1. 50 per cent at signing of the Contribution Agreement and submission of mortgage security registration or alternate form of security that is acceptable to the ministry;
2. 40 per cent at confirmation of 50 per cent construction completion; and
3. Remaining upon confirmation of completion and submission of required documentation.

3.5.6 Reporting

SMs must complete a Project Information Form through the TPON System supplemented by regular milestone updates in TPON, along with detailed construction/acquisition/rehabilitation progress reports to MMAH contacts describing project progress and potential issues of concern that might delay or jeopardize the project.

SMs must also submit signed project checklists and documentation in the TPON System as follows:

- For acquisition projects, registration of mortgage security or an alternate form of security;
- Confirmation of Project Start (for conventional and other projects);
- Confirmation of 50 per cent construction completion (for conventional projects);
- Confirmation of Project Completion; and
- An Audited Financial Statement for the project within six months following project completion initial occupancy date, or such additional time acceptable to MMAH.

Project Information Forms will require SMs and IPAs to report on the following information for performance indicators:

- Number of **new** facilities/housing (and number of units) created (i.e. acquisition, conversions, modular units) by type of housing; and
- Vulnerable population group(s) targeted for the housing project.

Housing Type	# facilities	# units
Transitional housing		
Supportive housing		
Permanent, long-term housing		
Other		

SMs must confirm that projects funded under the Capital Funding – New Facilities component continue to be used for their intended purpose, or for longer-term housing solutions, for a minimum period of 10 years following completion. For details, please see Appendix A.

3.6 Capital Funding – Retrofits and Upgrades

3.6.1 General Eligible Activities and Costs

Major eligible retrofits and upgrades over \$50,000 may include the following activities:

- Renovation, retrofitting and upgrading of existing emergency shelters, transitional housing, and permanent supportive housing facilities to meet building code standards and public health requirements (e.g., building self-contained bedrooms, adding walls/partitions, washrooms); and
- Costs for professional services associated with the activities noted above.

Other activities may be considered, with supporting documentation, at the sole discretion of MMAH.

Work must commence within 90 days of the date of the funding agreement and completed by March 31, 2024. Copies of all financial invoices must be kept for reporting and audit purposes.

3.6.2 Project Submission and Approval Process

The SM is responsible for selecting all eligible projects, monitoring progress, completion of projects, quality of work, and for advancing funds.

Once an eligible project has been approved by the SM, a completed Project Information Form along with an executed loan agreement and promissory note securing the funding must be entered and submitted in the TPON System for ministry review and approval. Following ministry approval, the funding is committed.

MMAH reserves the right to return a project application for revision and resubmission if it is not consistent with the Program Guidelines.

3.6.3 Funding

Funding must be provided to proponents in the form of a forgivable loan based on the cost of the work items approved by the SM. Loans are to be secured by a mortgage registered on title upon project completion.

3.6.4 Payment Process

Funding will be advanced to SMs based on the following instalments:

1. 50 per cent when a completed Project Information Form along with an executed loan agreement between the SM and proponent, and signed promissory note are submitted and approved by MMAH in TPON;
2. 40 per cent at confirmation of 50 per cent project completion; and
3. 10 per cent at confirmation of final project completion and mortgage registered on title.

MMAH may consider a higher upfront payment based on local need with supporting documentation.

SMs must ensure project status is updated and documents are posted in TPON on an on-going basis. Retrofit and Upgrade activities must start within 90 days of the date of the funding agreement.

SMs are responsible for project selection and approval, monitoring progress and completion of projects, quality of work, and for the advancement of funds. Retrofit and Upgrade activities must be completed by March 31, 2024.

3.6.5 Reporting

SMs are required to report quarterly to MMAH on the status of each project during its retrofit and upgrade activities. SMs must regularly update progress on project activities and payments to proponents through the TPON system. Confirmation of construction start and completion for each project must be submitted in TPON.

Project Information Forms will require SMs to report on the following information for performance indicators:

- Number of facilities (and number of units) **upgraded/retrofitted** (i.e., physical changes made to facilities in response to the COVID-19 outbreak, such as adding walls) to permit physical distancing, by type of housing; and
- Vulnerable population group(s) targeted for the housing project.

Housing Type	# facilities	# units
Emergency shelter		
Transitional housing		
Supportive housing		
Permanent, long-term housing		
Other		

SMs are required to confirm that projects continue to be used for its intended purposes, or for longer-term housing solutions, for a minimum period of five years following completion of upgrade/retrofit projects.

4 Important Dates

SSRF Phase 5 will be delivered according to the following timelines:

Activity	Date
Sign-back letter and completed Investment Plan due	April 30, 2022

Initial operating payments initiated	By May 1, 2022
Q1 report-back due	July 15, 2022
Q2 report-back due	October 15, 2022
Deadline to commit capital funding	November 30, 2022
Q3 report-back	January 15, 2023
Executed Agreement of Purchase and Sale closing date deadline for acquisition projects	By March 1, 2023
Deadline to spend operating funding	December 31, 2022
Year End Report and Final Attestation due	May 31, 2023
Deadline to complete capital projects	March 31, 2024

5 MMAH Staff Contacts

Questions regarding the SSRF Phase 5 may be directed to the respective MMAH Municipal Services Office (MSO) or Housing Programs Branch staff contact, as noted below:

Region & Contact	Contact Information
City of Toronto: Melissa Grieco <ul style="list-style-type: none"> Serving Toronto 	Melissa.Grieco@ontario.ca
MSO Central: Ian Russell <ul style="list-style-type: none"> Serving Durham, Halton, Hamilton, Muskoka, Niagara, Peel, Simcoe, and York 	Ian.Russell@ontario.ca
MSO Eastern: Mila Kolokolnikova <ul style="list-style-type: none"> Serving Cornwall, Hastings, Kawartha Lakes, Kingston, Lanark, Leeds and Grenville, Lennox and Addington, Northumberland, Ottawa, Peterborough, Prescott and Russell, and Renfrew 	Mila.Kolokolnikova@ontario.ca
MSO Western: Cynthia Cabral <ul style="list-style-type: none"> Serving Brantford, Bruce, Chatham-Kent, Dufferin, Grey, Huron, Lambton, London, Norfolk, Oxford, St. Thomas, Stratford, Waterloo, Wellington, and Windsor 	Cynthia.Cabral@ontario.ca

<p>MSO Northeastern: Cindy Couillard</p> <ul style="list-style-type: none">• Serving Algoma, Cochrane, Greater Sudbury, Manitoulin-Sudbury, Nipissing, Parry Sound, Sault Ste. Marie, and Timiskaming	<p><u>Cindy.Couillard@ontario.ca</u></p>
<p>MSO Northwestern: Jessica Vail</p> <ul style="list-style-type: none">• Serving Kenora, Rainy River, and Thunder Bay	<p><u>Jessica.Vail@ontario.ca</u></p>

APPENDIX "A" CAPITAL COMPONENT

1. Interpretation.

- (1) In this Appendix "A", capitalized terms have the meaning given to them herein and the following terms shall have the following meanings:

"Capital Component" means the Capital Component under the Program Guidelines and this Appendix "A";

"Conditional Letter of Commitment" means a letter issued by the Minister of Municipal Affairs and Housing confirming approval of a Project under the Capital Component subject to conditions;

"Contribution Agreement" means an agreement entered into by the Recipient and a Proponent for the construction, acquisition and/or rehabilitation of, or the conversion of a property into a Project and which shall set out the terms for a forgivable loan, including mortgage security;

"Development Activities" means those activities which are normally undertaken for the development, construction, rehabilitation or conversion of buildings for residential purposes, including the acquisition of property;

"Intended Use" means the intended use of the Project once it is complete, as set out in the Project Information Form for the Project;

"Intended Use Period" means the minimum ten (10) year period following the date of the Project completion for new facilities or conversion Projects;

"Permitted Encumbrances" means (i) the construction, acquisition, rehabilitation and/or conversion financing in respect of the Project approved by the Recipient, (ii) if the Project is to be added to, or part of, a building with an existing mortgage, the existing mortgage on the building up to the amount owing under it prior to putting the construction, acquisition, rehabilitation and/or conversion financing in place (iii) any necessary easements for the supply of domestic utility or telecommunications services to the Project or adjacent properties, (iv) any necessary easements for drainage, storm or sanitary sewers, public utility lines, or other services which do not materially affect the use of the property as residential dwellings; (v) any registered municipal agreements and registered agreements with publicly regulated utilities providing such have been complied with, and (vi) any registered restrictions that run with the land providing such are complied with;

"Program" means the Social Services Relief Fund Phase 5 Program set out in the Program Guidelines, including this Appendix "A";

"Program Guidelines" means the Guidelines for the Program forming part of the Recipient's TPA;

"Project" means the construction, acquisition, and/or rehabilitation of, or the conversion of a property into, a facility contemplated by the Program Guidelines, or the resulting facility as the context may require;

"Project Information Form" means the project information form submitted by the Recipient to the Province for consideration of the construction, acquisition, and/or rehabilitation of, or the conversion of a property into, a Project;

"Proponent" means a Proponent selected by the Recipient to carry out a Project;

"Recipient" means the Service Manager, as applicable; and

"TPA" means the Recipient's Transfer Payment Agreement for the Homelessness Prevention Program or Indigenous Supportive Housing Program, as applicable.

- (2) All references in this Appendix to section numbers are references to sections of this Appendix unless stated otherwise.
 - (3) This Appendix does not apply with respect to the Retrofit and Upgrade portion of the Capital Component included in the Program Guidelines.
2. **Proposed Projects.** The Recipient shall submit to the Province a Project Information Form for each Project that it would like funded. The Project Information Form must be approved by the Recipient's council, through delegated authority or by the Board, as applicable. The Recipient shall update the Project Information Form in accordance with the Program Guidelines, in the event of a project milestone being achieved and/or in the event of any proposed change.
 3. **Project Eligibility.** Each Project must comply with the project eligibility requirements set out in the Program Guidelines, including the following:
 - (a) all acquisitions/purchases must be procured in accordance with procurement policies adopted and maintained under the Municipal Act, 2001;
 - (b) the Project must have all required municipal approvals such as zoning, minor variances, land severances, or site plan approvals in place to permit the proposed development, or be well advanced in the planning approvals process;
 - (c) the Project must be financially viable from a construction and operating cost perspective based on Recipient confirmation;

- (d) the Project must meet current Ontario Building Code requirements;
 - (e) the completed Project must comply with the Program Guidelines; and
 - (f) the Recipient must have a plan in place to ensure that the Project will be used for its Intended Use for the entire Intended Use Period.
4. **Conditional Letter of Commitment.** If the Province approves the Project, the Province shall advise the Recipient of the approval and provide the Recipient with a Conditional Letter of Commitment.
5. **Changes.** The Recipient shall advise and request approval from the Province for any changes to the Project(s) which may affect how the Project will be used.
6. **Contribution Agreement.** Following the approval of each Project by the Province, the Recipient shall, where a Proponent other than the Recipient will own the Project, arrange for an appropriate form of Contribution Agreement with the Proponent to be executed.
7. **Funding Conditions.**
- (1) Before the Recipient enters into a Contribution Agreement with a Proponent for an approved Project, the Recipient shall:
 - (a) ensure that the Proponent has disclosed all of its creditors, debt and the proposed construction, acquisition, rehabilitation and/or conversion costs in full; and
 - (b) confirm to the Province the source and availability of adequate ongoing funding for any acquisition of property or Development Activities for the Project and the support services that will be made available to the public through the Project once complete.
 - (2) The Recipient shall ensure that the Contribution Agreement with each Proponent requires the Proponent to comply with the requirements of the Capital Component, and, if the Project involves Development Activities, includes obligations to:
 - (a) complete the construction of the approved Project within construction budgets and financing approved by the Recipient and required timelines;
 - (b) ensure that until construction of the approved Project is complete (i) all claims for lien registered against the Project(s) are promptly vacated, (ii) the Proponent does not incur any additional construction financing, capital or operating debt related to the Project without the Recipient's consent (iii) the Project(s) are not encumbered by any registered encumbrances other

than Permitted Encumbrances, (iv) the Proponent remains in good standing under the Permitted Encumbrances and (v) any work orders issued against the Project(s) by any governmental entity, agency or official are addressed to the satisfaction of the Recipient;

(c) obtain all the insurance a reasonably prudent person carrying out the Project would obtain, including at least \$2,000,000 in commercial general liability insurance, and all other the insurance required by the main body of the TPA read as if it applied to the Proponent and/or the Proponent's Project, and including:

(i) Builder's Risk Insurance (property insurance) for the full replacement value of the completed construction projects, including a negotiated sub-limit for earthquake and flood. The policy must include the following:

1. replacement cost value;
2. stated amount of co-insurance;
3. waiver of subrogation; and
4. loss payable in favour of the Recipient and the Indemnified Parties.

(ii) Boiler and Machinery Insurance (including pressure objects, machinery objects and service supply objects) on a comprehensive basis. The policy must include the following:

1. repair and/or replacement value;
2. stated amount co-insurance;
3. waiver of subrogation; and
4. loss payable in favour of the Recipient and the Indemnified Parties.

(iii) Wrap Up Liability Insurance for Third Party Bodily Injury, Personal Injury and Property Damage to an inclusive limit per occurrence and products and completed operations aggregate that a reasonably prudent person undertaking such a Project would obtain. The insurance shall be in the joint names of the Recipient, the Indemnified Parties, all other contractors, sub-contractors, suppliers and/or tradesmen while working on the site, engineers, architects, consultants or other person which the Recipient may require to be added as insured parties. The policy must include the following:

1. premises and operations;
2. owner's and contractor's protective liability;
3. broad form products and completed operations liability;

4. cross liability;
 5. blanket written and oral contractual liability;
 6. all risks tenant's legal liability;
 7. hoist liability;
 8. firefighting and forest fire fighting expense liability;
 9. employer's liability and voluntary compensation;
 10. non-owned automobile liability;
 11. directors, officers, employees, shareholders, the Recipient and the Indemnified Parties added as insureds and/or additional insureds;
 12. shoring, blasting, excavating, under-pinning, demolition, pile driving and caisson work, work below and above ground surface, work below and above water, tunnelling and grading and similar operations associated with construction work, as applicable;
 13. sudden and accidental pollution liability with a discovery provision of not less than one hundred and twenty (120) hours and a subsequent reporting provision of not less than one hundred and twenty (120) hours; and
 14. thirty (30) days written notice of cancellation.
- (iv) Valid coverage and clearance certificates of coverage under the *Workplace Safety and Insurance Act, 1997*, S.O. 1997, c. 16, Schedule A ("WSIA") for all persons working on the Project(s);
- (d) provide to the Recipient valid insurance and WSIA certificates evidencing the above coverage;
 - (e) use its property insurance proceeds to repair or rebuild the Project(s) in the event of damage to all or part of them;
 - (f) require the Proponent to use the Funds provided for the Project only for eligible expenses in connection with the Project and use the Project for its Intended Use for the entire Intended Use Period;
 - (g) refund to the Recipient any misused funds; and
 - (h) provide the reports and other things to the Recipient needed to enable the Recipient to comply with requirements of the Program Guidelines and this Appendix "A", including the reporting requirements.
- (3) The Recipient agrees that, where it is to be the owner of a Project, the provisions of subsection 7(2) apply to it with the necessary changes.

- (4) The Recipient shall ensure that each Contribution Agreement contains provisions to the effect that,
 - (a) the payment of funds is subject to the necessary appropriations from the Provincial Legislature and the Province shall have no liability to the Recipient or the Proponent in case there are insufficient appropriations for the payments, or in case the total appropriations available for the Province's undertakings are insufficient for all of the Province's undertakings; and
 - (b) the provision by the Recipient of Funds to the Proponent in respect of its Project(s) is subject to the terms and conditions for funding under the Program Guidelines, including this Appendix A".
8. **Payments.** Funds shall be paid in accordance with the Program Guidelines.
9. **Acknowledgement.** The Recipient acknowledges that the requirements in this Appendix "A" relating to the Project(s) are not all that is required, advisable and/or prudent in connection with their construction.
10. **Contribution Agreement Deadline.** No Contribution Agreement under this Appendix can be signed after November 30, 2022, or such earlier or later date as may be determined by the Province and communicated by the Province to the Recipient by Notice.
11. **Monitoring.** The Recipient shall monitor the construction of all Projects which have received a funding allocation to determine whether the Proponents carry out all Development Activities in such manner and within such time periods as are set out in the Contributions Agreement and the Program Guidelines, including this Appendix "A".
12. **Construction, Acquisition, Rehabilitation and/or Conversion Budget and Financing.** The Recipient shall ensure that any property for an approved Project is acquired and that approved Project(s) are constructed by Proponents(s) within construction, acquisition, rehabilitation and/or conversion budgets and financing approved by the Recipient.
13. **Construction Start.** The Recipient shall use its best efforts to ensure that construction for each approved Project commences within the timelines contemplated by the Program Guidelines unless such period is extended by the Province. Despite anything to the contrary in this Agreement, if construction for an approved Project has not commenced within those timelines or the end of the extended period, whichever is applicable, the Recipient or the Province may cancel the Funds for the Project.
14. **Construction, Acquisition, Rehabilitation and/or Conversion Completion.** Construction, acquisition, rehabilitation and/or conversion for each approved

Project must be completed by March 31, 2024. Despite anything to the contrary in this Agreement, if construction for an approved Project is not completed by that date, the Province may cancel the Funds for the Project.

15. **Confirmation of Construction Start.** The Recipient shall provide the Province with a completed Confirmation of Construction Start at the start of construction of each Project, within ten (10) days of the start of construction of the Project.
16. **Proof of Completion.** The Recipient shall provide the Province with proof that that the Project is complete and may be used for its Intended Use.
17. **Enforcing Contribution Agreement.** The Recipient shall, after consultation with and if required by the Province, use its best efforts to enforce the terms of all Contribution Agreements and Security.
18. **Notices.** The Recipient shall immediately inform the Province in writing of the following matters as soon as it becomes aware of them:
 - (a) a request by a Proponent to transfer responsibility for an approved Project to another entity;
 - (b) any failure by the Proponent to carry out Development Activities which threatens the completion of an approved Project;
 - (c) if the construction, acquisition, rehabilitation and/or conversion of an approved Project has not commenced within ninety (90) days of the date of the Commitment for the Project;
 - (d) any substantial breach by the Proponent of its Contribution Agreement with the Recipient;
 - (e) the Proponent becoming bankrupt or insolvent or taking the benefit of any act now or hereafter in force for bankrupt or insolvent debtors or filing any proposal or making any assignment for the benefit of creditors or any arrangement or compromise;
 - (f) the appointment of a receiver or a receiver and manager for all or a portion of an approved Project;
 - (g) the taking of any steps or any action or the institution of any proceedings by a Proponent or by any other party, including, without limitation, any court or governmental body of competent jurisdiction for the dissolution, winding up or liquidation of the Proponent or its assets;
 - (h) if the construction, acquisition, rehabilitation and/or conversion, repair and/or upgrade activity has not been or is not likely to be completed by March 31, 2024; and

- (i) any significant changes to a Proponent's business structure.
19. **Intended Use.** The Recipient shall ensure that each completed Project is used for its Intended Use for the entire Intended Use Period.
20. **Disposition of Acquired Facilities.** For Projects acquired by the Recipient for the purposes of the Program, the Recipient may dispose of the Project after the expiry of the Intended Use Period, or at an earlier date if the Recipient is of the view that the Project is no longer needed for its Intended Use, provided that the Recipient has complied with the Program Guidelines, including this Appendix "A," and the Recipient reinvests the proceeds of disposition, if any, in the housing and homelessness sector.
21. **Additional Events of Default.**
- (1) If,
 - (a) a Proponent does not complete construction, acquisition, rehabilitation and/or conversion of an approved Project;
 - (b) a Proponent ceases to use the Project for its Intended Use during the Intended Us Period;
 - (c) a Proponent uses the Funds provided to it by the Recipient for a purpose other than that contemplated by the Project Information Form; or
 - (d) one of the events referred to in section 18 has occurred in relation to a Proponent,

the Province may suspend, reduce or cease funding in relation to the Project, shall have no obligation to provide any further Funds in respect of that Proponent and shall have no liability for any consequential or other damages and/or liability incurred by the Recipient or the Proponent as a result of the suspension, reduction and/or cessation of funding.
 - (2) For greater certainty, the above rights are in addition to any other rights the Province may have under the TPA and any other rights the Province may have at law.
22. **Component Availability.** Subject to the termination rights in the TPA, the Capital Component is available from the Effective Date until, and shall expire on, March 31, 2024 (plus the Intended Use Period). All remedies herein shall indefinitely survive any termination or expiry of the Capital Component.
23. **Signage.** For New Facilities Projects approved or funding of \$100,000 or greater:

- (1) A sign must be present at the construction site at all stages including before construction work starts and throughout construction.
- (2) The Recipient is responsible for removing the signage within six months of the completion of the project.
- (3) The Province must provide to the Recipient the digital Ontario Builds artwork and the Ontario Builds Visual Identity Guide that the Recipient must use to create the signage.
- (4) The Recipient must provide the Province with photographs of the Ontario Builds Signage once it is on display.
- (5) The Province will monitor compliance with the requirements of this section, and may, at its discretion, advise the Recipient of issues and required adjustments.