



City of Hamilton

SENIORSADVISORY COMMITTEE REVISED

Meeting #: 23-02

Date: February 3, 2023

Time: 10:00 a.m.

Location: YouTube Channel Streaming for Virtual Meetings

All electronic meetings can be viewed at:

City's YouTube Channel:

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

Lisa Maychak, Senior Manager, Age-Friendly City (905) 546-2424 ext. 1721

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(Added Items, if applicable, will be noted with *)	
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10. DISCUSSION ITEMS***10.1 Working Groups**

*10.1.a Getting Around Hamilton Working Group

*10.1.b Elder Abuse Working Group

*10.1.c Housing Working Group

*10.1.d Communications Working Group

***10.2 Working Committees**

*10.2.a Age-Friendly Plan Governance Committee

*10.2.b Senior Kick Off Event

*10.2.c International Day of Older Persons

*10.2.d McMaster Institute of Research on Aging

*10.2.e Ontario Health Coalition

C. Fernandes will continue to send the committee email updates through L. Maychak.

*10.2.f Our Future Hamilton

*10.2.g Senior of the Year Award

11. MOTIONS**12. NOTICES OF MOTION****13. GENERAL INFORMATION / OTHER BUSINESS**

13.1 Board of HealthStructure- Notice of Motion

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13.2 Citizen Committee Report- Shalom Village

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14. PRIVATE AND CONFIDENTIAL**15. ADJOURNMENT**

City of Hamilton Land Acknowledgement

The City of Hamilton is situated upon the traditional territories of the Erie, Neutral, Huron-Wendat, Haudenosaunee and Mississaugas. This land is covered by the Dish With One Spoon Wampum Belt Covenant, which was an agreement between the Haudenosaunee and Anishinaabek to share and care for the resources around the Great Lakes. We further acknowledge that this land is covered by the Between the Lakes Purchase, 1792, between the Crown and the Mississaugas of the Credit First Nation.

Today, the City of Hamilton is home to many Indigenous people from across Turtle Island (North America) and we recognize that we must do more to learn about the rich history of this land so that we can better understand our roles as residents, neighbours, partners and caretakers.



Hamilton

**Seniors Advisory
Committee**

January 6, 2023

Minutes 23-01

10:00am – 12:00pm

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

All electronic meetings can be viewed at:

City's YouTube Channel

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

In Attendance:

Penelope Petrie (Chair), Maureen McKeating, Marian Toth, Marjorie Wahlman, Ann Elliott, Kamal Jain, Carolann Fernandes, David Broom, Peter Lesser, Kathryn Wakeman, Steve Benson, Alexander Huang, Tom Manzuk, Noor Nizam

Also, in Attendance:

Lisa Maychak, Project Manager, Healthy & Safe Communities Department
Kim VanderMeulen, Program Secretary, Healthy & Safe Communities Department
Graeme Wallace, Program Secretary, Healthy & Safe Communities Department
Ontario

Absent with Regrets:

Aref Alshaikhahmed, Barry Spinner, Marjorie Wahlman, Steve Benson, Councilor N. Nann, Councilor T. Jackson

Absent:

1. CEREMONIAL ACTIVITIES (Item 1)

- (i) Land Acknowledgement presented by A. Elliott
P. Lesser has volunteered to read the Land Acknowledgement at the next meeting.

2. APPROVAL OF AGENDA (Item 2)

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

- (i) Staff Presentation to be removed from the agenda and will be rebooked.

(Alex/Noor)

That the Seniors Advisory Committee approves the January 6, 2023 agenda, as amended.

CARRIED

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

(Maureen/

That the Seniors Advisory Committee approves the December 6, 2022 minutes, as presented.

CARRIED

4. STAFF PRESENTATIONS (Item 9)

5. DISCUSSION ITEMS (Item 10)

(i) Working Groups (Item 10.1)

(S. Boblin/K. Wakeman)

That the following updates be received:

(a) Getting Around Hamilton Working Group

- There are no updates from this working group.

(b) Elder Abuse Working Group

A. Elliott reported this working group had a lengthy discussion regarding David's draft motions. Aref has invited Sheila (OElder abuse) to the next meeting.

(c) Housing Working Group

M. Toth reported the Housing Working group has their next meeting on January 16th.

(d) Communication Working Group

D. Bloom reported this group has scheduled their next meeting for January 18th. Meg Deforest from HPL will be attending this meeting

CARRIED

(ii) Working Committees (Item 10.2)

(S. Boblin/Kathryn Wakeman)

That the following updates be received:

(a) Age Friendly Plan - Governance Committee

A. Elliott reported this group is scheduled to meet in mid January.

(b) Seniors Kick Off Event

- There are no updates from this committee.

(c) International Day of Older Persons Committee

- There are no updates from this committee.

(d) McMaster Institute for Research on Aging

- There are no updates from this committee.

(e) Ontario Health Coalition

- Member C. Fernandes will continue to send the committee email updates through L. Maychak.

(f) Our Future Hamilton Update

- There are no updates from this committee.

(M. Toth/S. Boblin)

Motion put forward to change the name of this Working Committee to Our Future Hamilton/Engage Hamilton Update.

CARRIED

(g) Senior of the Year Award

- There are no updates from this committee.

CARRIED**6. MOTIONS (Item 11)****7. GENERAL INFORMATION/OTHER BUSINESS (Item 13)**

- (i)** Code of Conduct Review and Feedback by AC's January 2023
(Item 13.1)

L. Maychak updated the group that any feedback needs to be sent to her by Jan 31.

- Penelope stated this code of conduct is written for members of boards and in other documentation advisory's and boards are stated as different bodies.
- Penelope stated it is standard to other codes of conducts and nothing is unusual or different
(Peter/David)

CARRIED

- (ii)** Approval of SAC's 2018-2022 Achievements **(Item 13.2)**

(A. Huang/D. Broom)

CARRIED

- (iii)** April Meeting date falling on Stat holiday **(Item 13.3)**

(A. Huang/M. McKeating)

Motion to move this meeting date to April 14, 2023

CARRIED**8. ADJOURNMENT (Item 15)**

(M. McKeating)

That the Seniors Advisory Committee be adjourned at 10:30am.

CARRIED

Next Meeting: February 3, 2023

CITY OF HAMILTON NOTICE OF MOTION

Council: January 25, 2023

MOVED BY COUNCILLOR C. KROETSCH.....

Restructuring the Board of Health

WHEREAS, Council, in keeping with the structure of the Boards of Health in the cities of Ottawa and Toronto, believe that the current composition should be adjusted.

THEREFORE, BE IT RESOLVED:

- (a) That the composition of the Board of Health be revised as follows:
 - (i) 6 members of Council;
 - (ii) 6 community health professionals; and
 - (iii) 1 education representative

- (b) That By-law No. 21-021, as amended, A By-Law to Govern the Proceedings of Council and Committees of Council (Procedural By-law), be **amended** as follows and renumbering the remaining sub-sections accordingly:
 - (i) the definition of “Selection Committee”, be **amended** as follows:

“Selection Committee” means a Committee established by Council, comprised entirely of Members of Council, to interview and report back to Council on the appointment of citizen representatives to agencies, boards and Committees, and reports directly to Council, with the exception of the Hamilton Police Services Board Selection Committee for the recruitment of the one person appointed by resolution of council to the Hamilton Police Services Board which is comprised of six (6) community representatives and six (6) Council representatives with full voting privileges **and the Board of Health Selection Committee for the recruitment of the 6 community health professionals and the 1 education representative with full voting privileges.**
 - (ii) the Board of Health Terms of Reference (Appendix ‘B’ to By-law 21-021, as amended), be **amended** to revise the current composition of the Board of Health as follows:

The Board of Health shall be comprised of ~~all 16 members of Council~~.

 - (i) 6 members of Council;

- (ii) 6 community health professionals; and
 - (iii) 1 education representative
- (iii) **5.2 Appointment of Committee Chairs and Vice Chairs**
- (2) Despite subsections 5.2(1)(a) and (b):
 - ~~(a) the Mayor shall stand as Chair for the term of Council for the Board of Health; and~~
 - (a) the Mayor may stand as the Chair of the General Issues Committee for the term of Council or the Chair of the General Issues Committee may be rotated amongst the Deputy Mayors.
 - ~~(3) The Board of Health shall recommend to Council the appointment of a Vice Chair in accordance with 5.2(1). Despite subsection 5.2(1)(a) and (b), the Vice Chair shall stand as Vice Chair for the term of Council for the Board of Health.~~
- (iv) **5.3 Standing Committee Membership**
- (1) General Issues Committee ~~and Board of Health~~ shall be comprised of all Members of Council.
 - (2) **Board of Health shall be comprised of 6 Members of Council, 6 community health professionals and 1 education representative;**
 - (7) Each Member of Council shall sit on a minimum of 2 Standing Committees, in addition to the ~~Board of Health and~~ General Issues Committee.
- (c) That the Selection Process for the appointment of the 6 community health professionals and the 1 education representative to the Board of Health, be approved, as follows:
- (ii) That the Board of Health Selection Committee for the recruitment of the 6 community health professionals and the 1 education representative to the Board of Health, be comprised of the six (6) members of Council and six (6) community representatives;
 - (iii) That the Greater Hamilton Health Network (GHHN), the Hamilton Anti-Racism Resource Centre (HARRC), Refuge Newcomer Health Centre and the Coalition of Hamilton Indigenous Leadership recommend the appointment of the six (6) community representatives on the Board of Health Selection Committee for the recruitment 6 community health professionals and the 1 education representative to the Board of Health for the 2022-2026 term of Council for Council's consideration;
 - (iv) That the six (6) community representatives appointed to the Board of Health Selection Committee for the recruitment of 6 community health professionals and the 1 education representative to the Board of Health, be required to

complete and adhere to a confidentiality agreement as well as the Code of Conduct for Local Boards.

- (v) That the Corporate Policy - Hamilton City Council - Appointment of Citizens to the City's Agencies, Boards, Commissions, Advisory (Volunteer) Committees and Sub-Committees, be **amended**, by adding the following new sub-section 16 and renumbering the remaining sub-sections accordingly:

Selection Process for the Appointment of the 6 community health professionals and the 1 education representative to the Board of Health

16. Six (6) members of Council and six (6) community representatives are appointed to the Board of Health Selection Committee whose mandate will be to:
- (i) Review applications for the appointment of the 6 community health professionals to the Board of Health;
 - (ii) Shortlist the applicants with assistance of staff, where appropriate, based on the applicant information provided;
 - (iii) Request that the following Advisory Committees submit confidential interview questions:
 - (a) Hamilton Women and Gender Equity Advisory Committee
 - (b) Indigenous Advisory Committee
 - (c) LGBTQ Advisory Committee
 - (d) Committee Against Racism Advisory Committee
 - (e) Advisory Committee for Persons with Disabilities
 - (f) Advisory Committee for Immigrants and Refugees; and
 - (g) Seniors Advisory Committee
 - (iv) Request that the Hamilton District School Board and the Hamilton Catholic District School Board nominate a candidate(s) as the 1 education representative to be appointed to the Board of Health for the Board of Health Selection Committee consideration;
 - (iv) Interview applicants and nominated candidates, if necessary, who have met the criteria (below), ensuring that they are not ineligible (below) and who have provided confirmation of compliance with the City's Mandatory COVID-19 Vaccination Verification Policy;

Preference will be given to applicants who meet the following criteria:

- a resident of, or owner of a business in, the City;
- an owner or tenant of land in the City, or the spouse of such a person;
- a Canadian citizen, at least 18 years of age;

- not employed by the City of Hamilton;
- interest or background in issues affecting municipal public health programs and services
- interest or skills in planning and policy development leading to a comprehensive municipal public health agenda that meets local community needs experience in organizational activities, such as committees, non-profit groups, voluntary societies, occupational associations skills in leadership and management
- experience in administration and budget development
- demonstrated skills in conflict management, negotiation and mediation
- ability to make a commitment to monthly involvement in Board of Health meetings and related committees or other activities
- a youthful perspective, defined as an individual in the 18-30 age range, a desired qualification for at least one public member



Hamilton

CITIZEN COMMITTEE REPORT

To:	Emergency & Community Services Committee
From:	Seniors Advisory Committee <hr style="width: 20%; margin-left: auto; margin-right: 0;"/> (Penelope Petrie, Chair)
Date:	December 2, 2022
Re:	Ongoing Abuse in Long-Term Care Homes in the City of Hamilton

Recommendation

- (a) That Council, and the Ward 1 Councillor, be made aware of the flagrant and ongoing abuses at Shalom Village, located at 60 Macklin Street North, Hamilton; and
- (b) That the City of Hamilton request that the Ministry of Long-Term Care Ontario take charge of Shalom Village until such time as home is compliant and proper leadership is in place to mitigate any future abuses at this home.

Background:

WHEREAS, sexual and physical abuses continue to have a negative impact on some of the most vulnerable, seniors residing in some long-term care homes in the City of Hamilton.

WHEREAS, up until the end of January 2021, 119 deaths attributed to COVID 19 occurred in the 28 Long-Term Care homes in the City of Hamilton with 70% of those deaths in just 4 long-term care homes. One of those long-term care homes is Shalom Village, 60 Macklin St. N., Hamilton (Ward 1) where 17 deaths occurred.
[\(https://globalnews.ca/news/7625136/coronavirus-hamilton-cases-feb-6-2021/\)](https://globalnews.ca/news/7625136/coronavirus-hamilton-cases-feb-6-2021/).

WHEREAS, on April 9, 2022, CBC News article reported the Ministry of Long-Term Care inspectors allege the abuse at Shalom Village Long-Term Care home went undocumented, the home didn't do police checks on new employees and didn't follow proper protocol during a COVID-19 outbreak.

WHEREAS, the inspection at the home with 127 licensed beds was conducted throughout the month of January and published online on February 28, 2022. It resulted in 22 written notices, including the failure to protect residents from abuse, 16 voluntary plans of correction and five compliance orders.

WHEREAS, the orders were each given date to comply by, ranging from May 2, 2022, to August 1, 2022.

WHEREAS, the province says a registered practical nurse (RPN) watched a personal support worker (PSW) "inappropriately apply an intervention" to a resident, the "intervention" was a skin cream. The incident was not reported to management until four days after it had occurred, and there was no documentation of the incident or assessments conducted," read the inspection. As a result, the PSW was able to return to work and another abuse incident occurred. Shalom Village says the PSW who allegedly abused residents were "immediately removed from the home" and it "addressed the related training issues." Shalom Village also says in the second alleged incident, nursing staff promptly contacted police and the home "fully cooperated with their investigation. "Police told CBC News that occurred in August 2021 and was for assault, not sexual misconduct". Police did not say if any charges resulted from the case.

WHEREAS, there was a case of alleged neglect when a resident was hurt while two PSWs were caring for them, but the report states it has no written statements or eyewitness accounts from either PSW. "When interviews were not conducted with all witnesses as part of an alleged abuse investigation, the results of the investigation may have been inaccurate, which placed residents at risk for being abused in the future," the report read. (<https://www.cbc.ca/news/canada/hamilton/shalom-village-sexual-abuse-allegations-1.6413483>).

WHEREAS, The Hamilton Spectator now reports on Wednesday November 23, 2022 more allegations of abuse at Shalom Village that a second provincial inspection of Shalom Village again raises allegation of abuse, delays in reporting and insufficient background checks of staff.

WHEREAS, infection, prevention, and control (IPAC) have been found for a second time at the home on Macklin Street north, Hamilton. The inspection also claims food service workers were so unaware of resident's diets that a senior was served a meal known to make them sick.

WHEREAS, leadership has been in upheaval during the pandemic with a revolving door of CEO's, administrators, and directors of care. As of July 2022, a former CEO has returned to Shalom Village to take charge. Yet the Ministry of Long-Term Care inspection, carried out on multiple dates from August 11, 2022 to September 1, 2022, resulted in one compliance order stemming from allegations of abuse and neglect involving consent and pain management issues. In addition, the report revealed the home didn't comply with an order from the February inspection to train all staff by May 2, 2022 on the province's zero tolerance policy of abuse and neglect of residents.

WHEREAS, the inspector found 10 staff members hired between May and July 2022 did not go through proper police checks. Over the course of the pandemic, the province has allowed homes to hire staff while police checks were pending. However, the new hires are supposed to sign declarations that list any criminal charges, orders, or convictions as well as findings or proceedings around misconduct. However, no declarations were done until July 21, 2022, despite the inspection in February 2022 flagging issues around police checks. The PSW at the centre of sexual abuse allegations in the first inspection hadn't been properly checked by the home.

WHEREAS, a staff member is alleged to have given a resident medication despite the senior adamantly refusing it. The inspector found documentation validating the resident didn't need the medication that was supposed to only be given when required.

WHEREAS, another resident was alleged to have been frequently denied pain medication by the staff member. The resident and family members complained about the pain medication being withheld but the inspection found no investigation by the home was done. "Failing to investigate allegations of neglect may have placed the resident and others at risk" stated the inspection. In addition, the resident alleged they were physically harmed three times, but no investigation was done despite a charge nurse being informed. There is no indication the police were informed as required under the Long-Term Care Act. The home was ordered to give the problem staff member education on what constitutes abuse and neglect as well as residents' rights, consent, and pain management. It was also ordered to ensure allegations of abuse and neglect against a specific resident are immediately reported and investigated. The director of care and their assistant were ordered to review the home's policy on mandatory reporting.

WHEREAS, allegations around delayed reporting abuse, Shalom Village was also accused of failing to immediately report an unexpected death. The death occurred after the resident was sent to hospital because of a "significant unexpected change" in their health. The inspection claims the director wasn't immediately informed about it and Shalom Village waited two days to put the death into the province's critical incident reporting system.

WHEREAS, the inspection also found failings when it came to an altercation between two residents that resulted in injuries, none bad enough to require hospitalization. Both residents had a documented history of this type of behaviour. There is no indication of any police involvement as required under the Long-Term Care Act.

WHEREAS, the inspection flagged concerns about food service workers being unaware of resident's diets, preferences, and special needs. A resident approached the inspector to express concern about being served a food that was known to make them sick despite it being written in their care plan as off limits.

WHEREAS, in a second case, a resident had specific nutritional needs related to a health condition that weren't being met despite several complaints from the senior and their family. (<https://www.thespec.com/news/hamilton-region/2022/11/23/second-provincial-inspection-raises-more-allegations-of-abuse-at-shalom-village.html>).

Elder abuse, including sexual and physical abuse continues to have a negative impact on some of the most vulnerable citizens who are seniors residing in some long-term care homes in the City of Hamilton. The Seniors Advisory Committee has created a statement for resolution with recommendations for Council to improve their involvement.

At the December 2, 2022 Seniors Advisory Committee meeting, Motion 11.1, which refers to the resolution concerning Ongoing Abuse in Long-Term Care Homes in the City of Hamilton, was carried unanimously. The committee is submitting this Citizen Committee Report for consideration to City Council.

Analysis/Rationale:

The Seniors Advisory Committee believes that more action must be taken to prevent all forms of abuse occurring in long-term care homes where the most vulnerable citizens reside, specifically at Shalom Village. Therefore, the Seniors Advisory Committee recommends that City Council be made aware of the abuse taking place at Shalom Village and advocate to the Ministry of Long-Term Care Ontario to intervene by enforcing the recommendations listed above.