



City of Hamilton
LGBTQ ADVISORY COMMITTEE
AGENDA

Date: May 16, 2023

Time: 6:00 p.m.

Location: Room 264, 2nd Floor, City Hall (hybrid) (RM)
71 Main Street West

Chelsea Kirkby, Senior Project Manager, Community Safety & Well-Being (905) 546-2424 x 3539

	Pages
1. CEREMONIAL ACTIVITIES	
1.1 Land Acknowledgement	
2. APPROVAL OF AGENDA	
(Added Items, if applicable, will be noted with *)	
3. DECLARATIONS OF INTEREST	
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10. DISCUSSION ITEMS

10.1 Pride in Hamilton - Request for Support

11. MOTIONS

12. NOTICES OF MOTION

13. GENERAL INFORMATION / OTHER BUSINESS

14. PRIVATE AND CONFIDENTIAL

15. ADJOURNMENT



Hamilton

MINUTES

LGBTQ Advisory Committee

Tuesday, April 18, 2023

6:07 PM – 7:31 PM

Webex and Livestreamed to the City's YouTube Channel

Present: Rebecca Banky (Chair), Jake Maurice, Gregory Cousins, Kyle Weitz, William Fularczuk, Violetta Nikolskaya, James Diemert, Shaiden Keaney

Regrets: Ashley Paton, Keston Roberts, Terri Wallis (Leave of Absence), Lisa-Marie Johnston, Kieran Thiara, Autumn Getty

Staff: Chelsea Kirkby (Staff Liaison)

Guests: Clare Freeman, Jennifer Valeri, Steve Valeri, and Sarah Wayland

1. CEREMONIAL ACTIVITIES (Item 1)

(i) Land acknowledgement and Thanksgiving Address (Item 1.1)

V. Nikolskaya and J. Maurice gave the Land Acknowledgement

2. APPROVAL OF AGENDA (Item 2)

(ii) April 18, 2023 (Item 2.1)

(G. Cousins / V. Nikolskaya)

That the agenda for the April 18, 2023 meeting be approved.

CARRIED

3. DECLARATIONS OF INTEREST (Item 3)

R. Banky (Chair) shared a declaration of interest as follows, she has been contracted by the Hamilton Police Services (“HPS”) as a facilitator. She has spoken to the integrity commissioner who provided guidance. This declaration of interest does not impact any decisions related to the April 18, 2023 agenda items, however, in future, if the HPS has any communications or delegation requests, R. Banky will declare the conflict of interest at the appropriate time.

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

- (i) **March 21, 2023 (Item 4.1)**

(G. Cousins / W. Fularczuk)

That the Minutes of the March 21, 2023 Minutes be approved.

CARRIED

5. DELEGATION REQUESTS (Item 6)

- (i) **Delegation request for input regarding Pride themed benches for installation in Waterdown (Item 6.1)**

(V. Nikolskaya / K. Weitz)

That the delegation be approved.

CARRIED

- (ii) **Delegation request for support regarding Hamilton for All Campaign (Item 6.2)**

(V. Nikolskaya / J. Diemert)

That the LGBTQ Advisory Committee instruct staff to ensure that the presentation regarding the Hamilton for All Campaign and discussion item is put forward at the next earliest meeting of the new LGBTQ Advisory Committee, after they are appointed by Council.

CARRIED

6. DELEGATIONS

- (i) **Request for input regarding Pride themed benches for installation in Waterdown (Item 6.1)**

(V. Nikolskaya / K. Weitz)

That the delegation be received.

CARRIED**(ii) Request for support regarding Hamilton for All Campaign (Item 6.2)****(V. Nikolskaya / J. Diemert)**

That the LGBTQ Advisory Committee instruct staff to ensure that the presentation regarding the Hamilton for All Campaign and discussion item is put forward at the next earliest meeting of the new LGBTQ Advisory Committee, after they are appointed by Council.

CARRIED**7. DISCUSSION ITEMS (Item 10)****(i) Review of Code of Conduct for Local Boards (3rd review) (Item 10.1)**

That the following comments be submitted to City of Hamilton Legislative Clerks as feedback after review of the Code of Conduct for Local Boards.

(a) With respect to Rule 9 (Media Communications):

- (i) Recommended that the Code of Conduct be reviewed in how it applies to a range of people with varying levels of responsibility, including folks elected to local boards, and that this advisory committee is comprised of volunteer citizens who may have limited capacity to manage such things as the suggestion for members to “post their own policy of addressing how frequently they will monitor the site for the purpose of identifying and removing disparaging, abusive or hateful comments”.

(b) With respect to Rule 10 (Respect for the Town By-laws and Policies):

- (i) It is distressing to apply this rule as it:
 - (ii) Emphasizes applying the rule of law which goes against activism and the purpose of the committee to advise and provide constructive criticism.
 - (iii) Rule of law is not something marginalized communities can have faith in. Rule 10 makes it difficult to ensure that the rule of law isn't further marginalizing communities.

(c) When looking at other municipality's codes of conduct, this draft Code of Conduct is excessive (e.g. large document, many rules, etc.)**(d) Regarding decorum – there is no definition provided for what decorum entails. It is recommended the document is revised to ensure plain and more accessible language and include a common understanding of decorum.****(ii) Review of Procedural Handbook for Citizen Appointees to City of Hamilton Local Boards (Item 10.2)**

- (a) Note that the LGBTQ Advisory Committee is considered a local board.
- (b) It is suggested that the Procedural Handbook remains a large document with many rules and processes. It is recommended that Council support sufficient training outside of the monthly advisory committee meetings.
- (a) The handbook should include information about accommodation for attendance or a leave of absence for illness.
- (b) Throughout, some of the rules and/or processes are rigorous, and others are more vague (e.g. unclear process regarding sending citizen committee reports through the Clerk's department for review)

(iii) Update from LGBTQ Working Groups (Item 10.3)

(a) Changing Name of the LGBTQ Advisory Committee (Item 10.3a)

Committee Members filled out appropriate forms with support from C. Kirkby and have submitted to the City's Communications & Strategic Initiatives team with target for the survey to be released at the beginning of May, 2023.

(b) Pride Month Promotion (10.3b)

The Pride Promotion Working Group is meeting weekly and they have discussed with HSR staff members the process for displaying promotional banners on HSR buses throughout the month of June.

8. ADJOURNMENT (Item 15)

(G. Cousins / J. Diemert)

That there being no further business, the LGBTQ Advisory Committee adjourned at 7:3 PM.

CARRIED

City Clerk's Division

COUNCIL FOLLOW-UP NOTICE REVISED

TO: Chelsea Kirkby, Staff Liaison **DATE:** April 12, 2023
Jocelyn Strutt, Staff Liaison

FROM: Loren Kolar
Legislative Coordinator, Office of the City Clerk

RE: **City Council Meeting – April 12, 2022**

The attached correspondence was referred to the LGBTQ Advisory Committee and the Women and Gender Equity Committee, for their information, by Council at its April 12, 2023 meeting:

- 5.1 Correspondence from Fondation Emergence respecting International Day Against Homophobia and Transphobia on May 17th.

Recommendation: Be received ***and referred to the Lesbian, Gay, Bisexual, Transgender and Queer Advisory Committee and Women and Gender Equity Advisory Committee.***

Montréal, Tuesday, March 14, 2023

Subject: International Day Against Homophobia and Transphobia, May 17, 2022

Hi,

Fondation Émergence's mission is to defend the rights of lesbian, gay, bisexual and trans (LGBTQ+) people. Each year, it organizes the International Day Against Homophobia and Transphobia (May 17), which was created by the Foundation for the first time in the world, in Quebec, in 2003. This day is now recognized nationally and internationally.

For last year's International Day Against Homophobia and Transphobia, Fondation Émergence sent a pride flag (rainbow) to every municipality in Quebec. For this year, we're trying to reach out to every municipality in Canada, this will send a stronger message to the government that the population stand with the LGBTQ+ community. We also invite you to adopt a resolution at City Council to mark this important day (see attached template in the email).

Last year 287 municipalities showed their support for LGBTQ+ people, join the movement to help us reach a new record this year for the 20th anniversary of the Day. [Map of Municipalities - May 17](#)

In addition, we invite you to share a photo on your social networks by tagging @journee17mai with the #17mai so that your municipality can shine a light on its inclusivity throughout Quebec.

If you do not have a flag in your possession, you can send us a request at the following email address: (courrier@fondationemergence.org) with the complete address of the City Hall and we will be able to send you one at the price of only \$15.

With your support, we continue to make history in Canada and internationally by taking a strong stand against homophobia and transphobia. Together, we can create a country that fully accepts sexual and gender diversity.

Yours sincerely



Laurent Breault
General Director

Présentateur officiel



Remerciements à



This document is a draft municipal resolution template for the recognition of May 17th as
International Day Against Homophobia and Transphobia.

Please send a certified true copy to may17mai@fondationemergence.org

RESOLUTION OF THE MUNICIPAL COUNCIL

OF "Name of your municipality"

Date

Resolution No. "resolution number" - **International Day Against Homophobia and Transphobia**

WHEREAS the Quebec Charter of Human Rights and Freedoms recognizes that no one can be discriminated against on the basis of sexual orientation or gender identity or expression;

WHEREAS Quebec is a society open to everyone, including lesbian, gay, bisexual and trans people (LGBTQ+) and to all other people who identify with sexual diversity and the multiplicity of gender identities and expressions;

WHEREAS, despite recent efforts towards greater inclusion of LGBTQ+ people, homophobia and transphobia are still present in society.

WHEREAS May 17th is the International Day Against Homophobia and Transphobia, is celebrated as such in many countries and is the result of a Quebec-based initiative promoted by Fondation Émergence starting in 2003.

WHEREAS there is reason to support the efforts of Fondation Émergence in holding this day;

It is resolved to proclaim May 17 INTERNATIONAL DAY AGAINST HOMOPHOBIA AND TRANSPHOBIA and to recognize this day as such.

ADOPTED UNANIMOUSLY

Certified true copy

SIGNATURE

Name

Title



International Day Against
Homophobia and Transphobia

Shelter Standards DRAFT

1. **Introduction**

- 1.1. Acknowledgments
- 1.2. Background
- 1.3. Local homeless sector
 - 1.3.1. Role of the City
 - 1.3.2. Role of the emergency shelter operators
 - 1.3.3. Role of Indigenous partners & community leaders
- 1.4. Guiding principles for service delivery in the shelter sector
- 1.5. Key terms & definitions

2. **Client Rights & Responsibilities**

- 2.1. Rights and Responsibilities
- 2.2. Client Input
- 2.3. Complaints Process

3. **Accessing services**

- 3.1. Intake and Initial Assessment
- 3.2. Belongings
- 3.3. Daytime Access
- 3.4. Curfew and overnight passes
- 3.5. Length of stay
- 3.6. Capacity limits
- 3.7. Discharge and service restriction guidelines

4. **Services provided**

- 4.1. Housing Focused Supports & Case Management
- 4.2. Basic Needs
 - 4.2.1. Bedding
 - 4.2.2. Hygiene
 - 4.2.3. Laundry services
 - 4.2.4. Clothing
 - 4.2.5. Nutrition
- 4.3. Health Supports & Partnerships

5. **Supporting Diverse Communities**

- 5.1. Indigenous Persons
- 5.2. Services to children
- 5.3. Health & Accessibility
- 5.4. Substance use/Harm Reduction
- 5.5. **2SLGBTQIA+**
- 5.6. Race and ethnicity
- 5.7. **Gender**
- 5.8. Animals
 - 5.8.1. Service Animals

5.8.2. Pets

6. **Shelter Operations**

- 6.1. Serious incidents
- 6.2. Insurance & licensing
- 6.3. Training requirements
- 6.4. Neighbourhood relationships
- 6.5. Facility Ratios

7. **Health and Safety**

- 7.1. Infectious disease prevention and management
- 7.2. Extreme weather alerts
- 7.3 Safety Planning
- 7.4 Serious Incidents

8. **Accountability & Governance**

- 8.1. Relevant legislation
- 8.2. Board requirements
- 8.3. Finance
- 8.4. Monitoring & auditing of shelter standards and operations

9. **Information systems**

- 9.1. Client database information management systems
- 9.2. Consent
- 9.3. Confidentiality
- 9.4. Storing information

5. Supporting Diverse Communities

Intent: This section emphasizes the importance of understanding the unique needs of our diverse community when developing and delivering emergency shelter policies, programs, and services. Hamilton's homeless serving sector recognizes that people experiencing homelessness are impacted by intersecting aspects of their identities, especially race, gender, age, orientation, and disability. While acknowledging the strength and resiliency of unique populations, the homeless-serving sector is aware of the differing structural and institutional barriers that are linked to systemic discrimination and oppression. Understanding and being prepared to meet the unique needs of people experiencing homelessness is essential for helping them find and maintain housing.

In addition to the recommendations outlined in this section and throughout the Shelter Standards, the City of Hamilton and emergency shelter operators will:

- Strive to apply an equity lens to all activities to identify and remove barriers and to support best practices in planning, budgeting, delivery and evaluation of programs and services

- Work in partnership with Indigenous Community Entities, and other systems to determine emerging best practices for combating discrimination and developing approaches that support the diverse needs of people experiencing homelessness
- Foster more inclusive environments through signage and programs that welcome the unique populations accessing shelters
- Recognize that power and privilege are inherent to relationships between shelter staff, management, and clients and use the HESS to ensure clients receive respectful and equitable service

5.5 2SLGBTQIA+	
Standard Statement	<p>Despite significant advances towards 2SLGBTQIA+ equality, homophobia and transphobia are still deeply ingrained in our everyday behaviours, language, and in the policies of many institutions. Due to underreporting of incidents, discrimination against queer and trans individuals remains largely invisible to shelter workers and management, policy makers, and City management, at a time when 2SLGBTQIA+ youth homelessness, in particular, is on the rise.¹</p> <p>The risks encountered on the streets and in the shelter system by 2SLGBTQIA+ homeless individuals versus heterosexual and cisgender homeless individuals differ largely due to frequent incidents of homophobic and transphobic violence. Not only are the risks and barriers encountered different, but the needs of 2SLGBTQIA+ individuals differ from those of their heterosexual and cisgender counterparts.</p> <p>Emergency shelter operators will support 2SLGBTQIA+ clients through the following practices:</p> <ul style="list-style-type: none"> • Staff will provide an atmosphere of dignity and respect for all clients and provide services in a non-judgmental manner. • Emergency shelter operators will establish clear policies that reflect inclusiveness of 2SLGBTQIA+ individuals to ensure safer spaces for non-binary and gender diverse people in emergency shelters. • Emergency shelter operators are required to respect and accept the self-defined sexual orientation, gender identity, and gender expression of an individual, including their pronouns.

¹ Homeless Hub, Solutions: Priority Populations: Lesbian, Gay, Bisexual, Transgender, Transexual, Queer, Questioning and 2-Spiritd (LGBTQ2S), *Canadian Observatory on Homelessness*, <https://www.homelesshub.ca/solutions/priority-populations/lesbian-gay-bisexual-transgender-transsexual-queer-questioning-and-2>, (Accessed April 20, 2023)

	<ul style="list-style-type: none"> • Emergency shelter operators should ensure that transgender individuals are able to access services in the shelter sector that reflects their gender identity. • Emergency shelter operators should develop a confidentiality strategy that works with clients to ensure that staff don't "out" their gender or orientation. Staff will be aware of what information about a client's gender/orientation/transition experience is not to be disclosed. • Emergency shelter operators should provide options for private access to hygiene facilities to reduce the risk of violence and harassment which 2SLGBTQIA+ persons are at higher risk of experiencing. • Emergency shelter operators will treat hormones that belong to trans clients as any other medication. Clients will be given privacy to self-administer hormones. • Emergency shelter operators are encouraged to seek partnerships with 2SLGBTQIA+-positive health/services providers. Emergency shelter operators will make information on 2SLGBTQIA+-positive health/ services providers available to all clients and facilitate referrals as needed.² • Emergency shelter operators will provide training and education on 2SLGBTQIA+ issues for staff, volunteers, management, and other residents. • Emergency shelter operators should hire employees to reflect gender and orientation diversity.
Lived Experience Expertise	<p>We did not ask people about their gender or sexual identity, and we will consider how to create a safe space to do so in the next iteration of HESS. Some people chose to share their experiences as a trans person, all were staying in the women's sector. Feedback indicated a need for more education and support, as well as some encouraging appreciation for programs.</p> <p>"Improve discrimination as a trans person from other residents. Staff were not helpful or supportive."</p> <p>"Improve access across the system for trans-women. Feel discriminated against at some locations"</p> <p>"Educate workers better about trans people - staff sometimes misgender clients"</p>
Policy	<p>Emergency shelter operators will establish clear policies that reflect inclusiveness of 2SLGBTQIA+ individuals to ensure safer spaces for</p>

² Shelter, Support & Housing Administration, City of Toronto, *Toronto Shelter Standards*, 2023, Version 5.

	non-binary and gender diverse people in emergency shelters with relation to intake, service provision, and any other necessary accommodations based on 2SLGBTQIA+ identity.
Accountability Measure	Refer to Supporting Diverse Communities, 5.0 Intent Statement.

5.9 Gender	
Standard Statement	<p>Gender-based discrimination and violence continues to impact cis and trans women as well as gender diverse individuals, especially during experiences of homelessness. The unique needs of those marginalized due to gender include increased risk of violence, caregiver responsibilities, and pregnancy.</p> <p>Emergency shelter operators support women and gender diverse clients through the following practices:</p> <ul style="list-style-type: none"> • Emergency shelter operators will accept gender identity as defined by the individual rather than by the perception of shelter operator staff and/or other clients. Sometimes this may not correspond with a person’s physical appearance. Emergency shelter operators will ask all clients for their gender and pronouns at intake rather than assume and will include a line on intake forms indicating that the shelters welcome trans and gender diverse clients. • Emergency shelter operators will support the choices of transgender clients to access designated sleeping areas that will best preserve their safety and dignity. In instances where a transgender client expresses concerns about their safety or dignity, emergency shelter operators will accommodate requests for a bed in a gender neutral/private room, if possible, or in a sleeping area that the client believes will best preserve their safety and dignity. • Emergency shelter operators will provide information on and referrals to reproductive health services. • If a client discloses that they are fleeing gender-based violence or intimate partner violence shelters will provide information on Violence Against Women services and shelters, as well as engage in safety planning if requested. • If possible and available, emergency shelter operators will create safer zones such as semiprivate rooms. • Emergency shelter operators will address harassment of transgender and gender diverse clients by focusing on the

	<p>inappropriate behaviour and enforcing rights and responsibilities.</p> <ul style="list-style-type: none"> • Emergency shelter operators will enforce policies around confidentiality that do not require transgender individuals to disclose their status. If they do disclose, emergency shelter operators will maintain confidentiality and ask the individual how they would like the topic to be addressed if it is raised. • Emergency shelter operators will have a notification process for when men will be entering private shelter spaces of women, trans, and gender diverse persons. • All shelters will provide menstrual products for clients who menstruate. • A minimum of one washroom that is barrier-free, fully accessible and marked as gender neutral must be provided. Emergency shelter operators will provide options for private bathroom access whenever possible. • Emergency shelter operators will provide staff training on safety planning and resources for staff to be able to connect with a VAW shelter for support for gender based or domestic violence considerations.
<p>Lived Experience Expertise</p>	<p>Women and trans people acknowledged and appreciated the need for a gender-lens for services and emphasized that there are not enough shelter beds or services for women, trans and nonbinary people experiencing homelessness. People spoke about the need for staff training to better serve trans and gender diverse people. Many people in the women’s sector reported safety concerns for themselves or other clients when going outside to use substances or access other services.</p> <p>“They tell you to keep calling and calling, but there aren’t any beds.”</p>
<p>Policy</p>	
<p>Accountability Measure</p>	<p>Refer to Supporting Diverse Communities, 5.0 Intent Statement.</p>



HAMILTON'S EMERGENCY SHELTER STANDARDS

Community Review Sessions

What are the Emergency Shelter Standards?

- Transparent framework for consistent shelter services for all individuals and families accessing Emergency Shelter in Hamilton
 - Last version was created in 2008
- Establishes expectations for minimum operating, service delivery, and facility standards
 - What do shelters do? How will people be supported?
- Founded in Research on Best Practice + People with Living Experience Expertise + Local Shelter Operator Expertise

What **Don't** the Emergency Shelter Standards cover?

- Do not apply to drop-in programs, VAW shelters, or other services for people experiencing homelessness
- Not exhaustive – Emergency Shelters and the City have additional policies and procedures
- In-depth, operational instructions for day-to-day shelter operations
- Policy or program changes that cannot be implemented immediately.
 - The City and Emergency Shelters work together on continuously improving the emergency shelter sector

How was this first draft created?

- **Research and Best Practice**
 - Cross-jurisdictional scan, the Canadian Shelter Transformation Network
- **People with Living Experience**
 - Approximately 200 people, 8 emergency shelters, and 3 drop-in centers
 - People shared 1,650 experiences, suggestions, & feedback
- **Emergency Shelter Standards Working Group**
 - Two Indigenous representatives, directors, and managers from all 8 emergency shelters

What's changed in the updated standards?

- More comprehensive and detailed information with 24 new sections and 39 enhanced sections
- The voices of PWLE are integrated throughout the standards
- New recommendation to be reviewed and revised every 4 years
- **New:** Best practices for supporting people's unique needs
 - 2SLGBTQIA+, health/disability, Indigenous persons, children, harm reduction, etc.
- **Enhanced:** Best practices for supporting clients throughout their shelter stay
 - Client rights & responsibilities, housing supports, safety planning, etc.

How you can help & what will happen with your feedback?

- You have valuable knowledge and insight on specific topics that will help us finalize the shelter standards
- You are giving feedback on a first draft
 - Return the edited document to the Emergency Shelter Standards Working Group
 - We will build in feedback when possible and bring other recommendations to the Emergency Shelter Coordination Table
 - We will circle back to you to let you to confirm the changes, or with an explanation about why we aren't adopting your edits at this time



QUESTIONS?