



City of Hamilton
EMERGENCY & COMMUNITY SERVICES COMMITTEE
AGENDA

Date: September 7, 2023

Time: 1:30 p.m.

Location: Council Chambers
Hamilton City Hall
71 Main Street West

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

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 August 17, 2023

5. COMMUNICATIONS

6. DELEGATION REQUESTS

7. DELEGATIONS

8. STAFF PRESENTATIONS

8.1 Annual Winter Response Strategy (HSC23012(a)) (City Wide)

9. CONSENT ITEMS

10. DISCUSSION ITEMS

- 10.1 REVISED: 2023 Ministry of Long-Term Care Funding Enhancement (HSC23057)
(Wards 7 and 13)

Note: Title revised to show the correct Wards

- 10.2 Hamilton Fire Department On-going Training Agreement with Hamilton Conservation Authority (HSC23042) (City Wide)

- 10.3 Defibrillator Standardization for the Hamilton Paramedic Service and Hamilton Fire Department (HSC23043) (City Wide)

11. MOTIONS

12. NOTICES OF MOTION

13. GENERAL INFORMATION / OTHER BUSINESS

- 13.1 Amendments to the Outstanding Business List

a. Items to be removed:

- a. 21-A: Tenant Defence Fund (ESC 21-004)

Addressed in Item 1 of ECS Report 23-010, August 17, 2023

- b. 23-K: Parts 1, 2 and 4 Renovictions Stakeholder Consultation (HSC23023) (City Wide)

23-K Part One: Renovictions Stakeholder Consultation (HSC23023) (City Wide)

Addressed in Item 1 of ECS Report 23-010, August 17, 2023

23-K Part Two: Renovictions Stakeholder Consultation (HSC23023) (City Wide)

Addressed in Item 1 of ECS Report 23-010, August 17, 2023

23-K (Part Four) Renovictions Stakeholder Consultation (HSC23023) (City Wide)

Addressed in Item 1 of ECS Report 23-010, August 17, 2023

- c. 23-N: 2023 Hamilton Community Heat Response Plan (BOH23019) (City Wide) PHC 23-006, May 15, 2023, Item 1(a)(d)

Addressed in Item 1, ECS 19-007, June 20, 2019, Heat Response Plan Initiative (HSC19020)

14. PRIVATE AND CONFIDENTIAL

14.1 Closed Session Minutes of August 17, 2023

Pursuant to Section 9.3 sub-sections (e) and (f) of the City's Procedural By-law 21-021, as amended, and Section 239(2) Sub-section (e) and (f) of the *Ontario Municipal Act, 2001*, as amended, as the subject matter pertains to litigation or potential litigation, including matters before administrative tribunals, affecting the City or a local board; and, advice that is subject to solicitor-client privilege, including communications necessary for that purpose

15. ADJOURNMENT



EMERGENCY & COMMUNITY SERVICES COMMITTEE MINUTES 23-010

1:30 p.m.

Thursday, August 17, 2023

Council Chambers

Hamilton City Hall

71 Main Street West

Present: Councillors B. Clark (Chair), T. Jackson, C. Kroetsch, T. Hwang (Vice Chair), N. Nann, A. Wilson and M. Wilson

THE FOLLOWING ITEMS WERE REFERRED TO COUNCIL FOR CONSIDERATION:

1. Hamilton Tenant Support Program (HSC23023(b)) (City Wide) (Item 8.1)

(A. Wilson/Kroetsch)

- (a) That Council approve transferring \$150 K from the Social Housing Transition Reserve #112244 to fund the current Tenant Defence Fund Project ID 6731841801 to provide immediate increased support to tenants for Landlord Tenant Board expenses through Housing Services Division staff current process of supporting tenants with finding adequate legal services;
- (b) That Council approve the creation of a Hamilton Tenant Support Program to be delivered in combination with community organizations and the Housing Services Division at an annualized cost of up to \$1.197 M be referred to the Housing Services Division's 2024 Tax Operating Budget, which is broken down as follows:
 - (i) To fund the Hamilton Community Legal Clinic pursuant to Procurement Policy By-Law (20-205) Policy 11 in the amount of \$290 K to expand legal support for tenants through the Landlord Tenant Board to cover N12's, N13's, T5's, T6's, and Above Guideline Rent Increases;
 - (ii) To fund designated agencies pursuant to Procurement Policy By-Law (2-205) Policy 11 for community capacity building up to \$135 K for the following staff positions:

**Emergency & Community Services Committee
Minutes 23-010****August 17, 2023
Page 2 of 25**

- (1) Housing Help Centre Hamilton Property Rehab Tenant Liaison Coordinator up to \$80 K;
- (2) The Association of Community Organizations for Reform Now (ACORN) for 2 staff positions as follows:
 - 1 FTE Tenant Defence Fund Organizer and
 - 0.25 FTE for a Project Manager position up to \$55 K
- (iii) To fund up to \$100 K for promotional materials and advertisement campaigns to educate landlords and tenants on their rights and responsibilities, available community supports, and local legislation;
- (iv) To fund up to \$25 K for resourcing the Community Research Table to pay guest speakers and other items to inform future work;
- (v) To increase Housing Services Division 2024 budget complement by five (5) full-time permanent FTEs for the administration of the Hamilton Tenant Support Program Staff at an estimated cost of \$647,000, broken down as follows:
 - (1) Manager, Tenant Support Program, \$188,000;
 - (2) Project Manager, \$143,000;
 - (3) Two (2) Contract Analysts, \$236,000;
 - (4) Program Secretary, \$80,000;
- (c) That Council approve an increase to the Planning and Economic Development Department by \$116,900 to be referred to the 2024 Tax Operating budget to assist the Tenant Support Program through:
 - (i) An increase to the Planning and Economic Development Department 2024 budgeted complement by one (1) full-time, permanent FTE for a Municipal Law Enforcement Officer, at an annual cost of approximately \$108,000 for salary, benefits, and ancillary charges to respond to tenant concerns,
 - (ii) \$8,900 in annual vehicle maintenance costs such as insurance and gas, on condition that recommendation (d) is approved.
- (d) That Council approve the addition of 1 vehicle for use in the Planning and Economic Development Department at a cost of \$50 K to be referred to the 2024 Tax Capital Budget to assist the Tenant Support Program;
- (e) That the General Manager, Healthy and Safe Communities Department, or their designate be authorized and directed to execute and administer all agreements with any ancillary documentation and amendments in a form satisfactory to the City Solicitor;

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

YES	- Clark, Brad	Ward 9
YES	- Hwang, Tammy	Ward 4
YES	- Kroetsch, Cameron	Ward 2
ABSENT	- Jackson, Tom	Ward 6
ABSENT	- Nann, Nrinder	Ward 3
YES	- Wilson, Alex	Ward 13
YES	- Wilson, Maureen	Ward 1

2. Addressing Renovictions, Tenant Displacement and Property Standards in Apartment Buildings in the City of Hamilton (PED23072) (City Wide) (Item 8.2)

(A. Wilson/Kroetsch)

- (a) That staff be directed to prepare a Safe Apartment Buildings By-law to regulate apartment building property standards and registration of apartment buildings city-wide in a form satisfactory to the City Solicitor, as per Appendix "A" as **amended** to Report PED23072 (the "Safe Apartment Buildings By-law"), following the 2024 budget process, subject to the approval of the staffing and resourcing outlined in Recommendation (d) as part of the 2024 Budget;
- (b) That City of Hamilton User Fees and Charges By-law No. 23-112 be amended to reflect the new Fee Schedule developed at **87%** cost recovery for the Safe Apartment Buildings By-law, attached as Appendix "B" as **amended** to Report PED23072;
- (c) That, subject to the adoption of the Safe Apartment Buildings By-law, the Transition Plan as detailed in Appendix "C" to Report PED23072, to develop, implement, **initiate building evaluations as they are received** and administer the By-law, be approved;
- (d) That the appropriate General Managers be directed to refer the following to the 2024 Budget for the implementation of the Safe Apartment Buildings By-law:
 - (i) One full time (1.0 FTE) Manager in the Licensing and By-law Services Division at an estimated total cost of \$192,000 annually (\$67,200 net levy);
 - (ii) One Full-time (1.0 FTE) Project Manager in the Licensing and By-law Services Division at an estimated total cost of \$147,000 annually (\$51,450 net levy);
 - (iii) Two full-time (2.0 FTE) Supervisors of Operations and Enforcement in the Licensing and By-law Services Division at an estimated total cost of \$289,000 annually (\$101,150 net levy);

**Emergency & Community Services Committee
Minutes 23-010****August 17, 2023
Page 4 of 25**

- (iv) Thirteen full-time (13.0 FTE) Municipal Law Enforcement Officers in the Licensing and By-law Services Division at an estimated total cost of \$1,416,000 annually (\$495,600 net levy);
 - (v) One full-time (1.0 FTE) Program Analyst in the Licensing and By-law Services Division to provide applications support, analyses data and provide program support, at an estimated total cost of \$114,000 annually (\$39,900 net levy);
 - (vi) One full-time (1.0 FTE) Licensing Administrator in the Licensing and By-law Services Division to administer registration applications, at an estimated total cost of \$96,000 annually (\$33,600 net levy);
 - (vii) Two full-time (2.0 FTE) By-law Clerks in the Licensing and By-law Services Division to enter files and provide support to enforcement staff, at an estimated total cost of \$176,000 annually (\$61,600 net levy);
 - (viii) One full-time (1.0 FTE) Administrative Secretary in the Licensing and By-law Services Division at an estimated total cost of \$83,000 annually (\$29,050 net levy);
 - (ix) One full-time (1.0 FTE) Outreach Coordinator in the Licensing and By-law Services Division at an estimated total cost of \$109,000 annually (\$38,150 net levy);
 - (x) One full-time (1.0 FTE) Solicitor in Legal Services to provide dedicated legal support, at an estimated total cost of \$212,000 annually (\$74,200 net levy);
 - (xi) One full-time (1.0 FTE) Screening Officer at an estimated total cost of \$124,000 annually (\$43,400 net levy);
 - (xii) The purchase of thirteen (13) vehicles at an estimated initial cost of \$708,825 and an annual operating cost of \$116,350 (\$40,723 net levy);
 - (xiii) An outreach, education and communications budget of \$20,000 annually (\$7,000 net levy); and
 - (xiv) A one-time cost of \$2,003,441 to fund the 18-month transition period for the implementation of the By-law).
- (e) That By-law No. 09-190 (the “Vital Services By-law”) be repealed and replaced with the draft By-law attached as Appendix “G” to Report PED23072, which has been prepared in a form satisfactory to the City Solicitor, to incorporate language and clarifying amendments to facilitate enforcement;

- (f) That By-law No. 10-221 (the “Property Standards By-law”) be repealed and replaced with the draft By-law outlined in Appendix “H” to Report PED23072, which has been prepared in a form satisfactory to the City Solicitor;
- (g) That the draft By-law to amend Schedule 31, Rental Housing, of the Business Licensing By-law No. 07-170, attached as Appendix “I” as **amended** to Report PED23072, which has been prepared in a form satisfactory to the City Solicitor, be approved, to extend the rental housing licensing pilot project to include rental properties of 5 units or less;
- (h) That the Administrative Penalties By-law No. 17-225 be amended to incorporate charges under the Safe Apartment Buildings By-law, Renovation Licence and Relocation Listing By-law, Vital Services By-law and Property Standards By-law attached as Appendix "J" as **amended** to Report PED23072;
- (i) That Licensing and By-law Services staff be directed to work with Legal Services to obtain approval for set fines with the Ministry of the Attorney General; **and**
- (j) That staff be directed to report back to Council with respect to the amount of fine revenues collected under the Safe Apartment Buildings By-law and Renovation Licence and Relocation Listing By-law after they have been in force and effect for 12 months, including options for how fine revenues could be utilized to advance the strategies of the Housing and Sustainability Investment Roadmap;
- (k) ***That staff consider submissions from tenants and tenant advocates on activities pertaining to communication and outreach materials; building inspection processes; evaluation criteria and scoring; placement on building of evaluation scores; open data and data tools; and monitoring, evaluation, in program development and implementation;***
- (l) ***That there be no further in-person or virtual delegations respecting Report PED23072, Addressing Renovictions, Tenant Displacement and Property Standards in Apartment Buildings in the City of Hamilton at the October 19, 2023 Emergency and Community Services Committee meeting; and***
- (m) ***That comments respecting Report PED23072, Addressing Renovictions, Tenant Displacement and Property Standards in Apartment Buildings in the City of Hamilton, be limited to written submissions.***

Result: Main Motion, as *Amended*, CARRIED by a vote of 7 to 0, as follows:

YES	- Clark, Brad	Ward 9
YES	- Hwang, Tammy	Ward 4
YES	- Kroetsch, Cameron	Ward 2
YES	- Jackson, Tom	Ward 6
YES	- Nann, Nrinder	Ward 3
YES	- Wilson, Alex	Ward 13
YES	- Wilson, Maureen	Ward 1

**3. Update on City's Advocacy Regarding Housing with Supports (HSC23054)
(City Wide) (Item 9.1)**

(Hwang/Kroetsch)

That the Update on City's Advocacy Regarding Housing with Supports (HSC23054), be received.

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

YES	- Clark, Brad	Ward 9
YES	- Hwang, Tammy	Ward 4
YES	- Kroetsch, Cameron	Ward 2
ABSENT	- Jackson, Tom	Ward 6
ABSENT	- Nann, Nrinder	Ward 3
YES	- Wilson, Alex	Ward 13
YES	- Wilson, Maureen	Ward 1

**4. Hamilton Paramedic Service Resident Survey 2023 Findings (HSC23049)
(City Wide) (Item 9.2)**

(M. Wilson/Kroetsch)

That Hamilton Paramedic Service Resident Survey 2023 Findings (HSC23049), be received.

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

YES	- Clark, Brad	Ward 9
YES	- Hwang, Tammy	Ward 4
YES	- Kroetsch, Cameron	Ward 2
ABSENT	- Jackson, Tom	Ward 6
ABSENT	- Nann, Nrinder	Ward 3
YES	- Wilson, Alex	Ward 13
YES	- Wilson, Maureen	Ward 1

**5. Transfer of Taras Shevchenko Non-profit Housing Inc.'s Project at 194
Gage Avenue South (HSC23047) (Ward 3) (10.1)**

(Kroetsch/M. Wilson)

- (a) That Consent be given to Taras Shevchenko Non-Profit Housing Inc.'s request to transfer ownership and operation of its project located at 194 Gage Avenue South to Good Shepherd Non-Profit Homes Inc. contingent upon the conditions set out in Appendix "A" being met;
- (b) That to secure the transfer in recommendation (a), \$400 K in mortgage and interest cost avoidance that has been provided by Taras Shevchenko's Charitable Arm to the City over the years, be reimbursed by the Housing Services 2023 Levy Base; and
- (c) That staff forward a copy of Council's resolution approving Recommendation (a) of Report HSC23047 to the Ministry of Municipal Affairs and Housing in fulfillment of its obligation under the Housing Services Act, 2011 to complete the transfer.

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

YES	- Clark, Brad	Ward 9
YES	- Hwang, Tammy	Ward 4
YES	- Kroetsch, Cameron	Ward 2
ABSENT	- Jackson, Tom	Ward 6
ABSENT	- Nann, Nrinder	Ward 3
YES	- Wilson, Alex	Ward 13
YES	- Wilson, Maureen	Ward 1

6. Service Manager Consent for Stoney Creek Community Homes Inc. to Encumber 110 Stoneybrook Drive (HSC23051) (Ward 10) (Item 10.2)

(Kroetsch/A. Wilson)

That Service Manager Consent under the *Housing Services Act, 2011*, be granted to Stoney Creek Community Homes Inc.'s request to encumber its housing asset located at 110 Stoneybrook Drive in Stoney Creek.

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

YES	- Clark, Brad	Ward 9
YES	- Hwang, Tammy	Ward 4
YES	- Kroetsch, Cameron	Ward 2
ABSENT	- Jackson, Tom	Ward 6
ABSENT	- Nann, Nrinder	Ward 3
YES	- Wilson, Alex	Ward 13
YES	- Wilson, Maureen	Ward 1

7. Procurement of an All-Electric North American Style Fire Pumper for Trial (HSC23037) (City Wide) (Item 10.3)

(A. Wilson/Hwang)

- (a) That the Hamilton Fire Department be authorized to revise the type of fire apparatus previously approved as part of the 2023 Capital Budget process to be purchased in 2024 from one (1) All-Electric North American Style Fire Pumper to one (1) current style Urban Engine; and
- (b) That the Hamilton Fire Department be authorized to re-allocate \$516,000.00 from the 2024 Vehicle Replacement Capital Reserve fund to the 2023 Vehicle Replacement Capital Reserve fund to fund the increased cost to purchase one (1) All-Electric North American Style Fire Pumper.

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

YES	- Clark, Brad	Ward 9
YES	- Hwang, Tammy	Ward 4
YES	- Kroetsch, Cameron	Ward 2
ABSENT	- Jackson, Tom	Ward 6
ABSENT	- Nann, Nrinder	Ward 3
YES	- Wilson, Alex	Ward 13
YES	- Wilson, Maureen	Ward 1

8. Legal Advice Regarding Renoviction By-laws (LS23020(a)) (City Wide) (Item 14.1)

(Kroetsch/A. Wilson)

- (a) That Report LS23020(a), respecting Legal Advice Regarding Renoviction By-Laws, be received; and
- (b) That the Report remain confidential.

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

YES	- Clark, Brad	Ward 9
YES	- Hwang, Tammy	Ward 4
YES	- Kroetsch, Cameron	Ward 2
ABSENT	- Jackson, Tom	Ward 6
ABSENT	- Nann, Nrinder	Ward 3
YES	- Wilson, Alex	Ward 13
YES	- Wilson, Maureen	Ward 1

FOR INFORMATION:**(a) APPROVAL OF AGENDA (Item 2)**

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

5. COMMUNICATIONS (Item 5)

- 5.2 Correspondence from Josie D'Amico, The Campaign for Adequate Welfare and Disability Benefits, respecting Renovictions, Tenant Displacement and Property Standards in Apartment Buildings

Recommendation: Be received, and referred to Item 8.2 Addressing Renovictions, Tenant Displacement and Property Standards in Apartment Buildings (PED23072)

- 5.3 Correspondence from ACORN Hamilton, respecting Renovictions, Tenant Displacement and Property Standards in Apartment Buildings

Recommendation: Be received, and referred to Item 8.2 Addressing Renovictions, Tenant Displacement and Property Standards in Apartment Buildings (PED23072)

6. DELEGATION REQUESTS (Item 6)

- 6.1 Delegations respecting Renovictions, Tenant Displacement and Supports in the City of Hamilton (Added Item 6.1)

- (b) Christina Erie, ACORN
- (c) Pauline Roberts, ACORN
- (d) Damien Ash, ACORN
- (e) Liz Scott, ACORN
- (f) Elizabeth McMicking, ACORN
- (g) Marnie Schurter, ACORN
- (h) Kristan Jewers, ACORN
- (i) Ginger Knight, ACORN
- (j) Tracey Romanoski, ACORN
- (k) Myrna Harrington and Crystal Gold, ACORN

- (l) Mia Staios, ACORN
- (m) Aden Hassan, ACORN
- (n) Sherline Morris, ACORN
- (o) Karl Andrus, Hamilton Community Benefits Network
- (p) David Galvin, ACORN
- (q) Shelby Komarniski, ACORN
- (r) Merima Menzildzic, Hamilton Community Legal Clinic
- (s) Tom Cooper, Hamilton Roundtable for Poverty Reduction
- (t) Jennifer McGrath, ACORN

ITEM WITHDRAWN:

7. DELEGATIONS

7.1(a) Jeff Neven, Indwell Community Homes (approved at the July 13, 2023 meeting)

Staff from Indwell Community Homes are not available to present today but will present at a future meeting.

(Jackson/Kroetsch)

That the agenda for the August 17, 2023 Emergency and Community Services Committee meeting be approved, as amended.

Result: Motion CARRIED by a vote of 7 to 0, as follows:

YES	- Clark, Brad	Ward 9
YES	- Hwang, Tammy	Ward 4
YES	- Kroetsch, Cameron	Ward 2
YES	- Jackson, Tom	Ward 6
YES	- Nann, Nrinder	Ward 3
YES	- Wilson, Alex	Ward 13
YES	- Wilson, Maureen	Ward 1

(b) DECLARATIONS OF INTEREST (Item 3)

There were no Declarations of Interest

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

(i) July 13, 2023 (Item 4.1)

(Hwang/Nann)

That the Minutes of the July 13, 2023 meeting of the Emergency and Community Services Committee, be approved, as presented.

Result: Motion CARRIED by a vote of 7 to 0, as follows:

YES	- Clark, Brad	Ward 9
YES	- Hwang, Tammy	Ward 4
YES	- Kroetsch, Cameron	Ward 2
YES	- Jackson, Tom	Ward 6
YES	- Nann, Nrinder	Ward 3
YES	- Wilson, Alex	Ward 13
YES	- Wilson, Maureen	Ward 1

(d) COMMUNICATIONS (Item 5)

(Hwang/A. Wilson)

That the following Communication Items be approved, as presented:

(i) Correspondence from Kevin Gonci, Hamilton ParticipACTION Team, respecting the ParticipACTION Community Challenge (Item 5.1)

(ii) Correspondence from Josie D'Amico, The Campaign for Adequate Welfare and Disability Benefits, respecting Renovictions, Tenant Displacement and Property Standards in Apartment Buildings

Recommendation: Be received, and referred to Item 8.2 Addressing Renovictions, Tenant Displacement and Property Standards in Apartment Buildings (PED23072) (Added Item 5.2)

(iii) Correspondence from ACORN Hamilton, respecting Renovictions, Tenant Displacement and Property Standards in Apartment Buildings

Recommendation: Be received, and referred to Item 8.2 Addressing Renovictions, Tenant Displacement and Property Standards in Apartment Buildings (PED23072) (Added Item 5.2)

Result: Motion CARRIED by a vote of 7 to 0, as follows:

YES	- Clark, Brad	Ward 9
YES	- Hwang, Tammy	Ward 4
YES	- Kroetsch, Cameron	Ward 2
YES	- Jackson, Tom	Ward 6
YES	- Nann, Nrinder	Ward 3

YES - Wilson, Alex Ward 13
YES - Wilson, Maureen Ward 1

(e) DELEGATION REQUESTS (Item 6)**(A. Wilson/Nann)**

That the following Delegation Requests be approved, as presented:

- (i) Delegations respecting Renovictions, Tenant Displacement and Supports in the City of Hamilton (Item 6.1)
 - (a) Christine Neale, ACORN
 - (b) Christina Erie, ACORN
 - (c) Pauline Roberts, ACORN
 - (d) Damien Ash, ACORN
 - (e) Liz Scott, ACORN
 - (f) Elizabeth McMicking, ACORN
 - (g) Marnie Schurter, ACORN
 - (h) Kristan Jewers, ACORN
 - (i) Ginger Knight, ACORN
 - (j) Tracey Romanoski, ACORN
 - (k) Myrna Harrington and Crystal Gold, ACORN
 - (l) Mia Staios, ACORN
 - (m) Aden Hassan, ACORN
 - (n) Sherline Morris, ACORN
 - (o) Karl Andrus, Hamilton Community Benefits Network
 - (p) David Galvin, ACORN
 - (q) Shelby Komarniski, ACORN
 - (r) Merima Menzildzic, Hamilton Community Legal Clinic
 - (s) Tom Cooper, Hamilton Roundtable for Poverty Reduction

- (t) Jennifer McGrath, ACORN
- (ii) Delegations respecting the state of emergency taking place within the emergency food system within Hamilton (for a future meeting) (Item 6.2)
 - (a) Karen Randell and Jamie Vanderberg, Emergency Food Committee
 - (b) Olive Warhoush, McMaster University
- (iii) Landen Reil, respecting Improvements in Mental Health and Emergency Services (In- Person) (For a future meeting) (Added Item 6.3)
- (iv) Don McLean, respecting the use of HSR buses as mobile cooling centres during heat emergencies (For a future meeting) (Added Item 6.4)

Result: Motion CARRIED by a vote of 7 to 0, as follows:

YES	- Clark, Brad	Ward 9
YES	- Hwang, Tammy	Ward 4
YES	- Kroetsch, Cameron	Ward 2
YES	- Jackson, Tom	Ward 6
YES	- Nann, Nrinder	Ward 3
YES	- Wilson, Alex	Ward 13
YES	- Wilson, Maureen	Ward 1

(f) DELEGATIONS (Item 7)

- (a) Graham Cubitt, Hamilton is Home, respecting the City of Hamilton's Advocacy Regarding Housing with Supports (Item 7.1(a))

The following Delegates addressed the Committee respecting Renovictions, Tenant Displacement and Supports in the City of Hamilton:

- (b) Christine Neale, ACORN (Added Item 7.1(b))
- (c) Christina Erie, ACORN (Added Item 7.1(c))
- (d) Pauline Roberts, ACORN (Added Item 7.1(d))
- (e) Damien Ash, ACORN (Added Item 7.1(e))
- (f) Liz Scott, ACORN (Added Item 7.1(f))
- (g) Elizabeth McMicking, ACORN (Added Item 7.1(g))
- (h) Marnie Schurter, ACORN (Added Item 7.1(h))
- (i) Kristan Jewers, ACORN (Added Item 7.1(i))

- (j) Ginger Knight, ACORN (Added Item 7.1(j))
- (k) Tracey Romanoski, ACORN (Added Item 7.1(k))
- (l) Myrna Harrington and Crystal Gold, ACORN (Added Item 7.1(l))
- (m) Mia Staios, ACORN (Added Item 7.1(m))
- (n) Aden Hassan, ACORN (Added Item 7.1(n))
- (o) Sherline Morris, ACORN (Added Item 7.1(o))
- (p) Karl Andrus, Hamilton Community Benefits Network (Added Item 7.1(p))
- (q) David Galvin, ACORN (Added Item 7.1(q))
- (r) Shelby Komarniski, ACORN (Added Item 7.1(r))
- (s) Merima Menzildzic, Hamilton Community Legal Clinic (Added Item 7.1(s))
- (t) Tom Cooper, Hamilton Roundtable for Poverty Reduction(Added Item 7.1(t))
- (u) Jennifer McGrath, ACORN (Added Item 7.1(u))

(Hwang/M. Wilson)

That the following Delegations respecting Renovictions, Tenant Displacement and Supports in the City of Hamilton, be received:

- (a) Graham Cubitt, Hamilton is Home, respecting the City of Hamilton's Advocacy Regarding Housing with Supports (Item 7.1(a))
- (b) Christine Neale, ACORN (Added Item 7.1(b))
- (c) Christina Erie, ACORN (Added Item 7.1(c))
- (d) Pauline Roberts, ACORN (Added Item 7.1(d))
- (e) Damien Ash, ACORN (Added Item 7.1(e))
- (f) Liz Scott, ACORN (Added Item 7.1(f))
- (g) Elizabeth McMicking, ACORN (Added Item 7.1(g))
- (h) Marnie Schurter, ACORN (Added Item 7.1(h))
- (i) Kristan Jewers, ACORN (Added Item 7.1(i))

**Emergency & Community Services Committee
Minutes 23-010**

**August 17, 2023
Page 15 of 25**

- (j) Ginger Knight, ACORN (Added Item 7.1(j))
- (k) Tracey Romanoski, ACORN (Added Item 7.1(k))
- (l) Myrna Harrington and Crystal Gold, ACORN (Added Item 7.1(l))
- (m) Mia Staios, ACORN (Added Item 7.1(m))
- (n) Aden Hassan, ACORN (Added Item 7.1(n))
- (o) Sherline Morris, ACORN (Added Item 7.1(o))
- (p) Karl Andrus, Hamilton Community Benefits Network (Added Item 7.1(p))
- (q) David Galvin, ACORN (Added Item 7.1(q))
- (r) Shelby Komarniski, ACORN (Added Item 7.1(r))
- (s) Merima Menzildzic, Hamilton Community Legal Clinic (Added Item 7.1(s))
- (t) Tom Cooper, Hamilton Roundtable for Poverty Reduction(Added Item 7.1(t))
- (u) Jennifer McGrath, ACORN (Added Item 7.1(u))

Result: Motion CARRIED by a vote of 7 to 0, as follows:

YES	- Clark, Brad	Ward 9
YES	- Hwang, Tammy	Ward 4
YES	- Kroetsch, Cameron	Ward 2
YES	- Jackson, Tom	Ward 6
YES	- Nann, Nrinder	Ward 3
YES	- Wilson, Alex	Ward 13
YES	- Wilson, Maureen	Ward 1

(ii) (Kroetsch/A. Wilson)

- (a) That Staff be directed to investigate current status of contractual relationships with landlords who are in receipt of rent subsidies and providing sub-standard tenant conditions and report back to the Emergency and Community Services Committee in January 2024,
- (b) That the report back to the Emergency and Community Services Committee include the following:
 - (i) Number of households/tenants supported by rent subsidies, number of buildings and overall funding amounts provided by the City, and the federal/provincial and municipal breakdown
 - (ii) Nature of the relationship between the City and the landlord, the City and the tenant, and the City, including

- (iii) Accountability/obligations of the landlord to provide acceptable standards of rental conditions under the terms of the contract with the City
- (iv) Obligations of the City to the tenant receiving the rent subsidy; and
- (v) An analysis of and any proposed changes to current practice to improve conditions for tenants, along with any resource implications

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

YES	- Clark, Brad	Ward 9
YES	- Hwang, Tammy	Ward 4
YES	- Kroetsch, Cameron	Ward 2
ABSENT	- Jackson, Tom	Ward 6
ABSENT	- Nann, Nrinder	Ward 3
YES	- Wilson, Alex	Ward 13
YES	- Wilson, Maureen	Ward 1

(g) STAFF PRESENTATIONS (Item 8)

(i) Hamilton Tenant Support Program (HSC23023(b)) (City Wide) (Item 8.1)

Michelle Baird, Director of Housing, provided the Committee with a presentation respecting the Hamilton Tenant Support Program (HSC23023(b)).

(Hwang/Nann)

That the Presentation respecting the Hamilton Tenant Support Program (HSC23023(b)), be received.

Result: Motion CARRIED by a vote of 7 to 0, as follows:

YES	- Clark, Brad	Ward 9
YES	- Hwang, Tammy	Ward 4
YES	- Kroetsch, Cameron	Ward 2
YES	- Jackson, Tom	Ward 6
YES	- Nann, Nrinder	Ward 3
YES	- Wilson, Alex	Ward 13
YES	- Wilson, Maureen	Ward 1

For further disposition, refer to Item 1.

(ii) Addressing Renovictions, Tenant Displacement and Property Standards in Apartment Buildings in the City of Hamilton (PED23072) (City Wide) (Item 8.2)

Monica Ciriello, Director Licensing and Bylaw Services, provided the Committee with a presentation respecting Addressing Renovictions, Tenant Displacement and Property Standards in Apartment Buildings in the City of Hamilton (PED23072).

(Hwang/Nann)

That the Presentation respecting Addressing Renovictions, Tenant Displacement and Property Standards in Apartment Buildings in the City of Hamilton (PED23072) (City Wide), be received.

Result: Motion CARRIED by a vote of 7 to 0, as follows:

YES	- Clark, Brad	Ward 9
YES	- Hwang, Tammy	Ward 4
YES	- Kroetsch, Cameron	Ward 2
YES	- Jackson, Tom	Ward 6
YES	- Nann, Nrinder	Ward 3
YES	- Wilson, Alex	Ward 13
YES	- Wilson, Maureen	Ward 1

(a) (Kroetsch/A. Wilson)

That consideration of Report PED23072, Addressing Renovictions, Tenant Displacement and Property Standards in Apartment Buildings in the City of Hamilton, be deferred until after Closed Session discussion of Item 14.1, Legal Advice Regarding Renovation By-laws (LS23020(a)).

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

YES	- Clark, Brad	Ward 9
YES	- Hwang, Tammy	Ward 4
YES	- Kroetsch, Cameron	Ward 2
ABSENT	- Jackson, Tom	Ward 6
ABSENT	- Nann, Nrinder	Ward 3
YES	- Wilson, Alex	Ward 13
YES	- Wilson, Maureen	Ward 1

(b) (A. Wilson/Kroetsch)

(a) That staff be directed to prepare a Safe Apartment Buildings By-law to regulate apartment building property standards and registration of apartment buildings city-wide in a form satisfactory to the City Solicitor, as per Appendix "A" to Report PED23072 (the "Safe Apartment Buildings By-law"), following the 2024 budget process, subject to the approval of

the staffing and resourcing outlined in Recommendation (d) as part of the 2024 Budget;

- (b) That City of Hamilton User Fees and Charges By-law No. 23-112 be amended to reflect the new Fee Schedule developed at 65% cost recovery for the Safe Apartment Buildings By-law, attached as Appendix “B” to Report PED23072;
- (c) That, subject to the adoption of the Safe Apartment Buildings By-law, the Transition Plan as detailed in Appendix “C” to Report PED23072 to develop, implement and administer the By-law be approved;
- (d) That the appropriate General Managers be directed to refer the following to the 2024 Budget for the implementation of the Safe Apartment Buildings By-law:
 - (i) One full time (1.0 FTE) Manager in the Licensing and By-law Services Division at an estimated total cost of \$192,000 annually (\$67,200 net levy);
 - (ii) One Full-time (1.0 FTE) Project Manager in the Licensing and By-law Services Division at an estimated total cost of \$147,000 annually (\$51,450 net levy);
 - (iii) Two full-time (2.0 FTE) Supervisors of Operations and Enforcement in the Licensing and By-law Services Division at an estimated total cost of \$289,000 annually (\$101,150 net levy);
 - (iv) Thirteen full-time (13.0 FTE) Municipal Law Enforcement Officers in the Licensing and By-law Services Division at an estimated total cost of \$1,416,000 annually (\$495,600 net levy);
 - (v) One full-time (1.0 FTE) Program Analyst in the Licensing and By-law Services Division to provide applications support, analyses data and provide program support, at an estimated total cost of \$114,000 annually (\$39,900 net levy);
 - (vi) One full-time (1.0 FTE) Licensing Administrator in the Licensing and By-law Services Division to administer registration applications, at an estimated total cost of \$96,000 annually (\$33,600 net levy);

- (vii) Two full-time (2.0 FTE) By-law Clerks in the Licensing and By-law Services Division to enter files and provide support to enforcement staff, at an estimated total cost of \$176,000 annually (\$61,600 net levy);
 - (viii) One full-time (1.0 FTE) Administrative Secretary in the Licensing and By-law Services Division at an estimated total cost of \$83,000 annually (\$29,050 net levy);
 - (ix) One full-time (1.0 FTE) Outreach Coordinator in the Licensing and By-law Services Division at an estimated total cost of \$109,000 annually (\$38,150 net levy);
 - (x) One full-time (1.0 FTE) Solicitor in Legal Services to provide dedicated legal support, at an estimated total cost of \$212,000 annually (\$74,200 net levy);
 - (xi) One full-time (1.0 FTE) Screening Officer at an estimated total cost of \$124,000 annually (\$43,400 net levy);
 - (xii) The purchase of thirteen (13) vehicles at an estimated initial cost of \$708,825 and an annual operating cost of \$116,350 (\$40,723 net levy);
 - (xiii) An outreach, education and communications budget of \$20,000 annually (\$7,000 net levy); and
 - (xiv) A one-time cost of \$2,003,441 to fund the 18-month transition period for the implementation of the By-law).
- (e) That staff be directed to prepare a Renovation Licence and Relocation Listing By-law to regulate repairs and renovations to rental units, in a form satisfactory to the City Solicitor, as per Appendix "D" to Report PED23072, following the 2024 budget process, subject to the approval of the staffing and resourcing outlined in Recommendation (h) as part of the 2024 Budget;
- (f) That City of Hamilton User Fees and Charges By-law No. 23-112 be amended to reflect the new Renovation Licence and Relocation Listing Fee Schedule developed at 10% cost recovery attached as Appendix "E" to Report PED23072;
- (g) That, subject to the adoption of the Renovation Licence and Relocation Listing By-law, the Transition Plan as detailed in Appendix "F" to Report PED23072 to develop, implement and administer the By-law be approved;

- (h) That the appropriate General Managers be directed to refer the following to the 2024 Budget for the implementation of the Renovation Licence and Relocation Listing By-law:
 - (i) Three full-time (3.0 FTE) Licensing Administrators in the Licensing and By-law Services Division to administer licence applications, enter investigation files and respond to inquiries, at an estimated total cost of \$287,000 annually (\$258,300 net levy);
 - (ii) Three full-time (3.0 FTE) Licensing Compliance Officer in the Licensing and By-law Services Division to enforce the By-law, at an estimated total cost of \$327,000 annually (\$294,300 net levy);
 - (iii) One full-time (1.0 FTE) Solicitor in Legal Services to respond to legal challenges and increased Property Standards Committee hearings, at an estimated total cost of \$212,000 annually (\$190,800 net levy);
 - (iv) One full-time (1.0 FTE) Housing Clerk in the Housing Services Division to facilitate tenant support/education, at an estimated total cost of \$80,000 annually (\$72,000 net levy);
 - (v) The purchase of three (3) vehicles at an estimated initial cost of \$163,575 and an annual operating cost of \$26,850 (\$24,165 net levy);
 - (vi) An outreach, education and communications budget of \$10,000 annually (\$9,000 net levy); and
 - (vii) A one-time cost of \$150,000 to fund the transition period for the implementation of the By-law.
- (i) That By-law No. 09-190 (the "Vital Services By-law") be repealed and replaced with the draft By-law attached as Appendix "G" to Report PED23072, which has been prepared in a form satisfactory to the City Solicitor, to incorporate language and clarifying amendments to facilitate enforcement;
- (j) That By-law No. 10-221 (the "Property Standards By-law") be repealed and replaced with the draft By-law outlined in Appendix "H" to Report PED23072, which has been prepared in a form satisfactory to the City Solicitor;

- (k) That the draft By-law to amend Schedule 31, Rental Housing, of the Business Licensing By-law No. 07-170, attached as Appendix "I" as **amended** to Report PED23072, which has been prepared in a form satisfactory to the City Solicitor, be approved, to extend the rental housing licensing pilot project to include rental properties of 5 units or less;
 - (l) That the Administrative Penalties By-law No. 17-225 be amended to incorporate charges under the Safe Apartment Buildings By-law, Renovation Licence and Relocation Listing By-law, Vital Services By-law and Property Standards By-law attached as Appendix "J" as **amended** to Report PED23072;
 - (m) That Licensing and By-law Services staff be directed to work with Legal Services to obtain approval for set fines with the Ministry of the Attorney General;
 - (n) That staff be directed to report back to Council with respect to the amount of fine revenues collected under the Safe Apartment Buildings By-law and Renovation Licence and Relocation Listing By-law after they have been in force and effect for 12 months, including options for how fine revenues could be utilized to advance the strategies of the Housing and Sustainability Investment Roadmap;
- (c) **(A. Wilson/Kroetsch)**
- (a) That Appendix "A" and Appendix "I" to PED23072, Safe Apartment Buildings By-law and the By-law To Amend By-law 07-170, a By-law to License and Regulate Various Businesses, be **amended** to include the following additional section:

Mail:

 - (i) **Every dwelling unit shall have a separate and secure mailbox or mail receptacle that is maintained in good repair at all times.**
 - (ii) **If a mail slot provides direct access into a dwelling unit, it shall be designed or located so as to prevent access from the slot to unlock the doorknob or other locking device.**
 - (iii) **Access to mail rooms shall be maintained in good repair to ensure the security of the mail.**
 - (b) That Appendix "J" to Report PED23072, a By-law to Amend By-law 17-225, a By-law to Establish a System of Administrative Penalties Administrative Penalties be

amended to increase fines associated with Safe Apartment Buildings Bylaw to **\$600** per offense

- (c) That Appendix “A” to Report PED23072, Safe Apartment Buildings By-law also be **amended** as follows:
 - (i) That sections 10 (a)(b)(c) include the same information and mirror the requirements of applicants under the Rental Housing Pilot Program;
 - (ii) That section 10(d) include “number of vacant rooms”;
 - (iii) That sections 62 and 63, be amended to require Vital Services Disruption Plans to be developed in a form and manner satisfactory to the Director and authorize the Director to set standards and minimum requirements for these Plans; and
 - (iv) That a new an additional section be added directing The Owner or Operator to post information provided by the City of Hamilton in common areas/notice board about tenant rights, eviction prevention, and tenant support resources, information on City air-conditioned locations, and how to access this information in multiple languages
- (d) That Sub-section (b) of Report PED23072 and Appendix “B” to Report PED23072, being the City of Hamilton User Fees and Charges By-law No.22-112, be **amended** to reflect **87%** cost recovery
- (e) That Sub-section (c) of Report PED23072 and Appendix “C”, to Report PED23072, be **amended** to read as follows:
 - (c) That, subject to the adoption of the Safe Apartment Buildings By-law, the Transition Plan as detailed in Appendix “C” to Report PED23072, to develop, implement, **initiate building evaluations as they are received** and administer the By-law, be approved;
- (f) That Sub-sections (e), (f), (g) and (h) BE DEFERRED to the October 19, 2023 ECS meeting;
- (g) That the recommendations in Report PED23072, be **amended** by added the following sub-sections:
 - (k) **That staff consider submissions from tenants and tenant advocates on activities pertaining to communication and outreach materials; building**

inspection processes; evaluation criteria and scoring; placement on building of evaluation scores; open data and data tools; and monitoring, evaluation, in program development and implementation;

- (l) *That there be no further in-person or virtual delegations respecting Report PED23072, Addressing Renovictions, Tenant Displacement and Property Standards in Apartment Buildings in the City of Hamilton at the October 5 or 19, 2023 Emergency and Community Services Committee meeting; and*
- (m) *That comments respecting Report PED23072, Addressing Renovictions, Tenant Displacement and Property Standards in Apartment Buildings in the City of Hamilton, be limited to written submissions.*

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

YES	- Clark, Brad	Ward 9
YES	- Hwang, Tammy	Ward 4
YES	- Kroetsch, Cameron	Ward 2
ABSENT	- Jackson, Tom	Ward 6
ABSENT	- Nann, Nrinder	Ward 3
YES	- Wilson, Alex	Ward 13
YES	- Wilson, Maureen	Ward 1

For further disposition of this matter, refer to Item 2

(h) CONSENT ITEMS (Item 9)

(i) Advisory Committee Minutes (Item 9.3)

(Kroetsch/Hwang)

That the following items, be received:

- (a) Seniors Advisory Committee Minutes – June 2, 2023 (Item 9.3(a))
- (b) LGBTQ Advisory Committee Notes - May 16, 2023 (Item 9.3(b))
- (c) LGBTQ Advisory Committee Notes - July 18, 2023 (Item 9.3(c))

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

YES	- Clark, Brad	Ward 9
YES	- Hwang, Tammy	Ward 4
YES	- Kroetsch, Cameron	Ward 2
ABSENT	- Jackson, Tom	Ward 6
ABSENT	- Nann, Nrinder	Ward 3
YES	- Wilson, Alex	Ward 13
YES	- Wilson, Maureen	Ward 1

(i) PRIVATE AND CONFIDENTIAL (Item 14)

(i) (M. Wilson/Kroetsch)

That the Committee move into Closed Session to discussion Item 14.1, Legal Advice Regarding Renoviction By-laws (LS23020(a)), Pursuant to Section 9.3 sub-sections (e) and (f) of the City's Procedural By-law 21-021, as amended, and Section 239(2) Sub-section (e) and (f) of the Ontario Municipal Act, 2001, as amended, as the subject matter pertains to litigation or potential litigation, including matters before administrative tribunals, affecting the City or a local board; and, advice that is subject to solicitor-client privilege, including communications necessary for that purpose.

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

YES	- Clark, Brad	Ward 9
YES	- Hwang, Tammy	Ward 4
YES	- Kroetsch, Cameron	Ward 2
ABSENT	- Jackson, Tom	Ward 6
ABSENT	- Nann, Nrinder	Ward 3
YES	- Wilson, Alex	Ward 13
YES	- Wilson, Maureen	Ward 1

(ii) Legal Advice Regarding Renoviction By-laws (LS23020(a)) (Item 14.1)

For further disposition refer to Item 8.

(i) ADJOURNMENT (Item 16)

(Hwang/Jackson)

That there being no further business, the Emergency and Community Services Committee be adjourned at 6:09 p.m.

Result: Motion CARRIED by a vote of 7 to 0, as follows:

YES	- Clark, Brad	Ward 9
YES	- Hwang, Tammy	Ward 4
YES	- Kroetsch, Cameron	Ward 2

**Emergency & Community Services Committee
Minutes 23-010**

**August 17, 2023
Page 25 of 25**

YES	- Jackson, Tom	Ward 6
YES	- Nann, Nrinder	Ward 3
YES	- Wilson, Alex	Ward 13
YES	- Wilson, Maureen	Ward 1

Respectfully submitted,

Councillor B. Clark
Chair, Emergency and Community Services
Committee

Loren Kolar
Legislative Coordinator
Office of the City Clerk



CITY OF HAMILTON
HEALTHY AND SAFE COMMUNITIES DEPARTMENT
Housing Services Division

TO:	Chair and Members Emergency and Community Services Committee
COMMITTEE DATE:	September 7, 2023
SUBJECT/REPORT NO:	Annual Winter Response Strategy (HSC23012(a)) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Rob Mastroianni (905) 546-2424 Ext. 8035 Greg Witt (905) 546-2424 Ext. 4818 Robyn Perry (905) 546-2424 Ext. 7801 Ariana King (905) 546-2424 Ext. 4288
SUBMITTED BY:	Michelle Baird Director Housing Services Division Healthy and Safe Communities Department
SIGNATURE:	<i>Michelle Baird</i>

RECOMMENDATIONS

- (a) That Council approve, and staff be authorized to implement an immediate Winter Response Strategy, from December 1, 2023 to March 31, 2024 to support vulnerable individuals within the homelessness serving systems as follows for an approximate cost of \$1,499,588 and to be funded by the Tax Stabilization Reserve #110046:
- (i) One hundred overnight drop-in spaces through a Call for Application that would function as additional low-barrier overnight winter warming spaces at an approximate cost of \$584,154.
 - (ii) The operation of one overnight warming bus through Hamilton Transit, at an approximate cost of \$217,550, which includes approximate operating costs based on the 2023 rate of \$150,000 with staff on site to support individuals experiencing homelessness at a cost of \$67,550 to be contracted through a Call for Application.

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SUBJECT: Annual Winter Response Strategy (HSC23012(a)) (City Wide) - Page 2 of 11

- (iii) One hundred daytime drop-in spaces through a Call for Application that would function daily to March 31, 2024 as low-barrier daytime services at an approximate cost of \$584,154.
 - (iv) Additional operating hours to 11:30PM at three designated recreation facilities to enable these facilities to operate as warming spaces on statutory holidays and other days the recreation facilities are regularly scheduled to be closed from December 1, 2023 through March 31, 2024 at an approximate cost of \$103,660.
 - (v) Additional operating hours at the Hamilton Public Library Central location to operate as a warming space, between 1:00PM - 5:00PM, on ten statutory and other days the library is regularly scheduled to be closed from December 1, 2023 through March 31, 2024, at an approximate annual cost of \$10,070.
- (b) That funding beginning April 1, 2024 to continue existing drop-in services be referred to the Housing Services Division 2024 Tax Operating Budget Process as follows:
- (i) Mission Services' Willow's Place twenty two spaces for day-time drop-in for women at an approximate annual cost of \$653,558
 - (ii) Young Women's Christian Association's Carol Anne's Place night-time drop-in twenty-two spaces for women at an approximate annual cost of \$964,510
- (c) That funding beginning April 1, 2024 to create year-round capacity and programming for 100 daytime drop-in spaces, at an approximate annual cost of \$1,752,462, be referred to the Housing Services Division 2024 Tax Operating Budget process;
- (d) That the annual winter response strategy, from December 1, 2024 to March 31 2025 and annually thereafter, which supports vulnerable individuals within the homelessness serving system as follows at an approximate cost of \$915,434 be referred to the Housing Services Division 2024 Tax Operating Budget Process:
- (i) One hundred drop-in spaces through a Call for Application that would function as low-barrier overnight winter warming spaces at an approximate annual cost of \$584,154.
 - (ii) Annualized funding for the operation of one overnight warming bus through Hamilton Transit at a cost of approximately \$217,550, which

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SUBJECT: Annual Winter Response Strategy (HSC23012(a)) (City Wide) - Page 3 of 11

includes approximate operating costs based on the 2023 rate of \$150,000, with staff contracted to be on site to support individuals experiencing homelessness at an approximate cost of \$67,550.

- (iii) Additional operating hours to 11:30PM at three designated recreation facilities on statutory holidays and other days the recreation facilities are regularly scheduled to be closed from December 1 through March 31 annually to operate as warming spaces at an approximate cost of \$103,660.
- (iv) Additional operating hours at the Hamilton Public Library Central location to operate as a warming space, between 1:00PM - 5:00PM, on ten statutory and other days the library is regularly scheduled to be closed, from December 1 through March 31 annually, at an approximate annual cost of \$10,070.
- (e) That the General Manager of the Healthy and Safe Communities Department or their designate be directed and authorized, on behalf of the City of Hamilton, to negotiate, enter into, execute and administer all contracts, agreements and other documents necessary to implement recommendations (a) through (d) on 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

Although capacity was significantly expanded during COVID19 as a result of Social Service Relief Funding (SSRF), service levels for drop-in services and warming centres for unsheltered individuals were reduced once this funding ended. The current winter response within homelessness serving agencies does not include expanded overnight drop-in warming spaces, rather relies on existing agencies going into overcapacity and attempting to accommodate a higher number of individuals than they are set up for. However, as emergency shelters are experiencing significant occupancy pressures since the COVID-19 pandemic and continue to face staffing shortages, shelters have limited ability to admit additional users above their normal maximum capacity as a viable option. An ongoing annual Winter Response Strategy will address current system gaps and enable low-barrier overnight warming spaces to meet the needs of individuals unable to access emergency shelter services. This report recommends that council approve, to the implementation of an annual winter response strategy along with year round day time drop in services to provide a more comprehensive approach and higher level of services for drop-in services and overnight warming spaces.

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SUBJECT: Annual Winter Response Strategy (HSC23012(a)) (City Wide) - Page 4 of 11

Individuals who are unhoused are particularly vulnerable during the winter season. This report recommends immediately expanding access to daytime and overnight warming spaces for the cold weather months, and annualizing this response. In addition, this report recommends annualized, ongoing funding for existing day-time, drop-in services and creating 100 new year-round daytime drop in spaces. Overnight warming spaces provide critical services to meet the level of heightened risk of cold exposure for people who live unsheltered in winter. Drop-ins act as critical services in the homeless serving sector, as they provide supports that meet immediate needs, build trust and connection to additional resources, and offer triage and assessment services that facilitate access to additional housing resources.

The supply of available drop-ins and overnight warming spaces are currently limited. Carol Anne's Place and Willow's Place offer a combined forty-four spaces (twenty-two each). Willow's Place is accessible during the day, while Carol Anne's Place is accessible overnight, and these act as low-barrier drop-in spaces for women and female-identifying individuals. Funding for these programs expires on March 31, 2024 and it is recommended that these services continue and are provided year round. The demand for both drop-ins and overnight warming spaces remains high. Approximately 552 non-unique individuals are served on average, per quarter, in currently funded drop-in programs. Previously the Wesley Day Centre served approximately 275 unique individuals per quarter until it closed in March 2023.

Year-round drop-ins would maintain daytime services while enabling providers to scale-up and expand these spaces for overnight low-barrier warming spaces during winter months, from December 1 to March 31 each year. Warming spaces would be separate and distinct in their service offerings compared to daytime drop-in programs. Specific offerings for warming spaces would include a place to sit, washrooms, warm beverages and light snacks between the hours of 8:30 p.m.-8:30 a.m. On-site access to other services such as toiletries, wi-fi, showers and laundry may be provisionally accommodated.

Through the strategy the City would provide 24/7, year-round, drop-in services and overnight warming spaces during the winter months, including holidays and weekends, with multiple locations across the city of Hamilton. The recommended approach leverages partnerships with providers in homelessness serving sector and utilizes City facilities such as recreation facilities and the Central Public Library, as well as maximizing the geographic area by implementing a mobile warming bus. The central piece of the strategy is that staff conduct a Call for Applications to community partners, faith-based organizations, and other potential proponents to contract up to one hundred low-barrier spaces for warming purposes during the winter months. It is critical that new partnerships are explored and pursued as we work together to find needed capacity within our City to serve the needs of unsheltered individuals during the winter months, and year round.

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SUBJECT: Annual Winter Response Strategy (HSC23012(a)) (City Wide) - Page 5 of 11

Alternatives for Consideration – See Page 10

FINANCIAL – STAFFING – LEGAL IMPLICATIONS

Financial: To support a Winter Response Strategy as outlined in recommendations (a), prior to the 2024 Tax Operating Budget process, staff are requesting approval for \$1.5M for the period of December 1, 2023 to March 31, 2024. Cost for this period will be tracked separately in a Winter Response account, Dept ID 673248 Account Number 57403, and funded at the end of each calendar year (2023 and 2024) by the Tax Stabilization Reserve #110046.

Included in recommendation (b) are requests to provide annualized funding of \$1.62M in 2024 for drop-ins that are currently funded until March of 2024, through Council approval in report HSC23019, with no approval to continue operating with City of Hamilton funding after this date. In addition, recommendation (c) is requesting \$1.75M of funding to support 100 additional day-time drop in spaces. The costs reflected in the recommendations are the annualized amounts to be referred to the Housing Services Division 2024 Tax Operating budget process and reflected in Dept ID 673245 “Homelessness Programs”.

Recommendation (d) includes the annualized cost of approximately \$915K for the delivery of a Winter Response Strategy to be referred to the Housing Services Division 2024 Tax Operating budget process.

For each recommendation, any savings due of timing related to the 2024 budget process, would be used to offset the costs approved for the period of January – March 2024. In addition, the existing 2023 budget approved for \$125K to provide a Winter Response would reduce the total requested in recommendations (a) and (d). Please refer to table 1 below:

Table 1: Estimated new costs to be realized for each time period effected by the report.

Recommendation	Dec 2023 Reserve Expense*	Jan to Mar 2024 Reserve Expense*	Total	Apr to Dec 2024*	2024 Annual Budget
(a) In-Year overnight/daytime Winter Response	\$374,897	\$1,124,691	\$1,499,588		
(b) Existing daytime and overnight Drop-Ins**				\$1,213,551	\$1,618,068
(c) Annualized 100 new daytime drop-in spaces***				1,314,347	1,752,462

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SUBJECT: Annual Winter Response Strategy (HSC23012(a)) (City Wide) - Page 6 of 11

(d)Annualized Winter Response***				228,859	915,434
Less: Existing Levy Budget	-125,000	-93,750	-218,750	-31,250	-125,000
Total estimated costs by time period	\$249,897	\$1,030,941	\$1,280,838	\$2,725,506	\$4,160,964
*Total costs have been distributed to the time period by assuming an equal monthly distribution					
**Jan-Mar 2024 costs have received approval through HSC23019					
*** Jan-Mar 2024 costs are included in recommendation (a)					

Legal: Legal Services would draft all necessary Contracts and Agreements necessitated by recommendations (a) to (e) above.

Staffing: Hamilton Transit will allocate and schedule 1 FTE operator from its existing complement to operate the warming bus during the assigned hours.

HISTORICAL BACKGROUND

On August 11, 2022, the Emergency and Community Services Committee approved Report HSC20020(f) Adaptation and Transformation of Services for People Experiencing Homelessness Update 6. This Report outlined an interim plan for homelessness system service levels from January to March 2023, including continuation of enhanced drop-in services for approximately \$735K per quarter.

On December 1, 2022, the Emergency and Community Services Committee approved a motion directing staff that up to a maximum of \$125K be allocated to additional Cold Alert response. As a result, the City was able to procure additional overnight spaces during Cold Weather Alerts in winter 2022-23 through The Hub community drop-in.

On March 23, 2023 the Emergency and Community Services Committee approved Report HSC23019, which included extension of funding for drop-ins in the women's system (The Hamilton Young Women's Christian Association - Carol Anne's Place and Mission Services of Hamilton, Inc.- Willow's Place) through March 2024.

On March 31, 2023 the largest drop-in centre in Hamilton, Wesley Day Centre closed.. This closure has left a sizeable gap in drop-in services.

POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS

To enable Housing Services Division to expedite the implementation of the winter response strategy, a Call for Applications is recommended and supported by Procurement. The Procurement By-Law No. 20-255 Schedule B Exemptions (3)(a)(ii) applies to emergency sheltering and exempts from the requirements of the Procurement Policy, save and except for Policy #2 – Approval Authority and Policy #13 – Authority to

SUBJECT: Annual Winter Response Strategy (HSC23012(a)) (City Wide) - Page 7 of 11

Execute Contracts. Where feasible, an authorized online Purchase Requisition shall be utilized to initiate a Purchase Order and/or formal Contract process. If there is to be an evaluative component involved in the determination of where funds are to be allocated, Procurement recommends a Request for Proposal be initiated through them. The Request for Proposal process is a lengthy one and would not likely be completed before the Winter. In this case we are asking Council to approve that the General Manager of the Healthy and Safe Communities Department or their designate be directed and authorized, on behalf of the City of Hamilton, to negotiate, enter into, execute and administer all contracts, agreements and other documents necessary to implement a Call for Applications on 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

RELEVANT CONSULTATION

On June 12, 2023, the Board of Health approved Report BOH23005(a), which detailed a review of the City's existing cold response which was conducted by Hamilton Public Health Services and determined to be adequate to meet the needs of the general public during extreme cold alerts. However, staff in Housing Services and Public Health Services consulted with community organizations providing services to people experiencing homelessness and determined that current Cold Alert protocols do not meet the needs of individuals sleeping rough due to increased mortality risks related to cold weather well above currently established thresholds. As service levels provided during COVID19 have declined, staff concluded a dedicated Winter Response was necessary to further reduce associated health and safety risks for individuals and families experiencing homelessness.

City staff met with the Hamilton Public Library Board and Recreation staff to discuss the potential to leverage and expand existing services to support individuals experiencing homelessness between December 1 and March 31. Staff also met with Hamilton Transit to discuss the feasibility of creating one overnight warming bus to service a designated overnight route daily during winter months as well as consider staffing implications. This service would allow individuals to get warm and access transportation to other designated warming spaces across the City.

City staff consulted with the City of Edmonton who runs an overnight warming bus, operated by the Edmonton Transit System about program operations as well as challenges around operating a mobile support for people sleeping rough and/or experiencing hidden homelessness. Feedback received during the public engagement process regarding the Encampment Protocol has also informed this report and recommendations.

ANALYSIS AND RATIONALE FOR RECOMMENDATION

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SUBJECT: Annual Winter Response Strategy (HSC23012(a)) (City Wide) - Page 8 of 11

As described in Addressing Needs of Unsheltered Individuals and Those Relying on Hamilton's Emergency Shelter System (HSC23041), Hamilton's shelter system has consistently been at or over-capacity since before the COVID-19 pandemic. The issue has worsened as a result of a severe lack of affordable housing, impacts of the opioid emergency, lingering bottlenecks from the COVID-19 pandemic, and long lengths of stay in the shelter system. As a result, there are a lack of spaces for people experiencing homelessness to stay warm overnight. In addition, as described in Public Feedback and Recommendation for an Encampment Protocol and Sanctioned Sites (HSC20036(g)), the numbers of individuals living unsheltered in encampments has increased throughout the City. Overnight exposure to cold during the winter months leads to elevated risk of hypothermia, frostbite, mental distress, and potential death. Historical averages of people in Hamilton staying outside during winter months reached 50 individuals in 2022, the highest on record to date, however, given our current experience with people living unsheltered we anticipate this number to be much greater through the upcoming winter season. Significant increases in the number of people outside during winter months demonstrate a strong need for low-barrier overnight spaces to maintain the safety of individuals experiencing homelessness during winter months.

Recommendations in this report align with other major municipalities including Toronto, Edmonton and London. These municipalities all have Cold Alert triggers in place through Public Health, as well as designated responses to support people experiencing homelessness during winter months through expansion of existing services to serve as warming spaces overnight.

This report recommends a comprehensive winter response approach which involves maximizing the availability of access through providing multiple services at multiple access points, across a breadth of geographic locations including a mobile warming option for people experiencing homelessness. The approach both utilizes City operated locations as warming centres in the form of recreation facilities and the central public library as well as leverages existing community organizations to extend and adapt services during the winter months. The mobile warming service leverages the City's Transit assets, as well as community expertise to provide on-board supports, that combined provide an innovative additional overnight warming service that will be able to serve a broader scope of the City during the colder overnight hours when fewer private and public services are otherwise available. Appendix "A" to Report HSC23012 provides detailed descriptions of these services, hours of operation and summary of service levels. In short, warming services will be available through multiple access points 24 hours a day, 7 days a week, between December 1 and March 31 including statutory holidays.

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SUBJECT: Annual Winter Response Strategy (HSC23012(a)) (City Wide) - Page 9 of 11

The mobile warming service is an innovation approach that is successfully utilized in other major municipalities. For example, the City of Edmonton runs an overnight warming bus, operated by the Edmonton Transit System, during winter months to provide mobile support for people sleeping rough and/or experiencing hidden homelessness. Partners in Edmonton have noted this approach to be successful in reducing cold weather mortality risks for the City's most marginalized by operating along scheduled routes throughout the City daily between 10 p.m.- 6 a.m. Creating one bus to run along a designated route overnight between December 1 and March 31 is a cost-effective option that can be quickly operationalized to provide enhanced mobility and reduce cold weather risks.

Leveraging our existing drop-in services is an advantageous and cost effective approach to extend warming services to people who need them. To accommodate the need for one hundred overnight drop-in spaces during winter, it is recommended that Hamilton invest in the creation of one hundred permanent daytime drop-in spaces that operate year-round. This provides predictability for providers to recruit and retain staff, and scale-up existing facilities and staff resources for a more comprehensive winter response. Barriers to operating a time-limited, overnight operation, during only the winter months are start-up costs, recruitment and retention of staff and challenges finding dedicated seasonal space. For instance, a Call for Applications in January of 2023 to contract with providers for an additional twenty nine nightly warming spaces for the balance of the winter received no applications. Combining annual funding for daytime drop-in service enhancements with an overnight warming drop-in during winter months would attract more potential applicants and increase the likelihood of a successful proponent(s).

Beyond the ability to scale up for cold response, drop-ins play an important role in connecting people to additional housing resources and supports. Drop-in services often serve as an entry point to the homelessness-serving system for individuals who may be provisionally accommodated or experiencing hidden homelessness and may not be accessing any other services. Community consultation with service providers throughout 2022 reinforced the role of drop-ins as a vital low barrier service in meeting basic needs for the most vulnerable while building trust and coordinating community resources. Annualized funding for Carole Anne's and Willow's Place would ensure that marginalized women would continue to have their basic needs met during the day as well as an option for low-barrier overnight accommodation.

The multifaceted service offering of drop-ins, uniquely positions them to effectively function as a provider of both daytime housing support services and overnight low-barrier warming spaces during winter months. Overnight warming spaces would function as separate and distinct from daytime programs, with service provision limited to the physical space, a place to sit, warm drinks and light snacks from 8:30 p.m.-8:30 a.m. nightly during winter.

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SUBJECT: Annual Winter Response Strategy (HSC23012(a)) (City Wide) - Page 10 of 11

Public Health Services will continue to oversee activation of Cold Alerts, as determined by the Medical Officer of Health. Enhanced collaboration through an Annual Winter Response would ensure designated Recreation Facilities and Libraries have expanded evening hours daily between December 1 and March 31 as opposed to only during Cold Alerts and have select locations open during statutory holidays.

ALTERNATIVES FOR CONSIDERATION

Alternative to recommendation (a) and (c) – expanding capacity to 50 spaces:

That Council approve, and staff be authorized to implement an immediate overnight Winter Response Strategy, from December 1, 2023 to March 31, 2024 to support vulnerable individuals within the homelessness serving systems as follows for an approximate cost of \$509,627 and to be funded by the Tax Stabilization Reserve #110046:

- (i) Fifty drop-in spaces through a Call for Application that would function as additional low-barrier overnight winter warming spaces at an approximate cost of \$292,077.
- (ii) The operation of one overnight warming bus through Hamilton Transit, at an approximate cost of \$217,550, which includes approximate operating costs based on the 2023 rate of \$150,000 with staff on site to support individuals experiencing homelessness at a cost of \$67,550 to be contracted through a Call for Application.
- (iii) Additional operating hours to 11:30PM at three designated recreation facilities to operate as warming spaces at an approximate cost of \$103,660.
- (iv) Additional operating hours at the Hamilton Public Library Central location to operate as a warming space, between 1:00PM - 5:00PM, on ten statutory and other days the library is regularly scheduled to be closed, at an approximate annual cost of \$10,070.

Alternative to recommendation (c)

SUBJECT: Annual Winter Response Strategy (HSC23012(a)) (City Wide) - Page 11 of 11

That annualized funding beginning April 1, 2024 for day-time drop-in fifty spaces at an approximate annual cost of \$876,231 be referred to the Housing Services Division 2024 Tax Operating Budget process

Analysis

This alternative recommends a comparatively lower level of service, reducing the proposed quantity of drop-in spaces from one hundred to fifty for both 2023-2024 and on an annualized basis. This alternative is lower cost; however, the trade-off is that this recommendation does not meet the full scope of need in the community as outlined in HSC23012.

APPENDICES AND SCHEDULES ATTACHED

Appendix "A" to Report HSC23012: Description of Services and Summary of Service Levels

Appendix "A" to Report HSC23012(a)
Page 1 of 4

Description of Services and Summary of Service Levels

Service Provider	Description of Services	Service Levels
Recommendation A Immediate Winter Response December 1, 2023 – March 31, 2024		
<p>Recommendation (a) i.</p> <p>To be determined</p> <p>3rd party service provider to be selected through a Call for Applications process</p>	<p>A single centralized overnight warming space that allows people to come in without an appointment or application and meet their basic needs that include but are not limited to:</p> <ul style="list-style-type: none"> • Blankets and chairs • Warm beverages • Light snacks to eat in and take out • Washrooms, toiletries, and incidentals • Staffing to support providing basic needs • Wi-Fi 	<ul style="list-style-type: none"> - 100 spaces - Operates from December 1, 2023 to March 31, 2024 nightly, 7-days a week - Hours of operation are: 8:30 p.m. - 8:30 a.m. - Staff on-site
<p>Recommendation (a) ii.</p> <p>Mobile Warming Space:</p> <p>City of Hamilton, Hamilton Transit Division, Public Works Department</p> <p>Support Staff:</p> <p>To be determined</p> <p>3rd party service provider to be selected through a Call for Applications process</p>	<p>Mobile drop-in warming space that allow people to meet their basic needs.</p> <ul style="list-style-type: none"> • One bus, HSR transit operator, maintenance and fuel. • Onboard staffing to support providing basic needs and referral to resources 	<ul style="list-style-type: none"> - 1x 40 ft. HSR bus - 20 spaces - Operates from December 1 to March 31, nightly, 7-days a week from 10:00 p.m. to 6:00 a.m. - Set route pattern - Staff on-board
<p>Recommendation (a) iii.</p> <p>To be determined</p> <p>3rd party service provider to be selected through a</p>	<p>A single centralized daytime drop-in space that allows people to come in without an appointment or application and meet their basic needs that include but are not limited to:</p> <ul style="list-style-type: none"> • Blankets and chairs • Warm beverages 	<ul style="list-style-type: none"> - 100 spaces - Operates from December 1, 2023 to March 31, 2024 daily, 7-days a week - Hours of operation are: 8:30 a.m. - 8:30 p.m.

Appendix "A" to Report HSC (HSC23012(a))

Page 4 of 4

Call for Applications process	<ul style="list-style-type: none"> • Light snacks to eat in and take out • Washrooms, toiletries, and incidentals • Staffing to support providing basic needs • Wi-Fi 	<ul style="list-style-type: none"> - Staff on-site
Recommendation (a) iv. City of Hamilton Recreation Division, Healthy & Safe Communities Department	Daytime warming spaces that allows people to come in without an appointment or application that include: <ul style="list-style-type: none"> • Chairs • Washrooms • Wi-Fi 	<ul style="list-style-type: none"> - 3 recreation centres: Westmount, Bernie Morelli, and Valley Park - Operate 7 days a week (remain open during statutory holidays) - Hours of operation are: Opening to extended service time of 11:30 p.m. - Existing staff on-site
Recommendation (a) v. Hamilton Public Library	Daytime warming space that allows people to come in without an appointment or application that include: <ul style="list-style-type: none"> • Chairs • Washrooms • Wi-Fi 	<ul style="list-style-type: none"> - 15 spaces - Remain open on 10 statutory holidays and other days library is regularly scheduled to be closed - Hours of operation are 1:00 p.m. to 5:00 p.m. - Existing staff on-site
Recommendation B and C Ongoing Annualized Funding April 1, 2024 -		
Recommendation (b) i. Mission Services - Willow's Place (annualized funding)	Daytime drop-in services as per existing service agreement. In addition to being a warming space, drop-in's provide additional services and act as Point of connection to more specialized housing services	<ul style="list-style-type: none"> - 22 spaces - Open 7 days a week - Hours of operation: Daily from 9:00 a.m. to 8:30 p.m. - Staff on site
Recommendation (b) ii. YWCA – Carol Anne's Place (annualized funding)	Overnight drop-in services as per existing service agreement; however, extended for additional hours. In addition to being a warming space, drop-in's provide additional services	<ul style="list-style-type: none"> - 22 spaces - Open 7 days a week - Hours of operation: Daily from 10:00 p.m. to 8:00 a.m. - Staff on site

Appendix "A" to Report HSC (HSC23012(a))
Page 4 of 4

	and act as Point of connection to more specialized housing services	-
<p>Recommendation (c)</p> <p>To be determined</p> <p>3rd party service provider to be selected through a Call for Applications process</p>	<p>A single centralized daytime drop-in space that allows people to come in without an appointment or application and meet their basic needs that include but are not limited to:</p> <ul style="list-style-type: none"> • Blankets and chairs • Warm beverages • Light snacks to eat in and take out • Washrooms, toiletries, and incidentals • Staffing to support providing basic needs • Wi-Fi 	<ul style="list-style-type: none"> - 100 spaces - Operates 7-days a week - Hours of operation are: 8:30 a.m. - 8:30 p.m. - Staff on-site
<p>Recommendation D Ongoing Winter Response December 1, 2024 – March 31, 2025 and annually ongoing</p>		
<p>Recommendation (d) i.</p> <p>To be determined</p> <p>3rd party service provider to be selected through a Call for Applications process</p>	<p>A single centralized overnight warming space that allows people to come in without an appointment or application and meet their basic needs that include but are not limited to:</p> <ul style="list-style-type: none"> • Blankets and chairs • Warm beverages • Light snacks to eat in and take out • Washrooms, toiletries, and incidentals • Staffing to support providing basic needs • Wi-Fi 	<ul style="list-style-type: none"> - 100 spaces - Operates from December 1 2023 to March 31, 2024 nightly, 7-days a week - Hours of operation are: 8:30 p.m. - 8:30 a.m. - Staff on-site
<p>Recommendation (d) ii.</p> <p>Mobile Warming Space:</p> <p>City of Hamilton, Hamilton Transit Division, Public Works Department</p> <p>Support Staff:</p>	<p>Mobile drop-in warming space that allow people to meet their basic needs.</p> <ul style="list-style-type: none"> • One bus, HSR transit operator, maintenance and fuel. 	<ul style="list-style-type: none"> - 1x 40 ft. HSR bus - 20 spaces - Operates from December 1 to March 31, nightly, 7-days a week from 10:00 p.m. to 6:00 a.m. - Set route pattern - Staff on-board

Appendix "A" to Report HSC (HSC23012(a))
Page 4 of 4

<p>To be determined</p> <p>3rd party service provider to be selected through a Call for Applications process</p>	<ul style="list-style-type: none"> • Onboard staffing to support providing basic needs and referral to resources 	
<p>Recommendation (d) iii.</p> <p>City of Hamilton Recreation Division, Healthy & Safe Communities Department</p>	<p>Daytime warming spaces that allow people to come in without an appointment or application that include:</p> <ul style="list-style-type: none"> • Chairs • Washrooms • Wi-Fi 	<ul style="list-style-type: none"> - 3 recreation centres: Westmount, Bernie Morelli, and Valley Park - Operate 7 days a week (remain open during statutory holidays) - Hours of operation are: Opening to extended service time of 11:30 p.m. - Existing staff on-site
<p>Recommendation (d) iv.</p> <p>Hamilton Public Library</p>	<p>Daytime warming space that allows people to come in without an appointment or application that include:</p> <ul style="list-style-type: none"> • Chairs • Washrooms • Wi-Fi 	<ul style="list-style-type: none"> - 15 spaces - Remain open on 10 statutory holidays and other days library is regularly scheduled to be closed - Hours of operation are 1:00 p.m. to 5:00 p.m. - Existing staff on-site



Annual Winter Response (HSC23012(a)) (City Wide)

Emergency and Community Services
September 7, 2023

Context

- The City of Hamilton does not currently have a comprehensive winter response strategy to serve those who are unhoused
- Current winter response within homelessness does not include expanded overnight drop-in warming spaces because people were previously accommodated within emergency shelter overflow spaces. These are no longer available
- Two drop-in spaces (one overnight, and one daytime) rely on short-term annual funding, and one major provider of daytime drop-in ceased services this year

Context

- Year-round drop-ins would maintain daytime services while offering a mechanism to scale-up and be expanded for overnight hours that serve as low-barrier warming spaces during winter months, from December 1 to March 31
- Opportunities to leverage partnerships through recreation centres, the Central Public Library
- Potential to expand geographic access by implementing a mobile warming bus

Proposed Solutions

Annualized Funding for Housing-Focused Drop-In Programs

- Annualized funding for Willow's Place (22 daytime spaces)
- Annualized funding for Carol Anne's Place (22 overnight spaces)
- 100 new spaces for daytime and overnight drop-in

Extending Existing Community Supports

- Extended operating hours at designated rec centres
- Extended operating hours at Hamilton Public Library Central location
- Overnight warming bus through Hamilton Transit



Immediate Opportunities To Help People

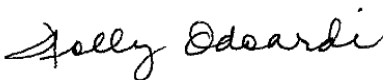
Recommendations	2024 Annualized \$5.3M	Outcome
Mission Services – Willow’s Place	\$654K	22 spaces 7 days per week 9am – 8:30 pm, staff and programing on site
YWCA Carol Anne’s Place	\$965K	22 spaces 7 days per week 10pm – 8am, staff and programing on site, staff on site
New Drop In Spaces	\$3.5M	100 Drop-in Spaces, Nightly Drop-in December 1 – March 31, staff and programing on site
Recreation Centres	\$104K	3 recreation centres 7 days per week from opening to 11:30 pm December 1 – March 31
Hamilton Public Library – Central Location	\$10K	15 spaces, open December 1 - March 31 including statutory holidays from 1pm – 5pm December 1 – March 31
Hamilton Transit	\$218K	1 x 40 ft HSR bus, 20 spaces, set route pattern, operates nightly 10pm – 6am December 1 – Mar 31



QUESTIONS?



CITY OF HAMILTON
HEALTHY AND SAFE COMMUNITIES DEPARTMENT
Long Term Care

TO:	Chair and Members Emergency and Community Services Committee
COMMITTEE DATE:	September 7, 2023
SUBJECT/REPORT NO:	2023 Ministry of Long-Term Care Funding Enhancement (HSC23057) (Wards 7 and 13)
WARD(S) AFFECTED:	Wards 7 and 13
PREPARED BY:	Jessica Finan (905) 546-2424 Ext. 5479 Holly Odoardi (905) 546-2424 Ext. 1906
SUBMITTED BY:	Holly Odoardi Senior Administrator, Long Term Care Division Healthy and Safe Communities Department
SIGNATURE:	

RECOMMENDATION

That an annual 100% Provincial Funding enhancement from the Ministry of Long-Term Care to provide care and services seven days a week to our residents in Long-Term Care facilities of Macassa Lodge and Wentworth Lodge, be used for additional 36.67 full-time equivalents effective April 1, 2023 with an estimated gross cost of \$3,165,360 and net cost of \$0 annually be approved and included in the 2023 Long-Term Care complement.

EXECUTIVE SUMMARY

As part of the continued Ministry of Long-Term Care's "A better place to live, a better place to work: Ontario's long-term care staffing plan", an increased financial commitment has been made by the province to support long-term care home licensees in hiring additional staff to increase direct hours of care provided to residents and enhance quality of care. This is to support the continuation of staffing initiatives and the provincial system-level average direct hours of care targets for fiscal 2023-2024 established in the Fixing Long-Term Care Act, 2021 (the "Act").

The City of Hamilton will receive an additional \$3,165,360 for an additional 36.67 full-time equivalents to provide enhanced care and services seven days a week to the

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**SUBJECT: 2023 Ministry of Long-Term Care Funding Enhancement (HSC23057)
(Wards 7 and 13) - Page 2 of 4**

residents at both Macassa Lodge and Wentworth Lodge. The additional staff will include nursing and personal support worker staff across both Lodges. This new enhanced provincial funding that will cover the full cost of the increase is confirmed until March 31, 2025 and is assumed to continue thereafter as base funding. Funding received effective November 1, 2021 is an annual allocation of \$3,676,139 that funded 39.65 full-time equivalents including nursing and allied health professionals, as approved in 2021 Ministry of Long-Term Care Funding Enhancement (HSC21052). This base funding effective November 1, 2021 is continuing in addition to the incremental increase of \$3,165,360 effective April 1, 2023.

Alternatives for Consideration –Not Applicable

FINANCIAL – STAFFING – LEGAL IMPLICATIONS

Financial: The City of Hamilton received an incremental increase of \$3,165,360 in funding from the Ministry of Long-Term Care to hire additional 36.67 full-time equivalents. The provincial funding from the Ministry of Long-Term Care will cover the full cost of this increase in staffing from April 1, 2023 to March 31, 2024 with no levy impact.

A future report will be submitted to Council for the use of Allied Health funding in the amount of \$178,590 for Allied Health professionals.

Staffing: An additional 36.67 full-time equivalent consisting of nursing and personal support workers will be hired to increase direct hours of care provided to residents of Macassa and Wentworth Lodges.

A future report will be submitted to Council to request the use of remaining funding for allied health professional staff.

Legal: Not applicable

HISTORICAL BACKGROUND

In December 2020, the Ministry of Long-Term Care released “A better place to live, a better place to work: Ontario’s long-term care staffing plan”. This staffing plan aims to make long-term care a better place for residents to live, and a better place for staff to work. The plan focuses on recruitment and retention of more staff, improving working conditions and driving effective and accountable leadership. To support implementation of the plan, provincial financial commitments have been made to improve Ontario’s long-term care sector by increasing staffing levels to support long-term care home licensees in hiring additional staff to increase direct hours of care provided to residents and enhancing the quality of care.

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**SUBJECT: 2023 Ministry of Long-Term Care Funding Enhancement (HSC23057)
(Wards 7 and 13) - Page 3 of 4**

Effective November 1, 2021, the enhanced funding covered the full cost of the increase in staffing of 39.65 full-time equivalents from November 1, 2021 to March 31, 2022 with no levy impact. This funding continued for the next fiscal year April 1, 2022 to March 31, 2023 as base funding to support 39.65 full-time equivalents as approved in HSC21052 2021 Ministry of Long-Term Care Funding Enhancement report.

Over the past few years, a number of reports have been issued outlining systemic challenges in the long-term care sector. The two critical reports that were instrumental in highlighting the way forward for long-term care in the recent, “A Better Place to Live, A Better Place to Work” report include the final report and recommendations of the Long-Term Care Homes Public Inquiry (July 2019) and the more recent recommendations by the Long-Term Care COVID-19 Commission (October 2020 and December 2020).

POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS

Recommendations have been made in consideration of the City of Hamilton’s Budgeted Complement Control Policy (CBP – 1).

RELEVANT CONSULTATION

The recommendations in this report are supported by Corporate Services, Financial Planning, Administration and Policy.

ANALYSIS AND RATIONALE FOR RECOMMENDATION

The goal of this new incremental enhanced staff funding is to support long term care home licensees to enable the hiring of more staff to increase direct hours of care provided to residents. Moving to a provincial average of four hours of care has been a long-standing advocacy priority for long term care ever since the target was identified in the government-commissioned Sharkey Report on long-term care in 2008.

The Ministry of Long-Term Care staffing plan focuses on six areas of action:

- #1. Increasing the hours of direct hands-on care provided by nurses and personal support workers, to an average of four hours per day per resident, including a significant increase in nursing care to reflect the acuity of long-term care residents and expanding resident access to allied health staff.
- #2. Accelerating and expanding educational pathways to help recruit the tens of thousands of new staff that will be needed.

**SUBJECT: 2023 Ministry of Long-Term Care Funding Enhancement (HSC23057)
(Wards 7 and 13) - Page 4 of 4**

- #3. Supporting continued development and professional growth for long-term care staff, which will also improve retention.
- #4. Improving working conditions for staff.
- #5. Building effective and accountable leadership in homes across the province to improve oversight within homes, guidance, and medical outcomes in long-term care homes.
- #6. Measuring progress against key performance indicators.

Staff have been working closely with Human Resources on recruitment strategies for ongoing recruitment as well as being prepared for multi-year recruitment. Staff will ensure that these additional full-time equivalent positions are strategically determined to enhance services and quality of care through feedback, risk mitigation assessment and gap analysis through people leaders.

ALTERNATIVES FOR CONSIDERATION


Not applicable.

APPENDICES AND SCHEDULES ATTACHED

None.



CITY OF HAMILTON
HEALTHY AND SAFE COMMUNITIES DEPARTMENT
Hamilton Fire Department

TO:	Chair and Members Emergency and Community Services Committee
COMMITTEE DATE:	September 7, 2023
SUBJECT/REPORT NO:	Hamilton Fire Department On-going Training Agreement with Hamilton Conservation Authority (HSC23042) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Shawn De Jager (905) 546-2424 Ext. 3378
SUBMITTED BY:	David Cunliffe Chief, Hamilton Fire Department Healthy and Safe Communities Department
SIGNATURE:	

RECOMMENDATION

- (a) That the Fire Chief of the Hamilton Fire Department, or their designate, be authorized to negotiate, enter into and execute any required agreement and any ancillary documents required to give effect thereto with the Hamilton Conservation Authority and other parties to facilitate use of property for Fire Department training activities with content acceptable to the General Manager of Healthy and Safe Communities, and in a form satisfactory to the City Solicitor; and,
- (b) That the Chief of the Hamilton Fire Department, or their designate, be authorized to execute amendments and any ancillary documents related to these Agreements as required for the use of property for Fire Training purposes that are acceptable in content to the General Manager of Healthy and Safe Communities and in a form satisfactory to the City Solicitor.

EXECUTIVE SUMMARY

The Hamilton Fire Department is seeking the authority to formalize the longstanding practice of utilizing spaces throughout the Hamilton Conservation Authority's property to perform pre-incident planning for technical rescue operations, and to train on equipment and rescue techniques to provide optimized service delivery to our residents and

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SUBJECT: Hamilton Fire Department On-going Training Agreement with Hamilton Conservation Authority (HSC23042) (City Wide) - Page 2 of 4

visitors. Fifty Point, Devil's Punch Bowl, Dundas Valley, Spencer Gorge, Tiffany Falls, Crooks Hollow Christie Lake, and Valens Conservation Areas are Hamilton Conservation Authority lands that are anticipated for use, but the requested authority would allow for inclusion of additional Hamilton Conservation Authority land.

Understanding and navigating the topography and terrain of the trails and water systems in these conservation areas is extremely important when creating incident action plans to rescue trapped, stranded, and injured people. Preplanning and training on-site of the escarpment, trails, ravines, and waterways is paramount to support our firefighters to successfully implement safe rescue tactics when responding to emergencies in these areas of the City.

The Hamilton Fire Department recently operationalized a new piece of rescue equipment and Hamilton Conservation Authority requested liability insurance in relation to the City's use of the equipment on Hamilton Conservation Authority lands. While reviewing this request, Legal Services recommended the formalization of this relationship between the Hamilton Fire Department and Hamilton Conservation Authority. Entering a formal agreement will ensure Hamilton Conservation Authority is protected from liability arising from the Hamilton Fire Department's use of their property. Additionally, the agreement will protect the City by ensuring its use of the property for training purposes has been properly authorized.

It is anticipated that training opportunities on other third party's properties may arise. This report also requests delegated authority to enter agreements with third parties to facilitate use of property for Fire Department training purposes.

Alternatives for Consideration – Not Applicable

FINANCIAL – STAFFING – LEGAL IMPLICATIONS

Financial: N/A

Staffing: N/A

Legal: All agreements with the Conservation Authority and private land owners will be reviewed by Legal Services.

HISTORICAL BACKGROUND

The Hamilton Fire Department has been using Hamilton Conservation Authority lands to train on rope and ice rescue scenarios, along with remotely piloted aircraft and robotic system training. The Fire Department is seeking the approval to continue in this practice

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SUBJECT: Hamilton Fire Department On-going Training Agreement with Hamilton Conservation Authority (HSC23042) (City Wide) - Page 3 of 4

to help ensure our technical rescue teams can safely and effectively provide rescue services for residents and visitors of the City in their time of need.

This past spring, when a question came up around insurance liability, Legal Services recommended the Fire Department formalize the existing practice and seek Council approval to do so by means of an agreement between both parties for ongoing Fire Department training on Hamilton Conservation Authority lands.

The Hamilton Fire Department is also seeking delegated authority to enter agreements to use land and property for training purposes with other parties as needs and opportunities arise.

POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS

Occupational Health and Safety Act

City of Hamilton By-Law No. 19-034 “To Establish, Maintain, and Operate Hamilton Fire Department.”

RELEVANT CONSULTATION

Staff have consulted with Corporate Services and the Hamilton Conservation Authority. All recommendations have been incorporated in this report.

ANALYSIS AND RATIONALE FOR RECOMMENDATION

Firefighting, emergency medical response, and rescue operations are very dangerous activities which require reliance on proven equipment and training in some of the most arduous and time sensitive situations.

Understanding and navigating the topography and terrain of the trails and water systems in these conservation areas is extremely important when creating incident action plans to rescue trapped, stranded, and injured people. Preplanning and training on-site of the escarpment, trails, ravines, and waterways is paramount to support our firefighters to successfully implement safe rescue tactics when responding to emergencies in these areas of the City.

ALTERNATIVES FOR CONSIDERATION

N/A

SUBJECT: Hamilton Fire Department On-going Training Agreement with Hamilton Conservation Authority (HSC23042) (City Wide) - Page 4 of 4


APPENDICES AND SCHEDULES ATTACHED

N/A

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CITY OF HAMILTON
HEALTHY AND SAFE COMMUNITIES DEPARTMENT
Hamilton Paramedic Service

TO:	Chair and Members Emergency and Community Services Committee
COMMITTEE DATE:	September 7, 2023
SUBJECT/REPORT NO:	Defibrillator Standardization for the Hamilton Paramedic Service and Hamilton Fire Department (HSC23043) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Cliff Eggleton (905) 546-2424 Ext. 7743
SUBMITTED BY:	Michael Sanderson Chief, Hamilton Paramedic Service Healthy and Safe Communities Department
SIGNATURE:	

RECOMMENDATIONS

- (a) That the ZOLL Medical Corporation electrocardiogram monitor-defibrillators, ZOLL AED Pro and the ZOLL Public Access Defibrillation devices be designated a “Standard” device pursuant to Procurement Policy 14 – Standardization, such designation to be reviewed again no later than December 31, 2031; and,
- (b) That the ZOLL Medical Corporation electrocardiogram monitor-defibrillators, ZOLL AED Pro systems be obtained on a single source basis from ZOLL Medical Canada Inc., a subsidiary of ZOLL Medical Corporation, pursuant to City Procurement Policy 11 through to December 31, 2031; and,
- (c) That staff be authorized to standardize the purchase of ZOLL public access defibrillator units from the ZOLL Medical Corporation in compliance with a Competitive Procurement Processes when required Procurement Policy 5.1 – Low Dollar Value Procurements, Policy 5.1 – Request for Quotations, Policy 5.3 – Request for Tenders or Policy 5.4 – Requests for Proposals, as applicable; and,
- (d) That staff be authorized to single source the annual preventative maintenance and biomedical testing contracts, along with parts and repairs for the ZOLL

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SUBJECT: Defibrillator Standardization for the Hamilton Paramedic Service and Hamilton Fire Department (HSC23043) (City Wide) - Page 2 of 5

Medical Corporation electrocardiogram monitor-defibrillators systems directly with ZOLL Medical Canada Inc., a subsidiary of ZOLL Medical Corporation, for any issues not otherwise captured by the warranty program provided from the ZOLL Medical Canada Inc., a subsidiary of ZOLL Medical Corporation, pursuant to City Procurement Policy 11 through to December 31, 2031; and,

- (e) That staff be authorized to negotiate with ZOLL Medical Canada Inc., a subsidiary of ZOLL Medical Corporation, as a single source for the supply, parts and accessory equipment required and associated with the standardized ZOLL Medical Corporation electrocardiogram monitor or ZOLL public access defibrillator chosen by the City, pursuant to City Procurement Policy 11 through to December 31, 2031; and,
- (f) That the Chief of the Hamilton Paramedic Service and/or the Chief of the Hamilton Fire Department, or their designate, be authorized and directed to enter into and sign, for their respected departments, on behalf of the City of Hamilton, any negotiated agreements and necessary associated documents with ZOLL Medical Canada Inc., a subsidiary of ZOLL Medical Corporation, with content acceptable to the City Solicitor for the purchase of ZOLL electrocardiogram monitor-defibrillators and ZOLL Public Access Defibrillators, subject to Procurement Policy, Section 4.2, Policy 2 Approval Authority; and,
- (g) That the Chief of the Hamilton Paramedic Service and/or the Chief of the Hamilton Fire Department, or their designate, be authorized to amend any Contracts executed and any ancillary documents as required if a supplier(s) identified in this report undergoes a name change.

EXECUTIVE SUMMARY

The Hamilton Paramedic Service, Hamilton Fire Department, and the City's Public Access Defibrillator Program currently utilize ZOLL electrocardiogram defibrillators under Corporate Procurement Policy 14 – Standardization, approved by Council (report HES12020) on December 12, 2012.

On September 30, 2020 (By-Law 20-205) Corporate Procurement Policy was updated and changes occurred to Policy 14 – Standardization, Section 4.14(4) which now includes, "Where a standardized Good or Service is approved by Council or the Manager of Procurement and the expiry of the standardization is not stated in the approval report or motion, the expiry of the standardization shall be no more than 3 years from the date of the approval". That policy change initiated a 3-year time limit on all current standardization agreements that didn't include an original end date to expire on September 30, 2023.

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SUBJECT: Defibrillator Standardization for the Hamilton Paramedic Service and Hamilton Fire Department (HSC23043) (City Wide) - Page 3 of 5

Council's continued approval is recommended for the Hamilton Paramedic Service, the Hamilton Fire Department and the city's public access defibrillator program to continue the standardization of the ZOLL defibrillators units from ZOLL Medical Corporation.

The Hamilton Paramedic Service and the Hamilton Fire Department have completed their review of the current system and recommend that paramedic, firefighter, and public access defibrillation continue to be standardized to ZOLL Medical Corporation given the benefits related to standardizing defibrillators across the system, and specifically to the ZOLL brand standardization, including the public access defibrillators which support an integrated approach to patient care, quality assurance, and data transfers between all units seamlessly. In the event that ZOLL Medical Corporation does not continue to offer a suitable product, meeting both the financial or technology needs of the City, the departments (Paramedic Service/Fire Department) can go out to market and review other options utilizing the City of Hamilton's current Procurement Policy.

Alternatives for Consideration – Not Applicable

FINANCIAL – STAFFING – LEGAL IMPLICATIONS

Financial: Acquisition and replacement of the Hamilton Paramedic Service ZOLL defibrillators over the next 8 years (2024-2031) are estimated at \$240,000. This includes ongoing repair and replacement of existing defibrillators to keep all equipment in operational order. Following the recommendations included in the Hamilton Paramedic Service Master Plan, there will be a total replacement of all defibrillators in 2031, estimated at \$2,748,713. These costs are included in the 10-year Capital Budget Equipment Replacement Project #7642351101 and funded from the Hamilton Paramedic Service Equipment Replacement Reserve #100033.

Acquisition and replacement of the Hamilton Fire Department ZOLL defibrillators over the next 8 years (2024 – 2031) is estimated at \$87,343. This includes ongoing repair and replacement of existing defibrillators to keep all equipment in operational order. The Hamilton Fire Department recommends a total replacement of all defibrillators in 2032, estimated at \$320,108. These costs are included in the 10-year Capital Budget Equipment Replacement Project #7402351100 and funded from the Hamilton Fire Department Equipment Replacement Reserve #100031.

Staffing: N/A

Legal: All agreements with ZOLL Medical Canada Inc., a subsidiary of ZOLL Medical Corporation will be in a form satisfactory to the City Solicitor.

SUBJECT: Defibrillator Standardization for the Hamilton Paramedic Service and Hamilton Fire Department (HSC23043) (City Wide) - Page 4 of 5

HISTORICAL BACKGROUND

The Hamilton Paramedic Service and Hamilton Fire Department currently procure ZOLL electrocardiogram defibrillators under the Corporate Procurement Policy 14 – Standardization, that was approved by Council (HES12020) on December 12, 2012, and to date have not experienced any reason to change the current devices.

Hamilton Paramedic Service has recently completed a system wide refresh of 61 defibrillators in 2022 which was identified to committee on December 9, 2021, in report HSC21039 at a cost of \$2,164,252.10 These funds were included in the 2022 Capital Budget under Project #7642251101 – 2022 Annual Equipment Replacement Project for Hamilton Paramedic Service.

The Hamilton Fire Department recently purchased 76 defibrillators at a cost of \$239,774.71 to effect a system-wide replacement of in-service units. These funds were included in the 2022 Capital Budget under Project #7402251100 - 2022 Annual Equipment Replacement Project for the Hamilton Fire Department.

POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS

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

Pursuant to this authority, the Ministry of Health has published the “Provincial Equipment Standards for Ontario Ambulance Services V3.7”. The ZOLL Cardiac monitor/defibrillator are certified as following these standards, specifically No.40,45,50,55 and,60.

RELEVANT CONSULTATION

Corporate Services, Procurement, Financial Services and Taxation – Consultation with Procurement staff regarding the interpretation and application of Procurement policy.

Corporate Services, Finance and Administration, Financial Planning Administration and Policy – Consultation with Finance to verify financial information.

Corporate Services, Legal Services, Legal and Risk Management Services – Consultation to confirm applicability and compliance.

SUBJECT: Defibrillator Standardization for the Hamilton Paramedic Service and Hamilton Fire Department (HSC23043) (City Wide) - Page 5 of 5

ANALYSIS AND RATIONALE FOR RECOMMENDATION

The current standardization of the systems has been working well for the past 11 years with no identified problems. Paramedics and Firefighters are comfortable with the devices and completely understand how they function during high stress medical emergencies. Changing to a new device would increase stress levels of first responders as they learn a new system.

On September 15, 2021, report HSC21028 requested that Hamilton Paramedic Service receive Council Approval for the Standardization of the ZOLL AutoPulse® Compression devices on all front-line ambulances. The ZOLL AutoPulse® A-CPR board works wirelessly with the existing ZOLL electrocardiogram monitor-defibrillators' the ZOLL AutoPulse® also utilizes what is called "ShockSync" technology. These technologies work between the two devices to wirelessly calculate when the heart is best able to respond to paramedic treatments such as defibrillation of the heart at the least measured impedance, "Optimal Time". The ZOLL AutoPulse® board and ZOLL electrocardiogram monitor-defibrillators also allow for paramedics to integrate CPR feedback/defibrillation data into its existing electronic patient care records. Switching to a different defibrillator would cause these two pieces of equipment to no longer be able to work together leading to sub-optimal patient care.

The anticipated operating costs of switching to a different device would have to include the costs associated with procuring associated new devices and providing training to over 1,100 paramedics and firefighters on new equipment. The training cost alone, based on a minimum of four hours per paramedic/firefighter, would likely exceed \$97,808 for Paramedic Service and Fire Department.

Additionally, disposal fees for the current defibrillator consumable inventory and the purchase of new consumable items would be a factor, as differentially branded consumable items are not compatible with each other.

APPENDICES AND SCHEDULES ATTACHED

None