



## **EMERGENCY & COMMUNITY SERVICES COMMITTEE REPORT 16-012**

**1:30 pm  
Monday, December 12, 2016  
Council Chambers  
Hamilton City Hall  
71 Main Street West, Hamilton**

---

**Present:** Councillors M. Green (Chair), A. Johnson (Vice Chair) J. Farr, S. Merulla, T. Jackson, D. Skelly, T. Whitehead, J. Partridge

---

### **THE EMERGENCY & COMMUNITY SERVICES COMMITTEE PRESENTS REPORT 16-012 AND RESPECTFULLY RECOMMENDS:**

**1. Housing and Homelessness Action Plan Update (CES15033(a)) (Item 5.1)**

That Report CES15033(a) respecting the Housing and Homelessness Action Plan Update, be received.

**2. Wentworth Lodge – Long Term Care – Resident Quality Inspection (RQI) (CES16062) (Ward 13) (Item 5.2)**

That Report CES16062 respecting the Wentworth Lodge – Long Term Care – Resident Quality Inspection (RQI), be received.

**3. Community Bed Bug Strategy (CES16065) (Item 5.3)**

That Report CES16065 respecting the Community Bed Bug Strategy, be received.

**4. 2017 Budget Submission – Housing and Homelessness Advisory Committee (CES16066) (City Wide) (Item 5.4)**

That the Housing and Homelessness Advisory Committee 2017 base budget submission attached as Appendix "A" to E&CS Report 16-012 in the amount of \$1,000 be approved and referred to the 2017 budget process for consideration.

**Council – December 14, 2016**

**5. City of Hamilton Veterans Committee 2017 Budget Submission (PED16245)  
(City Wide) (Item 5.5)**

That the Hamilton Veterans Committee 2017 base budget submission, attached as Appendix "B" to E&CS Report 16-012, in the amount of \$30,000, be approved and referred to the 2017 Budget process for consideration.

**6. Housing Stability Benefit Pressures (Added Item 6.5)**

WHEREAS, the Housing Stability Benefit (HSB) is funded through the Provincial Community Homelessness Prevention Initiative (CHPI);

WHEREAS, Hamilton received a nominal increase to the CHPI budget of 1% for the 2017/2018 fiscal year, which equates to approximately \$190,000;

WHEREAS, this increase is insufficient to meet the overall demands of the programs funded through CHPI;

WHEREAS, the HSB is an extremely important support to the vulnerable citizens of Hamilton in maintaining housing;

WHEREAS, the HSB mitigation strategies implemented on November 28, 2016 will cause hardships in the community;

WHEREAS, it is estimated approximately 600 people will be impacted by the HSB mitigation plan within the first 3 months of 2017;

WHEREAS, investment in safe and secure housing for children and families is critical to address basic needs and offer a foundation for lifelong health, learning, and achievement to break the cycle of poverty;

WHEREAS, being behind on rent is associated with negative health outcomes (food insecurity for parents and children, energy insecurity, poor school performance, health trade-offs);

WHEREAS, increase in costs and scarcity in the local rental market has resulted in greater costs and requests for last month's rent;

WHEREAS, the main drivers contributing to the pressure in HSB include Utility Arrears, Last Month's Rent, Mattresses for ODSP recipients, and Rent Arrears;

WHEREAS, there is limited to no other funding in the community where people can go to for help with these types of benefits;

WHEREAS, the Community and Emergency Services department is forecasting a positive variance of \$945,000;

WHEREAS, an additional \$500,000 would allow Community and Emergency Services to continue to offer the HSB with no mitigation measures;

WHEREAS, the City of Hamilton has provided transition funding in the past to offset one time deficit while lobbying the Provincial government for additional funding (e.g. one time funding provided for the initial transition of Community Start Up to HSB to funding; one time funding while ending Trusteeship programs, etc);

THEREFORE BE IT RESOLVED:

That the Community and Emergency Services 2016 department forecasted positive variance be utilized to offset the cost of the HSB shortfall; and should those funds not be sufficient, that the Community and Emergency Services 2016 departmental year end variance be funded from the Tax Stabilization reserve or the Mayor's Poverty Reduction Fund.

**7. Hamilton's Plan for an Age-Friendly City (CES14053(b)) (City Wide) (Item 7.2)**

- (a) That the 2015-2016 Age-Friendly Hamilton Progress Report, attached as Appendix "C" to E&CS Report 16-012, be received for information;
- (b) That the City of Hamilton apply for recertification in 2017 as a member of the World Health Organization's (WHO) Global Network of Age-Friendly Cities; and,
- (c) That one time funding in the amount of \$30,000 to be provided to the Council on Aging to assist with the implementation of the Age-Friendly Hamilton Plan be referred for consideration as part of the 2017 budget process.

**8. Ontario Works Caseload Contingency Plan (CS09021(g)) (City Wide) (Item 8.1)**

That the Ontario Works Caseload Contingency Plan staffing levels of up to 26 temporary FTE to December 31, 2017 be funded in the amount \$2,268,670 gross / \$1,134,330 net from the Ontario Works Stabilization Reserve #110044.

**9. Electronic Ambulance Call Reporting System for Paramedic Service Standardization/Agreement Approval (CES16057) (City Wide) (Item 8.2)**

- (a) That the Interdev Technologies Inc. (Interdev) "iMEDIC" Electronic Ambulance Call Reporting System program (iMEDIC) be designated a standardized product pursuant to City Procurement Policy, Section 4.14, Policy # 14 Standardization, with this designation to be reviewed in 2021;

- (b) That the iMEDIC program and its associated products including new modules if any, as well as support and professional services be procured on a single-source basis from Interdev for a five (5) year time period extending through to December 31, 2021; and,
- (c) That the Chief of the Hamilton Paramedic Service (HPS), or his designate, be authorized and directed to enter into and sign, on behalf of the City of Hamilton, all negotiated agreements and all necessary associated documents with Interdev, with content acceptable to the General Manager of Community and Emergency Services, and in a form satisfactory to the City Solicitor for the iMEDIC program and its associated products including new modules if any, as well as support and professional services, subject to Procurement Policy, Section 4.2, Policy # 2 Approval Authority.

**10. Social Housing – End of Federal Operating Agreements Impact and Analysis (CES16064) (City Wide) (Item 8.3)**

That Report CES16064 respecting Social Housing – End of Federal Operating Agreements Impact and Analysis, be received.

**11. Goods Transported by Rail and Notification Procedures (CES16067) (City Wide) (Item 8.4)**

That Report CES16067 respecting Goods Transported by Rail and Notification Procedures, be received.

**12. Appointment of Chair and Vice Chair for 2017 (Item 11.1)**

- (a) That Councillor A. Johnson be appointed as Chair of the Emergency & Community Services Committee for 2017; and,
- (b) That Councillor Merulla be appointed as Vice Chair of the Emergency & Community Services Committee for 2017.

**FOR THE INFORMATION OF COUNCIL:**

**(a) CHANGES TO THE AGENDA (Item 1)**

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

**1. ADDED DELEGATION REQUESTS (Item 4)**

- 4.1 Brendan Jowett, Hamilton Community Legal Clinic, respecting the Housing Stability Benefit (for today's meeting)

- 4.2 Dave Cherkewski respecting the Housing Stability Benefit (for today's meeting)
- 4.3 Natasha Findlay-Clairmont respecting the Housing Stability Benefit (for today's meeting)
- 4.4 Sarah Jama respecting the Housing Stability Benefit (for today's meeting)

**2. ITEMS TO BE WITHDRAWN**

- 6.1 Delegation from Angela Pugliese respecting a lack of support services for teens with Autism (delegate requested the item be deferred to the January 23, 2017 meeting)
- 8.5 Housing Stability Benefit Update (CES16068) (City Wide) (item deferred to a February 2017 meeting to allow for the collection of further information for the report)

The Agenda for the December 12, 2016 meeting of the Emergency & Community Services Committee was approved, as amended.

**(b) DECLARATIONS OF INTEREST (Item 2)**

None declared.

**(c) APPROVAL OF MINUTES (Item 3)**

**(i) November 21, 2016 (Item 3.1)**

The Minutes of the November 21, 2016 Emergency & Community Services Committee meeting were approved, as presented.

**(d) DELEGATION REQUESTS (Item 4)**

The four Delegation Requests respecting the Housing Stability Benefit from Brendan Jowett, Dave Cherkewski, Natasha Findlay-Clairmont and Sara Jama were added to the agenda for the December 12, 2016 meeting of the Emergency & Community Services Committee.

**(e) CONSENT ITEMS (Item 5)**

**(i) Hamilton Veterans Committee Minutes – October 25, 2016 (Item 5.6)**

The Hamilton Veterans Committee Minutes – October 25, 2016, were received.

**(ii) Seniors Advisory Committee Minutes – November 4, 2016 (Item 5.7)**

The Seniors Advisory Committee Minutes – November 4, 2016, were received.

**(f) PUBLIC HEARINGS / DELEGATIONS (Item 6)**

**(i) Brendan Jowett, Hamilton Community Legal Clinic, respecting the Housing Stability Benefit (Added Item 6.2)**

Brendan Jowett, Hamilton Community Legal Clinic, addressed the Committee regarding the Housing Stability Benefit (HSB). The comments included, but were not limited to, the following:

- He is duty counsel at the Hamilton Community Legal Clinic
- The HSB provides \$800-1500, depending on family size, to pay arrears
- The HSB helps to prevent evictions; the Landlord Tenant Board will delay evictions if they know assistance from HSB is coming
- Many residents need access to this fund, to keep them housed and out of shelters, hospitals
- Appreciative of Councillor Merulla's motion coming to this meeting

The delegation from Brendan Jowett respecting the Housing Stability Benefit, was received.

**(ii) Dave Cherkewski respecting the Housing Stability Benefit (Added Item 6.3)**

Dave Cherkewski addressed the Committee regarding the Housing Stability Benefit. The comments included, but were not limited to, the following:

- Dave is representing the Hamilton Roundtable for Reduction of Poverty, who met on Friday to discuss how the HSB helps out lots of people, not only those on Ontario Works or ODSP
- 4 years ago the Province pulled funding and Hamilton City Council stepped up and created the HSB for all low income people who would otherwise be caught in the poverty trap
- Found housing through HSB
- Appreciative of Councillor Merulla's motion

The delegation from Dave Cherkewski respecting the Housing Stability Benefit, was received.

**(iii) Natasha Findlay-Clairmont respecting the Housing Stability Benefit (Added Item 6.4)**

Natasha Findlay-Clairmont addressed the Committee regarding the Housing Stability Benefit. The comments included, but were not limited to, the following:

- She is one story of many across Hamilton
- Full-time student at Mohawk and single mother, with family members who rely on her
- April 2016 she was struck by a car with no insurance, and she can't afford the proper care needed to recover, which has impacted her abilities as a student, mother and employee
- Her current income is from (Ontario Student Assistance Program) OSAP which gives her \$748 a month to survive on
- She is aboriginal and was denied aboriginal funding
- Received an eviction notice so her landlord could move their family into the unit
- The unit has not been maintained properly, for instance, they have had no heat for the past two winters and use space heaters
- At a November 15 court hearing she got the case adjourned due to assistance from a representative from the Hamilton Community Legal Clinic
- She finally received homeless status, but the benefit was cut
- HSB helps many families with bare minimum needs
- Without the HSB, she and many others are at risk of being homeless
- Without the HSB, there will be families without hydro or comfortable beds to sleep on – do you know what that fear and feeling is like?
- As low income people with housing emergencies, we need the HSB

The delegation from Natasha Findlay-Clairmont respecting the Housing Stability Benefit, was received.

**(iv) Sarah Jama respecting the Housing Stability Benefit (Added Item 6.5)**

Sarah Jama addressed the Committee regarding the Housing Stability Benefit. The comments included, but were not limited to, the following:

- Co-President of the McMaster Womanists, Youth Leader of the New Generation Youth Centre, and Ontario Director of National Education Association of Disabled Students (Canada Wide)
- Sits on many committees for McMaster and the City
- The HSB helped get her family back on their feet after leaving a domestic violence situation

- City Council needs to invest in future leadership and recognize these benefits are not enough
- City Council has to figure it out where the money will come from and how to do it
- City Council are our advocates when the Province cuts funding, not us
- City Council needs to do more to prevent an epidemic of poverty
- 42% of newcomers living below poverty line
- She and her mother will be getting their undergrad degrees in April and she is scared she'll graduate and not have place to live
- There are many flaws in the system; trying to get above the poverty line, but it's a struggle and we need Council to see the bigger picture

The delegation from Sarah Jama respecting the Housing Stability Benefit, was received.

Councillor Merulla introduced a Motion respecting Housing Stability Benefit Pressures. The Motion was CARRIED on the following Standing Recorded Vote:

Yeas:	Green, A. Johnson, Farr, Merulla, Jackson, Skelly, Whitehead, Partridge
Total:	8
Nays:	None
Total:	0
Absent:	None
Total:	0

For disposition of this matter, please see Item 6.

**(g) PRESENTATIONS (Item 7)**

**(i) Hamilton Veterans Committee – Annual Presentation (Item 7.1)**

Robert Fyfe, Chair of the Hamilton Veterans Committee, addressed the Committee respecting the Hamilton Veterans Committee – Annual Presentation, with the aid of a PowerPoint presentation. A copy of the presentation has been retained for the official record. The presentation included, but was not limited to, the following:

- Committee Membership 2014-2018
- Mandate approved May 14, 2014
- Remembrance Day and Memorial Services
- Previous and Ongoing Projects
- Future Goals



The Hamilton Veterans Committee – Annual Presentation, was received.

**(ii) Hamilton's Plan for an Age-Friendly City (Item 7.2)**

Lisa Maychuk, Project Manager, and Margaret Denton, Vice President of the Hamilton Council on Aging, addressed the Committee respecting Hamilton's Plan for an Age-Friendly City. A copy of the presentation has been retained for the official record. The presentation included, but was not limited to, the following:

- Where did it begin?
- Response to an aging population
- What is happening in Ontario today?
- Four Steps to an Age Friendly Hamilton
  - Planning
  - Implementation
  - Evaluation
  - Continual Improvement
- Age Friendly Hamilton: Vision and Facts
- Goals and Principles
- Significant Achievements
- Some Other Achievements
- Where We Are Going

The presentation respecting Hamilton's Plan for an Age-Friendly City, was received.

For disposition of this matter, please see Item 7.

**(h) GENERAL INFORMATION / OTHER BUSINESS (Item 11)**

**(i) Removal of Outstanding Business List items (Item 11.2)**

The following amendments to the Emergency & Community Services Committee Outstanding Business List, were approved:

**(a) Items to be removed:**

- (1) Item "B" – Hamilton's Plan for an Age-Friendly City (addressed as Item 7.2)
- (2) Item "Z" – Goods by Rail (addressed as Item 8.4)

(b) Proposed New Due Dates:

- (1) Item "G" - Co-ordinated Access System for Social Housing  
Current Due Date: December 12, 2016  
Proposed New Due Date: January 23, 2017
- (2) Item "O" - Rolston Neighbourhood Action Plan  
Current Due Date: December 12, 2016  
Proposed New Due Date: January 23, 2017
- (3) Item "Y" - Endorsement of Report "The Right to an Adequate Standard of Living" to the UN  
Current Due Date: December 12, 2016  
Proposed New Due Date: June 12, 2017
- (4) Item "GG" – Housing Stability Benefit Shortfall  
Current Due Date: December 12, 2016  
Proposed New Due Date: February 2017

**(i) ADJOURNMENT (Item 13)**

That, there being no further business, the Emergency & Community Services Committee was adjourned at 4:32 p.m.

Respectfully submitted,

Councillor M. Green  
Chair, Emergency & Community  
Services Committee

Lisa Chamberlain  
Legislative Coordinator  
Office of the City Clerk

# **CITY OF HAMILTON**

**2017**

**ADVISORY COMMITTEES**

**BUDGET SUBMISSION**

<p><b>Housing &amp; Homelessness Advisory Committee (HHAC)</b></p>
--

## **PART A: General Information**

### **ADVISORY COMMITTEE MEMBERS:**

<b>Eileen Campbell</b>	<b>Kelly Coxson</b>
<b>Connie Bellamy</b>	<b>Michael Slusarenko</b>
<b>Tyson Benn</b>	<b>Thomas Mobley</b>
<b>Marie Raftis</b>	<b>Sandy Leyland</b>
<b>Elske de Visch Eybergen</b>	<b>Lance Dingman</b>
<b>Julia Verbitsky</b>	<b>Mubashera Laeeq Ansari</b>
<b>Katrina Gervais</b>	<b>Trevor Jaundoo</b>
<b>Lisa Chung</b>	

### **MANDATE:**

Communicate and work to address the needs of citizens within the community for whom barriers exist to accessing safe, suitable, and affordable housing, including the supports needed to enable citizens to obtain and retain their homes, and;

Support the City of Hamilton's 10-year Housing and Homelessness Action Plan by providing information, advice, and recommendations to the Emergency & Community Services Committee regarding the Action Plan's successful and meaningful implementation.

## **PART B: Strategic Planning**

### **STRATEGIC OBJECTIVES:**

The following objectives have been established for the HHAC to facilitate its efforts in achieving the mandate.

1. Assist with the coordination and implementation of Council approved recommendations, including the City of Hamilton's 10-year Housing and Homelessness Action Plan.
2. Ensure that recommendations regarding issues relating to people who are experiencing homelessness or who may be at risk of becoming homeless are brought forward to Council in a timely manner.
3. Devise and recommend to Council innovative and preventative measures to assist in addressing homelessness within the community;
4. Identify emerging trends, potential gaps and best practices in emergency shelter needs.
5. Provide Council and staff with information, advice, and recommendations about residential landlord and tenant issues and policies that would improve the overall well-being of tenants in Hamilton and support landlords in the provision of safe, quality, and affordable rental units.
6. Identify housing-related supports available in the community and facilitate relationship-building between community partners, citizens and government to ensure that people have the individualized supports needed to help them obtain and retain housing.
7. Regularly update Council about homelessness and affordable housing issues through the discussion and analysis that takes place at HHAC.
8. Respond to requests and direction from staff and Council.
9. Collaborate and cooperate with other City of Hamilton committees and community groups doing work around issues that impact homelessness and affordable housing to stay apprised of relevant initiatives and contribute information and advice as needed.

**ALIGNMENT WITH CORPORATE GOALS:**

Please check off which Council approved Strategic Commitments your Advisory Committee supports			
<b>1) Community Engagement &amp; Participation</b>	x	<b>2) Economic Prosperity &amp; Growth</b>	
<b>3) Healthy &amp; Safe Communities</b>	x	<b>4) Clean &amp; Green</b>	
<b>5) Built Environment &amp; Infrastructure</b>		<b>6) Culture &amp; Diversity</b>	
<b>7) Our People &amp; Performance</b>			

## PART C: Budget Request

### INCIDENTAL COSTS:

Meeting costs– meeting room, refreshments, photocopying, printing, parking, transportation	\$1,000
<b>SUB TOTAL</b>	<b>\$1,000</b>

### SPECIAL EVENT/PROJECT COSTS:

N/A	\$0
<b>SUB TOTAL</b>	<b>\$0</b>

<b>TOTAL COSTS</b>	<b>\$1,000</b>
--------------------	----------------

<b>Funding from Advisory Committee Reserve ( only available to Advisory Committees with reserve balances)</b>	<b>\$0</b>
---	------------

<b>TOTAL 2017 BUDGET REQUEST (net of reserve funding)</b>	<b>\$0</b>
<b>PREVIOUS YEAR (2016) APPROVED BUDGET (2016 Request \$ )</b>	<b>\$1,000</b>

### CERTIFICATION:

Please note that this document is a request for a Budget from the City of Hamilton Operating budget. The submission of this document does not guarantee the requested budget amount. Please have a representative sign and date the document below.

**Representative's Name:**

---

**Signature:**

---

**Date:**

---

**Telephone # :**

---





# **CITY OF HAMILTON**

**2017**

**ADVISORY COMMITTEES**

**BUDGET SUBMISSION**

**"HAMILTON VETERANS COMMITTEE"**

## **PART A: General Information**

### **ADVISORY COMMITTEE MEMBERS:**

<b>(Robert) Bob Fyfe, Chair</b>	<b>Dave Steckham, Vice-Chair</b>
<b>Marko Babic</b>	<b>Keven Ellis</b>
<b>(Robert) Geordie Elms</b>	<b>Dan Muir</b>
<b>(Victor) Rod Paddon</b>	<b>Ed Sculthorpe</b>
<b>Art Tompkins</b>	
<b>Councillor Brenda Johnson</b>	<b>Councillor Robert Pasuta</b>
<b>Councillor Doug Conley (Alternate)</b>	

### **MANDATE:**

"Provide the Advisory Committee's mandate"

Reporting to Council, through the Emergency and Community Services Committee, the Hamilton Veterans Committee oversees the planning and delivery of military remembrance and commemoration activities on behalf of the City of Hamilton. When directed by Council, the Committee will provide input on projects and issues that are of concern to Hamilton Veterans.

## PART B: Strategic Planning

### STRATEGIC OBJECTIVES:

"Indicate the Advisory Committee's goals and objectives, how they will be achieved and who will benefit"

#### Goals and objectives:

Act as liaison for the veterans of the City of Hamilton on all matters that fall within Council's jurisdiction.

Co-ordinate Decoration Day and Remembrance Day Parades and Memorial Services.

#### How they will be achieved:

Co-ordinate the remembrances for significant anniversaries such as Decoration Day, Remembrance Day, D Day, VE Day including the parades and Memorial Services.

Administer all other matters directly relating to or of concern to City of Hamilton Veterans that fall within Council's jurisdiction.

Oversee the criteria for burial of Veterans in the Field of Honour – Woodland Cemetery.

Veterans Committee advises on the use and care of the Cenotaph – Gore Park including but not limited to the placement of wreaths.

#### Who will benefit:

All citizens of the City of Hamilton as well as Veterans. Upward of 1,000 people have attended the Remembrance Day Service and Parade at Gore Park.

All residents of Hamilton will have the opportunity to show respect for the Veterans' service to our country.

### ALIGNMENT WITH CORPORATE GOALS:

Please check off which Council approved Strategic Commitments your Advisory Committee supports			
1) Community Engagement & Participation	X	2) Economic Prosperity & Growth	
3) Healthy & Safe Communities	X	4) Clean & Green	
5) Built Environment & Infrastructure		6) Culture & Diversity	X
7) Our People & Performance			

## **PART C: Budget Request**

### **INCIDENTAL COSTS:**

Meeting costs (postage, printing, parking) Includes: 7 general meetings, 4 event planning meetings, 1 meeting with all Veterans organizations for Hamilton Remembrance Day. Name tags and armbands	1,550
<b>SUB TOTAL</b>	<b>\$1,550</b>

### **SPECIAL EVENT/PROJECT COSTS:**

Hamilton (Gore Park Cenotaph) – 2 ceremonies (Nov 11 and closest Sunday)	19,150
Remembrance Day Ceremonies - Ancaster, Dundas, Glanbrook, Stoney Creek	1,950
Decoration Day	3,000
Dieppe Veterans Memorial Service	2,150
Communications (print ads and poster)	2,200
<b>SUB TOTAL</b>	<b>\$28,450</b>

<b>TOTAL COSTS</b>	<b>\$30,000</b>
--------------------	-----------------

<b>Funding from Advisory Committee Reserve ( only available to Advisory Committees with reserve balances)</b>	<b>\$</b>
---	-----------

<b>TOTAL 2017 BUDGET REQUEST (net of reserve funding)</b>	<b>\$30,000</b>
<b>PREVIOUS YEAR (2016) APPROVED BUDGET (2016 Request \$30,000)</b>	<b>\$30,000</b>

**CERTIFICATION:**

Please note that this document is a request for a Budget from the City of Hamilton Operating budget. The submission of this document does not guarantee the requested budget amount. Please have a representative sign and date the document below.

**Representative's Name:** **Robert Fyfe, Chair**

---

**Signature:**

---

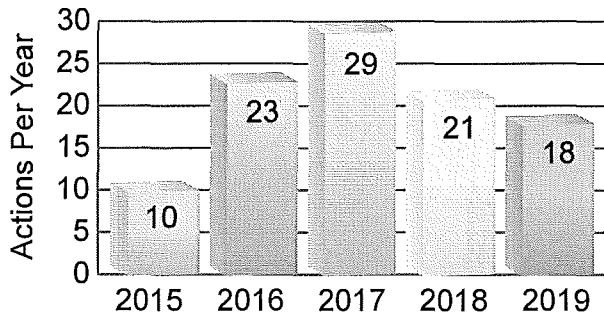
**Date:**

---



# Hamilton's Plan for an Age-Friendly City: 2015–2016 Progress Report

Hamilton's Plan for an Age-Friendly City:  
Action Timeframe - All Goal Areas

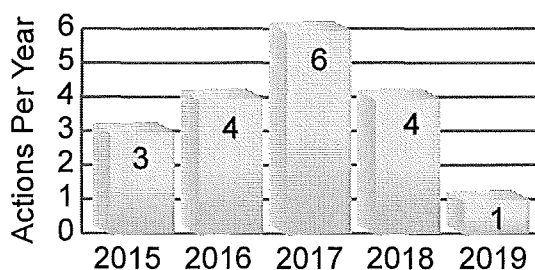


## Key Achievements

### Goal 1: Housing

- A housing guide, "Housing Options for Older Adults in Hamilton", was developed and distributed widely and can be accessed on the newly developed older adults and seniors landing page.
- There has been considerable work done with vulnerable citizens, including seniors through the Housing First initiative. Hamilton has implemented four Housing First programs, which are designed to provide immediate access to permanent affordable housing for individuals who are facing chronic homelessness.
- The Hamilton Council on Aging (HCoA) received an \$8,000 grant from the Ontario Seniors Secretariat (September 2016 to March 2017) to "Increase Social Participation for Seniors Living in Private Market Rental Buildings".

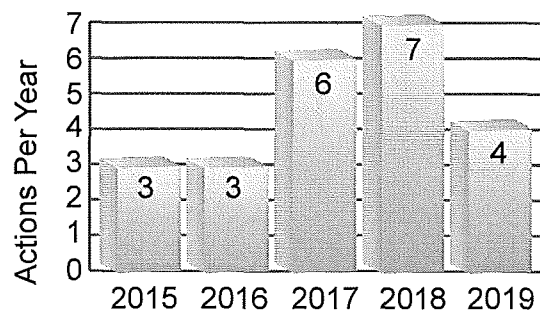
Hamilton's Plan for an Age-Friendly City:  
Action Timeframe - Goal 1 Housing



### Goal 2: Getting Around Greater Hamilton

- HSR launched the Golden Age Pass, which provides free bus transit for seniors over the age of 80.
- In partnership, the City's Recreation Division, DARTS, and Ancaster, Glanbrook and Flamborough Information Services received a grant from the Ontario Seniors Secretariat for a two year period (2015–2017) to provide free transportation for seniors residing in rural areas. The purpose is to assist seniors in getting to recreational activities, special events and grocery shopping.
- In partnership with HSR, The Hamilton Council on Aging hosted "Let's Take the Bus" workshops to assist older adults who take the bus, and created an informational brochure in 7 languages – English, French, Urdu, Arabic, Punjabi, Simplified Chinese and Portuguese.
- The City's Recreation Division piloted a cycling workshop geared to older adults, which included safety measures, rules of the road and testing of ability so that older adults will safely ride bicycles.
- "Let's Take a Walk: A guide to Age-Friendly trails in Hamilton" is a guide of 18 of Hamilton's outdoor recreational trails, which was developed in partnership by HCoA, The City of Hamilton, Hamilton Conservation Authority, Iroquois Bruce Trail Club and McMaster University.

Hamilton's Plan for an Age-Friendly City:  
Action Timeframe - Goal 2  
Getting Around Greater Hamilton

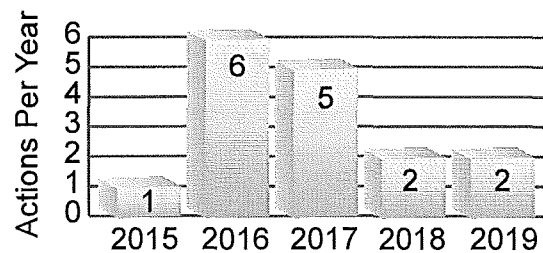


### Goal 3: Communication and Information

- In consultation with the Seniors Advisory Committee (SAC), staff launched a seniors landing page, which can be accessed at [www.hamilton.ca/seniors](http://www.hamilton.ca/seniors). The purpose of this page is to provide a central source of information and links to City and community information relevant to older adults.
- The Dundas InfoSpot55+ pilot program was funded by the Hamilton Community Foundation May 2014 to June 2015. The program was a partnership of the Dundas Active 55+ Steering committee, the Hamilton Council of Aging (HCoA), Information Hamilton, the Hamilton Public Library and the City's Recreation Division (Seniors Services). This program developed a web-based application for seniors to access information about programs and services that exist in Dundas and surrounding area. Two touch-screen information kiosks were placed in Dundas to access this application, which can also be accessed at [www.informationhamilton.ca/dundasinfospot55](http://www.informationhamilton.ca/dundasinfospot55)
- Opportunities for older adults to learn how to use new information technology devices is continuously evolving. The City's Recreation Division (Seniors Services) offers a wide variety of information technology courses in various locations. Sackville Hill Seniors Centre partnered with Staples to offer iPad classes to its membership. The Hamilton Public Library has a wide variety of free workshops and courses which are offered in many of its branches. Since 2014, the YWCA has expanded their course offerings to include laptop and tablet lessons, and using social media. The GERAS Centre (Geriatric Education and Research in Aging Sciences) designed a six week program to teach older adults how to utilize iPads.
- Information Hamilton has developed new and innovative ways for older adults to access information that are easy for them to use and increase digital literacy. Older adult volunteers

with the Peer Connector program use a web-based application on iPads to retrieve information about services for other senior inquirers. Through the Tapestry Program (part of McMaster University's Faculty of Health Sciences), volunteers work with seniors in their homes using an application on iPads to access information about community services to increase wellness and reduce social isolation.

#### Hamilton's Plan for an Age-Friendly City: Action Timeframe - Goal 3 Communication and Information



### Goal 4: Health and Community Services

- In partnership with Information Hamilton, The City of Hamilton Public Health Services produced a new Food Access Guide in 2016, which includes many community services for seniors, i.e. shopping/transportation services, meals on wheels programs, free meals and congregate/group dining.
- In May 2016, the Hamilton Seniors Isolation Population Impact Plan received \$2 million in funding from the New Horizons for Seniors Program for a three year period. There are seven local organizations leading seven projects, including the Hamilton Council on Aging who is working in collaboration to tackle social isolation amongst seniors.

Many local organizations are collaborating to reduce the risk and assist older adults to remain in their homes as long as possible.

A few examples include:

- McMaster University's Department of Family Medicine CHAP-EMS program in partnership with City of Hamilton's Community



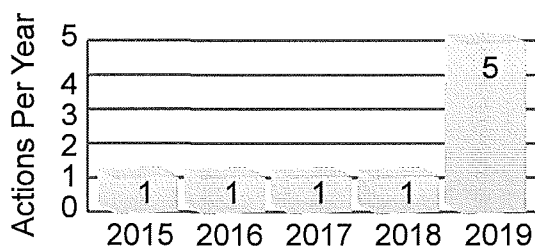
Paramedicine program and City Housing Hamilton.

- St. Joseph's Home Care neighbourhood hub model in partnership with City Housing Hamilton.
- Navigation Community of Practice coordinated by Hamilton Police Services, McMaster Family Practice and City of Hamilton Paramedic Services.
- Committee Against the Abuse of Older Adults with support from Elder Abuse Ontario involves local organizations in raising awareness and educating about elder abuse.
- Catholic Family Services Intensive Case Management for seniors partners with many health and social service agencies to assist the most vulnerable, isolated seniors in our community.

#### **Hamilton's Plan for an Age-Friendly City:**

##### **Action Timeframe - Goal 4**

##### **Health and Community Services**



#### **Goal 5: Social Participation**

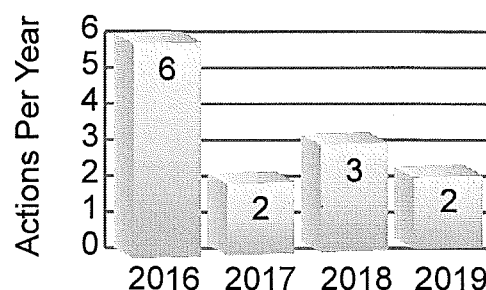
- In May 2016, the City's Recreation Division was approved for \$124,000 from the Ontario Sport and Recreation Communities Fund for the next two years. The goal is to increase access for seniors who experience barriers in getting to existing seniors centres. The grant will provide opportunities for an estimated 2,900 seniors.
- The City's Recreation Division launched the first 55+ Program Guide in the fall and Winter 2015/2016.
- The City's Recreation Division (Seniors Services) is hosting Open Houses twice per

year for community members to learn what is available to them.

#### **Hamilton's Plan for an Age-Friendly City:**

##### **Action Timeframe - Goal 5**

##### **Social Participation**



#### **Goal 6: Civic Engagement, Volunteerism and Employment**

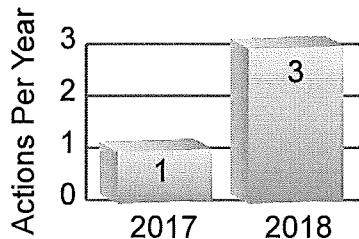
- The City of Hamilton has been celebrating and recognizing senior volunteers for over 20 years. The 21st annual Hamilton Municipal Senior of the Year Awards took place in 2016. There were approximately 430 attendees, including 30 senior volunteer nominees. There are 9 award categories, including Senior of the Year. The purpose of the awards is to celebrate and recognize the outstanding voluntary contributions seniors have made to enrich the social, cultural and/or civic life of the greater Hamilton community.
- The Hamilton Council on Aging's (HCoA) Older Adult Peer Connector Program was funded by the Ontario Trillium Foundation (2015–2017), and was developed in partnership with HCoA, Information Hamilton and the Hamilton Public Library. The purpose of this program is to train older adult volunteers to provide information and referrals about community resources, support programs and services to seniors. Currently, there are 33 peer connector volunteers trained and placed in 10 locations throughout greater Hamilton, including Sackville Hill Seniors Recreation Centre, Neighbour2Neighbour Centre and in several public libraries.
- The Recreation Division received funding (June 2015 to February 2016) to promote recreation

and volunteerism. The advertising slogan was "Get Active, Stay Connected and Give Back".

### Hamilton's Plan for an Age-Friendly City:

#### Action Timeframe - Goal 6

#### Civic Engagement, Volunteering and Employment



### Goal 7: Age-Friendly Public Service

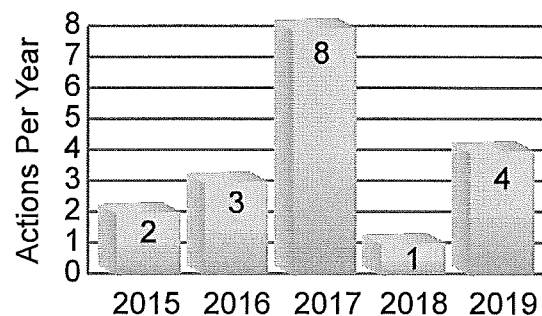
- In March 2015, Hamilton was officially accepted as a member of the World Health Organization's Global Network of Age-Friendly Cities and Communities. This membership is renewable every two years when communities demonstrate that they are working towards becoming more age-friendly.
- In collaboration, The City of Hamilton (Neighbourhood & Community Initiatives Division, The Hamilton Council on Aging and Seniors Advisory Committee of Council has developed an Implementation Plan for the period of 2016–2019, which outlines timelines, key stakeholders, resources and performance measures.

- In partnership, The City of Hamilton, Hamilton Council on Aging, McMaster University and Hamilton Planning and Social Research Council (SPRC) received funding (June 2015 to March 2017) to create an evaluation framework. The purpose is to create a monitoring tool for tracking progress, to create a community profile, and to share with other communities in order for them to evaluate their own Age-Friendly plans.
- A communication strategy to raise awareness and engage internal and external stakeholders is in the final development stage. The purpose of the communication strategy is to identify key messaging, as well as strategies/tactics to best communicate to all stakeholders. Timeline for completion is 2016.

### Hamilton's Plan for an Age-Friendly City:

#### Action Timeframe - Goal 7

#### Age-Friendly Public Service



### Hamilton's Plan for an Age-Friendly City: Action Leads

