



EMERGENCY & COMMUNITY SERVICES COMMITTEE REPORT 17-013

1:30 pm

Thursday, December 7, 2017

Council Chambers

Hamilton City Hall

71 Main Street West, Hamilton

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

THE EMERGENCY AND COMMUNITY SERVICES COMMITTEE PRESENTS REPORT 17-013 AND RESPECTFULLY RECOMMENDS:

**1. Ontario Works French Language Services Compliance Report
(CS11038(b)) (City Wide) (Item 5.1)**

That the Ontario Works French Language Services Compliance Report attached as Appendix A to E&CS Report 17-013 be approved.

2. Cardiac Safe City and CPR Training (CES17044) (City Wide) (Item 5.2)

That Report CES17044 respecting Cardiac Safe City and CPR Training, be received.

**3. Emergency Management Program By-law and Emergency Plan
(CES17045) (City Wide) (Item 5.3)**

That the updated Emergency Management Program By-law, attached as Appendix B to E&CS Report 17-03, which has been prepared in a form satisfactory to the City Solicitor, be enacted by City Council.

**4. Legal Aid Ontario: Cuts to Immigration and Refugee Law Services
(CES17051) (City Wide) (Outstanding Business List) (Item 5.4)**

That Report CES17051 respecting Legal Aid Ontario: Cuts to Immigration and Refugee Law Services, be received.

That the provincial Legal Aid issue and the impact on the marginalized tenants facing gentrification aspects with landlords be referred to the provincial summit series hosted by Hamilton City Council.

5. Seniors' Advisory Committee Minutes – October 6, 2017 – Endorsement of the Dynamic Symbol of Access (Item 5.5(c))

WHEREAS, The Forward Movement, an advocacy and awareness campaign working to get Ontario to legally adopt the Dynamic Symbol of Access (DSA) as an alternative to the currently used International Symbol of Access (ISA); and,

WHEREAS, the new image shows movement, a symbolic action that emphasizes differing abilities, and this reframes the way society views and interacts with persons with a disability;

THEREFORE BE IT RESOLVED:

- (a) That the City of Hamilton adopt the Dynamic Symbol of Access, for use in city-owned properties; and,
- (b) That a letter be sent to the Minister of Municipal Affairs and Housing and the Minister of Accessibility, encouraging the province to adopt the Dynamic Symbol of Access.

6. Information on the Follow Up to Employment Services Review (HUR17025) (City Wide) (Outstanding Business List) (Item 5.7)

That Report HUR17025 respecting Information on the Follow Up to Employment Services Review, be received.

7. Home for Good (CES17042(a)) (City Wide) (Item 5.8)

- (a) That the General Manager of Community and Emergency Services or designate be authorized to enter into and execute an Agreement with the Ontario Minister of Housing to administer the Home for Good (HFG) Program as of September 11, 2017 and any ancillary agreements required to give effect thereto in a form satisfactory to the City Solicitor; and,
- (b) That the General Manager of the Community and Emergency Services Department or designate be authorized:
 - (i) To approve funding for initiatives in alignment with City's Expression of Interest (EOI) application to the Provincial HFG Program and the priorities identified in Hamilton's Housing and Homelessness Action Plan and Homelessness Partnering Strategy 2014-2019 Community Plan; and,

- (ii) To implement spending caps, benefit frequency limits, or other controls necessary to ensure costs are contained within the approved budgeted amount.

8. Xperience Annex Update (CES15046(c)) (City Wide) (Item 7.2)

That Report CES15046(c) respecting Xperience Annex Update, be received.

9. Information on the Installation of Hearing Loops in Public Facilities (HUR17023/CES17041(a)) (City Wide) (Outstanding Business List) (Item 7.3)

That Report HUR17023/CES17041(a) respecting Information on the Installation of Hearing Loops in Public Facilities, be received.

10. Requiring the City of Hamilton to be More Accessible to the Hearing Impaired (Item 9.1)

WHEREAS, According to Statistics Canada, 40% of adults aged 20 to 79 have hearing loss in one or both ears;

WHEREAS, The Ontario Building Code requires that buildings of assembly occupancy with an area of more than 100 m² and an occupant load of more than 75 shall be equipped with assistive listening systems encompassing the entire seating area;

WHEREAS, Hearing Loops provide a direct signal to hearing aids, remove unwanted background noise, and eliminate the need for alternative headset/receiver devices for citizens who are hearing impaired;

WHEREAS, other cities have mandated Hearing Loop technology, including New York City, where City Council recently passed legislation requiring that public assembly areas constructed or renovated using city dollars must install Hearing Loop technology.

WHEREAS, requiring Hearing Loops in publicly owned buildings would make Hamilton a leader in inclusivity and accessibility, and set an example for other municipalities across Canada;

WHEREAS, the installation of Hearing Loops in public buildings exemplifies the City of Hamilton's vision to be the best place to raise a child and age successfully;

THEREFORE BE IT RESOLVED:

- (a) That Hearing Loops be required in all newly constructed or renovated City of Hamilton public assembly areas equipped with sound systems and access to microphones; and,

- (b) That an inventory of existing public assembly areas within the City of Hamilton with sound systems and microphones be presented to the Emergency and Community Services Committee, and that priority locations for hearing loops installation, costs, and potential funding sources be identified (including government grants).

The above Motion CARRIED on the following Standing Recorded Vote:

Yeas: A. Johnson, Farr, Green, Merulla, Jackson, Skelly, Whitehead
Total: 7
Absent: Partridge
Total: 1

11. 2018 Budget Submission – Housing and Homelessness Advisory Committee (CES17049) (City Wide) (Item 7.4)

That the Housing and Homelessness Advisory Committee 2018 base budget submission attached as Appendix C to E&CS Report 17-013 in the amount of \$1,000 be approved and referred to the 2018 budget process for consideration.

12. Seniors Advisory Committee 2018 Budget Submission (HUR17027) (City Wide) (Item 7.5)

That the Seniors Advisory Committee (SAC) 2018 base budget submission, attached as Appendix D to E&CS Report 17-013, in the amount of \$1,500.00 be approved and forwarded to the 2018 budget process (General Issues Committee (GIC)).

13. City of Hamilton Veterans Committee 2018 Budget Submission (PED17212) (City Wide) (Item 7.6)

That the Hamilton Veterans Committee 2018 base budget submission, attached as Appendix 'A' to Report PED17212, in the amount of \$30,000, be approved and referred to the 2018 Budget process for consideration.

14. Incentives for Affordable Rental Housing Development (CES17013) (City Wide) (Outstanding Business List) (Item 8.1)

That Report CES17013 respecting Incentives for Affordable Rental Housing Development, be received.

15. Wentworth Lodge – Long Term Care – Resident Quality Inspection (RQI) (CES17040) (Ward 13) (Item 8.2)

That Report CES17040 respecting Wentworth Lodge – Long Term Care – Resident Quality Inspection (RQI), be received.

16. Children's & Home Management Services (CHMS) Staffing Needs (CES17050) (City Wide) (Item 8.3)

- (a) That an increase in staff complement of 1.0 Full-Time Equivalent (FTE) Early Years Strategy Specialist, to meet the additional provincial and federal obligations, funded 100% through the Ministry of Education in the amount of \$103,190, be approved;
- (b) That an increase in staff complement of 1.0 Full-Time Equivalent (FTE) Early Years Quality Analyst, to meet the additional provincial and federal obligations, funded 100% through the Ministry of Education in the amount of \$95,970, be approved;
- (c) That an increase in staff complement of 1.0 Full-Time Equivalent (FTE) Program Analyst, to meet the additional provincial and federal obligations, funded 100% through the Ministry of Education in the amount of \$91,390, be approved;
- (d) That an increase in staff complement of 1.0 Full-Time Equivalent (FTE) Red Hill: Teacher, to meet the additional provincial and federal obligations, funded 100% through the Ministry of Education in the amount of \$79,340, be approved;
- (e) That an increase in staff complement of 1.0 Full-Time Equivalent (FTE) Senior Policy Analyst, to meet the additional provincial and federal obligations, funded 100% through the Ministry of Education in the amount of \$109,080, be approved; and,
- (f) That an increase in staff complement of 1.0 Full-Time Equivalent (FTE) Subsidy Eligibility Worker (bilingual), to meet the additional provincial and federal obligations, funded 100% through the Ministry of Education in the amount of \$85,030, be approved.

17. Appointment of the Chair and Vice-Chair for 2018 (Item 11.1)

- (a) That Councillor Merulla be appointed as the Chair of the Emergency and Community Services Committee for 2018.
- (b) That Councillor Farr be appointed as the Vice-Chair of the Emergency and Community Services Committee for 2018.

FOR INFORMATION:

(a) CHANGES TO THE AGENDA (Item 1)

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

1. ADDED DELEGATION REQUESTS (Item 4)

- 4.2 Karen Glass, Ministry of Community and Social Services, respecting Ontario Basic Income Pilot Update
- 4.3 John Parker, Hamilton Health Sciences, respecting Partnerships with the Xperience Annex (Item 7.2)
- 4.4 Riccardo Persi, Liuna Union Local 837, respecting Partnerships with the Xperience Annex (Item 7.2)
- 4.5 Denise Christopherson and Medora Uppal, YWCA Hamilton, respecting the YWCA Hamilton's Transitional Living Program
- 4.6 Jim Vanderveken, Mohawk College, respecting the Xperience Annex Presentation (Item 7.2)

2. MOVED ITEMS

- 6.1 Delegation from Cameron Kroetsch respecting Affordable Housing Options at 210 Main Street East, to be heard when the Committee considers Item 8.1.
- 6.2 Delegation from Lauren Brady respecting Affordable Housing Options at 210 Main Street East, to be heard when the Committee considers Item 8.1.

3. WITHDRAWN ITEMS

- 7.1 Hamilton Paramedic Service & Scouts Canada Partnership

The Agenda for the December 7, 2017 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 6, 2017 (Item 3.1)

The Minutes of the November 6, 2017 Emergency & Community Services Committee meeting were approved, as presented.

(d) DELEGATION REQUESTS (Item 4)

(i) Delegation Requests (Item 4.1 – 4.6)

The Delegation Requests from the following individuals, for the December 7, 2017 meeting of the Emergency & Community Services Committee, were approved:

1. Tom Cooper and Wayne Lewchuk respecting the 2018 North American Basic Income Guarantee Congress (Item 4.1)
2. Karen Glass, Ministry of Community and Social Services respecting the Ontario Basic Income Guarantee Pilot Update (Item 4.2)
3. John Parker, Hamilton Health Sciences, respecting Partnerships with the Xperience Annex, to be heard when the Committee considers Item 7.2. (Item 4.3)
4. Riccardo Persi, Liuna Union Local 837, respecting Partnerships with the Xperience Annex, to be heard when the Committee considers Item 7.2. (Item 4.4)
5. Denise Christopherson and Medora Uppal, YWCA Hamilton, respecting the YWCA Hamilton's Transitional Living Program. (Item 4.5)
6. Jim Vanderveken, Mohawk College, respecting the Xperience Annex Presentation, to be heard when the Committee considers Item 7.2. (Item 4.6)

(e) CONSENT ITEMS (Item 5)

(i) Emergency Management Program By-law and Emergency Plan (CES17045) (City Wide) (Item 5.3)

The Recommendation in Report CES17045 was amended to remove subsections (a) and (b) and replace it with the following wording:

That the updated Emergency Management Program By-law, attached as Appendix "A" to Report CES17045, which has been prepared in a form satisfactory to the City Solicitor, be enacted by City Council.

(ii) Seniors Advisory Committee Minutes (Item 5.5(a), (b) and (c))

The Seniors Advisory Committee Minutes dated June 2, 2017, September 8, 2017 and October 6, 2017, were received.

For disposition of this matter, please refer to Item 5.

(iii) Hamilton Veterans Committee Minutes (Item 5.6)

The Hamilton Veterans Committee Minutes dated September 26, 2017, were received.

(iv) Home for Good (CES17042a)) (City Wide) (Item 5.8)

WHEREAS, a percentage of homeless individuals choose to be homeless;

WHEREAS, many variables including, but not limited to, mental health issues, lead to choosing homelessness;

THEREFORE BE IT RESOLVED:

That staff report back on the percentage of homelessness that is based on choice and what the contributing factors are.

For disposition of this matter, please refer to Item 7.

(v) Housing and Homelessness Advisory Committee Minutes (Item 5.9)

The Housing and Homelessness Advisory Committee Minutes dated September 5, 2017, were received.

(f) PUBLIC HEARINGS / DELEGATIONS (Item 6)

(i) Tom Cooper and Wayne Lewchuk, respecting the North American Basic Income Guarantee Congress (Item 6.3)

Tom Cooper, Hamilton Roundtable for Poverty Reduction, and Alana Baltzer, Hamilton resident, addressed the Committee respecting the 2018 North American Basic Income Guarantee Congress.

The Delegation from Tom Cooper, Hamilton Roundtable for Poverty Reduction, and Alana Baltzer, Hamilton resident, respecting the 2018 North American Basic Income Guarantee Congress, was received.

(ii) Karen Glass, Ministry of Community and Social Services, respecting Ontario Basic Income Pilot Update (Item 6.4)

Karen Glass, Ministry of Community and Social Services, addressed the Committee respecting Ontario Basic Income Pilot.

The Delegation from Karen Glass, Ministry of Community and Social Services, respecting Ontario Basic Income Pilot, was received.

(iii) Denise Christopherson and Medora Uppal, YWCA Hamilton, respecting the YWCA Hamilton's Transitional Living Program (Item 6.7)

Denise Christopherson and Medora Uppal, YWCA Hamilton, addressed the Committee respecting the YWCA Hamilton's Transitional Living Program.

The Delegation from Denise Christopherson and Medora Uppal, YWCA Hamilton, respecting the YWCA Hamilton's Transitional Living Program, was received.

(g) PRESENTATIONS (Item 7)

(i) Xperience Annex Update (CES15046(c)) (City Wide) (Item 7.2)

John Parker, Hamilton Health Sciences, addressed the Committee respecting Partnerships with the Xperience Annex.

The Delegation from John Parker, Hamilton Health Sciences, respecting Partnerships with the Xperience Annex, was received.

Riccardo Persi, Liuna Union Local 837, addressed the Committee respecting Partnerships with the Xperience Annex.

The Delegation from Riccardo Persi, Liuna Union Local 837 respecting Partnerships with the Xperience Annex, was received.

Jim Vanderveken, Mohawk College, addressed the Committee respecting the Xperience Annex.

The Delegation from Jim Vanderveken, Mohawk College, respecting the Xperience Annex, was received.

Irene Heffernan, Senior Project Manager, Neighbourhoods & Community Initiatives Division, Tasneem Albaba, Youth Engager, and Carla Borstad-Klassan, CBK Partners, addressed the Committee respecting the Xperience Annex Update, with the aid of a PowerPoint Presentation.

The presentation on Report CES15046(c) respecting Xperience Annex Update, was received.

A copy of the presentation is available at www.hamilton.ca.

For disposition of this matter, please refer to Item 8.

(ii) Information on the Installation of Hearing Loops in Public Facilities (HUR17023/CES17041(a)) (City Wide) (Outstanding Business List) (Item 7.3)

Jodi Koch, Manager, Talent & Diversity, addressed the Committee respecting Information on the Installation of Hearing Loops in Public Facilities.

The presentation on Report HUR17023/CES17041(a) respecting Information on the Installation of Hearing Loops in Public Facilities, was received.

For disposition of this matter, please refer to Item 9.

Item 9.1, Motion respecting Requiring the City of Hamilton to be more accessible to the hearing impaired, was moved up in the agenda to be heard at this time.

For disposition of this matter, please refer to Item 10.

(iii) 2018 Budget Submission – Housing and Homelessness Advisory Committee (CES17049) (City Wide) and Annual Presentation (Item 7.4)

Julia Verbitsky, Chair of the Housing and Homelessness Advisory Committee, addressed the Committee respecting the Annual Presentation, with the aid of PowerPoint Presentation.

The Housing and Homelessness Advisory Committee Annual Presentation, was received.

A copy of the presentation is available at www.hamilton.ca.

For disposition of this matter, please refer to Item 11.

(iv) Seniors Advisory Committee 2018 Budget Submission (HUR17027) (City Wide) and Annual Presentation (Item 7.5)

Bob Thomson, Chair, Seniors Advisory Committee, addressed the Committee respecting the Seniors Advisory Committee Annual Presentation, with the aid of speaking notes.

The Seniors Advisory Committee Annual Presentation, was received.

A copy of the speaking notes are available at www.hamilton.ca.

For disposition of this matter, please refer to Item 12.

(v) City of Hamilton Veterans Committee 2018 Budget Submission (PED17212) (City Wide) and Annual Presentation (Item 7.6)

The Hamilton Veterans Committee Annual Presentation, was TABLED to the January 22, 2018 meeting.

For disposition of this matter, please refer to Item 13.

(h) DISCUSSION ITEMS (Item 8)

(i) Incentives for Affordable Rental Housing Development (CES17013) (City Wide) (Outstanding Business List) (Item 8.1)

Cameron Kroetsch and Lauren Brady, addressed the Committee respecting Affordable Housing Options at 210 Main Street East, with the aid of a PowerPoint Presentation.

The Delegation from Cameron Kroetsch and Lauren Brady, was received.

A copy of the presentation is available on the City's website at www.hamilton.ca or through the Office of the Clerk.

City Staff was directed to prepare a brief information update on the different models to define rental housing affordability.

For disposition of this matter, refer to Item 14.

(i) GENERAL INFORMATION/OTHER BUSINESS (Item 11)

(i) Outstanding Business List (Item 11.2)

The following changes to the Emergency and Community Services Committee Outstanding Business List, were approved:

(a) Items Requiring New Due Dates:

- (i) Item "G" - Co-ordinated Access System for Social Housing
Current Due Date: October 23, 2017
Proposed New Due Date: January 22, 2018
- (ii) Item "O" - Rolston Neighbourhood Action Plan
Current Due Date: November 2017
Proposed New Due Date: June 2018
- (iii) Item "W" - Proposal to Leverage Section 95 Properties to Create New Affordable Housing
Current Due Date: November 20, 2017
Proposed New Due Date: March 26, 2018
- (iv) Item "AA" - Resolution from the City of Welland re: the Development of Provincial Legislation for Private Supportive Living Accommodations
Current Due Date: December 7, 2017
Proposed New Due Date: March 26, 2018
- (v) Item "BB" - Residential Care Facilities Subsidy Program
Current Due Date: November 20, 2017
Proposed New Due Date: January 22, 2018
- (vi) Item "CC" - Fire Underwriters Survey (FUS) Insurance Grading Review
Current Due Date: Q2 2018
Proposed New Due Date: June 11, 2018
- (vii) Item "EE" - Gateway Arena Purchase
Current Due Date: October 5, 2017
Proposed New Due Date: January 22, 2018
- (viii) Item "FF" - Ministry of Housing re: Re-introduction of the Promoting Affordable Housing Act, 2016
Current Due Date: November 20, 2017
Proposed New Due Date: June 11, 2018
- (ix) Item "LL" - Heat Response Plan Initiative
Current Due Date: November 20, 2017
Proposed New Due Date: March 26, 2018

- (x) Item "MM" - Ambulance Dispatch Services
Current Due Date: December 7, 2017
Proposed New Due Date: February 12, 2018
- (xi) Item "SS" - Poverty Reduction Investment Plan
Current Due Date: TBD
Proposed New Due Date: June 2018
- (b) Items to be Removed:
 - (i) Item "S" - Neighbourhood Engagement Matching Grant Program Extension
(Addressed as Item 7.1 on the November 6, 2017 agenda)
 - (ii) Item "KK" - Senior's Advisory Committee request regarding Hearing Loops
(Addressed as Item 7.3 on the December 7, 2017 agenda)
 - (iii) Item "OO" - Adequate Funding to Legal Aid Ontario to Avoid Cuts to its Immigration and Refugee law services
(Addressed as Item 5.4 on the December 7, 2017 agenda)
 - (iv) Item "PP" - "I Am Committed" Poster Campaign - Diversity Audit
(Addressed as Item 5.7 on the December 7, 2017 agenda)
 - (v) Item "TT" - Information on the Installation of Hearing Loops in Public Facilities
(Addressed as Item 7.3 on the December 7, 2017 agenda)

(ii) Update from Chief Sanderson (Added Item 11.3)

The update from Chief Sanderson respecting the recent shooting of Yousif Al –Hasnani, was received.

(j) ADJOURNMENT (Item 13)

There being no further business, the Emergency & Community Services Committee was adjourned at 6:13 p.m.

Respectfully submitted,

Councillor A. Johnson
Chair, Emergency & Community
Services Committee

Councillor J. Farr
Acting Chair, Emergency &
Community Services Committee

Lisa Chamberlain
Legislative Coordinator
Office of the City Clerk

French Language Services (FLS) Compliance Report Referral Clause

Instructions:

Please complete this report when the selected service(s) offered by your agency is at Referral Clause(s). Agencies are considered to be in compliance if all responses are

ORGANIZATION NAME: City of Hamilton-Ontario Works

Objectives	Current Capacity	Yes	No	Partly	Current Capacity (please describe your current capacity)	Action Plan and Timeframes (please provide information if the answer is 'No' or 'Partly')
Active Offer of Referral	Are calls answered in both English and French?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	All staff offers a bilingual greeting: on voicemail, answering calls or in person. An internal business process outlines the expectations for staff when a client requests to be served in French. For contacts by phone, the business process states "If the caller responds in French and wishes to converse in French, the staff person will warm transfer the call to a staff who has been identified as a French Language Service person at ext. 1555." In face to face situations, the reception staff at the Central office (250 Main E) will contact a French speaking person to assist the individual, at other locations, the reception staff will utilize the "Language Aid" to communicate with the individual and redirect them to a French speaking staff person. Employees who speak French but who are not in a bilingual position are also identified as resources to assist when necessary.	We continue to use French Language Service designated bilingual staff to provide services. We are investigating options with our phone system (4800 line) to add a French option as well as to explore opportunities for improvement as part of the Call Handling and Clerical reviews, with the possible designation of a bilingual Team Control Clerk position.
	Does the general phone message redirect clients to services in French in both languages?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	French services are now offered at our downtown location. Internal signage is in place for the offer of French Services at the Central office (250 Main E.). Bilingual instructions are posted at our other locations to redirect French speaking individuals to the appropriate location.	Internal signs have been relocated to the Central office where FLS are offered as of Q1 2017.
	Is there signage in English and in French at the agency's reception area about how to obtain services in French within their community?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Exterior sign at entry doors identifies our designated French service office at the Central office (250 Main East).	Given the replacement cost associated with signage, the existing exterior signage will be replaced with a bilingual signs as opportunity occurs through moves, damage, etc.due to replacement cost associated.
	Does the website include information about how to obtain services in French in the community in both languages?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The City of Hamilton's web site does not currently provide links to French pages.	In 2017, we will work with Corporate IT to explore feasibility of adding links to French pages.
	Is the recorded message available in French?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The message for the 4800 line is currently recorded in English only, the individual employees' lines offer a bilingual greeting.	Investigate possible changes to the telephone queue to offer options in French; technical changes are required. City of Hamilton is committed to a review of call handling procedures and will determine how OW calls can be streamlined into one call centre. Possibility of increasing FLS services will be considered at part of the review. In addition a review of feasibility for messages on our internal video screens to be available in both French and English is being conducted. Timelines will again be determined corporately but it is expected that the reviews will be completed by year-end.
	Are key sentences used to transfer French calls?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A language aid was developed with key sentences for staff to assist participants and redirect to French speaking staff.	In addition, a lexicon of sentences has been developed for all staff so that they can better assist the individual both on the phone and in person. This Lexicon will be added to the existing business process which is readily accessible to all staff on the Intranet.
	From the first point of contact, is there a formal mechanism to determine if the client speaks French / or prefers services in French?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Existing business processes outline how French speaking clients requesting services in French are linked to French speaking staff. The Language Aid also offers a way for the individual to point to the language of choice and provides a tool for staff to obtain the necessary information to redirect the individual to the appropriate staff person/service. The OW intake process also clearly outlines how to direct an application request to the bilingual staff.	
Accountability and Formal Protocol	Is a written referral agreement in place with the agency where clients are being referred to?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	The City of Hamilton's OW program offers services in French, and provides intake and management of case services. Outreach activities are conducted in the French community resources and services are provided by bilingual OW staff.	not applicable
	Has a copy of the written referral agreement been provided to the ministry?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not applicable per above.	not applicable
	Do staff and management receive training/orientation on FLS legislation, requirements and agency's obligations?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Bilingual requirement is part of training curriculum for all staff.	
	Is there a mechanism in place to identify the number of Francophone clients referred to FLS provider?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not applicable as the City of Hamilton's OW program does not have a referring agency working with French participants.	Statistical data available through SAMS and/or other reports are gathered as needed. The feasibility to capture stats from callers on the queue line (4800) will be considered once this option is assessed for capacity (as mentioned above)
	Have you participated in community collaboration and strategic planning regarding FLS?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Informally through Outreach activities.	

Objectives	Current Capacity	Yes	No	Partly	Current Capacity (please describe your current capacity)	Action Plan and Timeframes (please provide information if the answer is 'No' or 'Partly')
Community Collaboration and Strategic Planning	Are you actively promoting, supporting and collaborating with partner agencies to support the provision of FLS in the community through strategic planning?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Bilingual staff (case manager and employment counsellor), provide outreach services to French service providers which include Centre De Santé et Collège Boréal, are available to participate in such events and routinely consider opportunities for participation and input.	

For Ministry Use Only

Program Supervisor(s) Comments

French Language Services (FLS)
Service Clause 2

Instructions:

Please complete this report when the service(s) offered by your agency is at Service Clause 2. Agencies are considered to be in compliance if all responses are 'yes.'

ORGANIZATION NAME: City of Hamilton-Ontario Works

SERVICE(S) DELIVERED:

Objectives	Current Capacity	Yes	No	Partly	Current Capacity (please describe your current capacity)	Action Plan and Timeframes (please provide information if the answer is 'No' or 'Partly')
	Are calls answered in both English and French?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	All staff offers a bilingual greeting: on voicemail, answering calls or in person. An Internal business process outlines the expectations for staff when a client requests to be served in French. For contacts by phone, the business process states "If the caller responds in French and wishes to converse in French, the staff person will warm transfer the call to a staff who has been identified as a French Language Service person at ext. 1555." In face to face situations, the reception staff at the Central office (250 Main E) will contact a French speaking person to assist the individual, at other locations, the reception staff will utilize the "Language Aid" to communicate with the individual and redirect them to a French speaking staff person. Employees who speak French but who are not in a bilingual position are also identified as resources to assist when necessary.	We continue to use French Language Service designated bilingual staff to provide services. We are investigating options with our phone system (4800 line) to add a French option as well as to explore opportunities for improvement as part of the Call Handling and Clerical reviews, with the possible designation of a bilingual Team Control Clerk position.
	Is interior signage available in French?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Signage for French Languages Services are available and displayed in French at all locations of the OW program in the City of Hamilton.	In addition to formal signage, consideration is given for all posted information to be displayed in French and in English where available.
	Is exterior signage available in French?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Exterior sign at entry doors identifies our designated French service office at the Central office (250 Main East).	Given the replacement cost associated with signage, the existing exterior signage will be replaced with a bilingual signs as opportunity occurs through moves, damage, etc. due to replacement cost associated.
	Is a recorded message available in English and French?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	The message for the 4800 line is currently recorded in English only, the individual employees' lines offer a bilingual greeting.	Investigate possible changes to the telephone queue to offer options in French; technical changes are required. City of Hamilton is committed to a review of call handling procedures and will determine how OW calls can be streamlined into one call centre. Possibility of increasing FLS services will be considered at part of the review. In addition a review of feasibility for messages on our internal video screens to be available in both French and English is being conducted. Timelines will again be determined corporately but it is expected that the reviews will be completed by year-end.
	Are key sentences used to transfer French calls?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A language aid was developed with key sentences for staff to assist participants and redirect to French speaking staff.	In addition, a lexicon of sentences has been developed for all staff so that they can better assist the individual both on the phone and in person. This Lexicon will be added to the existing business process which is readily accessible to all staff.
Active Offer	Are over the counter services available in French?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	French speaking clients requesting services in French are linked to French speaking staff.	
	Are professional translators used to ensure the quality of translations?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Local forms and Brochures are translated by professional services provided through the Business and System Supports Unit.	
	Is qualified staff available to review French translations to ensure accuracy of translation?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Yes, through the Business and System Supports Unit and the bilingual staff.	
	Are materials intended for public distribution available in French?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	All formal material initiated by MCSS are distributed in French and English. Locally, we have translated two brochures "How to Apply for OW" and "OW Employment Services" into French. Where available, materials such as governmental and/or community information, are posted in French and in English.	As part of the overall service delivery review, brochures and publications such as "Voice" will be prioritized for FLS translation.
	Is French correspondence (letters and e-mails) answered in French?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	French correspondence is responded to in French.	
	Is your website available in French?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	The City of Hamilton's web site does not currently provide links to French pages.	In 2017, we will work with Corporate IT to explore feasibility of adding links to French pages.
	Are clients aware of available services in French?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	In addition to signage, clients who identify as French speaking are given the option to be transferred to one of our designated FLS Case Managers.	There is the possibility to increase capacity by adding French messages to the internal video displays by year-end.
	Is client feedback on FLS obtained?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	All clients have capacity to provide feedback on the service received. We have 63 identified FLS cases. No formal feedback or survey has been initiated.	Due to the OW reorg. the feasibility of a customer satisfaction for FLS services had to be delayed. This is on the workplan for 2017 and will be completed by Q4
	From the first point of contact, is there a formal mechanism to determine if the client speaks French / or prefers services in French?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The expectation to provide French Language Services from the point of contact is formalized in the business process outlining the Intake process for applicants requesting to be served in French. The Intake Clerk will facilitate a warm transfer to the French speaking case manager and from that point, all services will be provided in French, Intake and case management. The same applies when an applicant completes the OASA is completed in French, the applicant is contacted by a French speaking case manager for the verification interview and case management.	
	Is intake conducted in French?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Yes, when requested by the applicant/participant.	
	Is assessment conducted in French?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Yes, when requested by the applicant/participant.	

Objectives	Current Capacity	Yes	No	Partly	Current Capacity (please describe your current capacity)	Action Plan and Timeframes (please provide information if the answer is 'No' or 'Partly')
	Are calls answered in both English and French?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	All staff offers a bilingual greeting: on voicemail, answering calls or in person. An Internal business process outlines the expectations for staff when a client requests to be served in French. For contacts by phone, the business process states "If the caller responds in French and wishes to converse in French, the staff person will warm transfer the call to a staff who has been identified as a French Language Service person at ext. 1555." In face to face situations, the reception staff at the Central office (250 Main E) will contact a French speaking person to assist the individual, at other locations, the reception staff will utilize the "Language Aid" to communicate with the individual and redirect them to a French speaking staff person. Employees who speak French but who are not in a bilingual position are also identified as resources to assist when necessary.	We continue to use French Language Service designated bilingual staff to provide services. We are investigating options with our phone system (4800 line) to add a French option as well as to explore opportunities for improvement as part of the Call Handling and Clerical reviews, with the possible designation of a bilingual Team Control Clerk position.
	Are some resources and tools developed and/or adapted to meet the needs of Francophones?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Existing business processes clearly outline how French speaking clients requesting services in French are linked to French speaking staff. A Language Aid was developed to offers a way for the individual to point to the language of choice and also provides a tool for staff to obtain the necessary information to redirect the individual to the appropriate staff person/service. A lexicon of frequently used sentences was also developed and provided to all staff to assist with basic questions and answers in the unlikely event that no bilingual staff are available.	
	Are services provided at the advanced or superior level of French proficiency?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Yes, all bilingual staff have been tested for advanced proficiency in French language (both written and verbal). This assessment is conducted by an independent company and candidates must achieve an advanced level to continue in the competition process.	
Accountability Mechanisms and Management Practices	Do you have an adequate number of positions responsible for the provision of FLS?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	In addition to two Ontario Works Worker II position (case management), we have designated an Intake Clerk, Employment Development Counsellor and Receptionist positions. These employees are responsible to provide the full spectrum of services in French for an effective management of cases.	Recruitment is currently in process. As we proceed with the clerical and case management reviews we will assess the opportunity to possibly increase FLS capacity. In addition, we are adding the sentence "Fluency in French is an asset" to all of our competitions/job postings.
	Is staff assessed at the advanced or superior level of French proficiency?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Yes, all recruitment for bilingual positions include a mandatory French test conducted by an independent company and candidates must achieve an advanced level to continue in the competition process.	
	Is a mechanism identified to support resolution of complaints/issues pertaining to the delivery of FLS?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	All complaints are directed to managers for review, response and logging. Bilingual Manager assigned responsibility of reviewing complaints received in French and to provide response in French.	As part of the prgram delivery review, and through a continuous improvement focus, we are reviewing our feedback process for all applicants/participants. Any document or process for complaints and feedback will be offered in both English and French.
	Do staff and management receive training/orientation on FLS legislation, requirements and agency's obligations?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Bilingual requirement is part of the training curriculum for all staff.	
	Do board members receive training/orientation of FLS legislation, requirements and agency's obligations?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Report (CS11038) on French Language Services outlining plans was presented and accepted by Council in April 2011. The FLS Compliance Reports are presented to Council annually for approval.	A review of the report and possible update is on the workplan for 2017. A commitment to include French Language Services as part of the orientation new councillors is also part of the plan. A request was made to the MCSS program supervisor to check to see if it can be edited to reflect that it is presented as an information report rather than recommendation to Council.
	Is FLS included in performance appraisals of staff?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	As City of Hamilton staff we are bound to utilize the corporate Performance Accountability and Development Tool. This tool is generic to all City staff and does not include FLS.	Continue to comply with our corporate mandate for performance reviews but adding expectations around the provision of French Service delivery under section 2B. TECHNICAL COMPETENCIES (Hard Skills) in the Performance Accountability and Development document for staff in bilingual positions starting in 2017.
	Is FLS included in performance appraisals of management?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	As City of Hamilton staff we are bound to utilize the corporate Performance Accountability and Development Tool. This tool is generic to all City staff and does not include FLS.	Continue to comply with our corporate mandate for performance reviews but adding expectations around the provision of French Service delivery under section 2B. TECHNICAL COMPETENCIES (Hard Skills) in the Performance Accountability and Development document for staff in bilingual positions starting in 2017.
	Are quality assurance mechanisms in place to ensure the provision of quality FLS?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Internal Business Process are in place and available on the intranet for all staff. The FLS Supervisor in OW coordinates a French Language Service Internal Working Group to maintain regular updates on the status of the FLS work plans (for Human Services, Housing Services and Child Care) delivered by the City of Hamilton.	This working group has been on hold due to the implementation of SAMS but with the reorganization of the Ontario Works program, it will be revived in Q2-Q3 2017 to ensure that all relevant parties are kept apprised of the work plan and FLS related initiatives. This will prove essential as the City of Hamilton moves toward integrated services and will help to build capacity of FLS.
	Are the most appropriate positions identified as requiring bilingual staff to ensure <u>quality</u> and <u>permanency</u> of FLS?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	We have identified bilingual positions in the Intake Unit, reception, case management and employment services. These essentially cover the life cycle of an OW case.	
	Is FLS a standing item in management and team meetings?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	FLS is discussed regularly for teams that hold the responsibility for FLS at our designated office. A reminder was sent to all OW office sites to review the referral process to our FLS designated office for service. In addition, the FLS case manager has attended team meetings to review the process and answer questions in person.	Outreach to all team is planned for 2017 to introduce the new FLS case managers and the work plan. This item will also be added as a standing item on the leadership agenda for information sharing purpose.
Actively Promote Community Collaboration and Strategic Planning	Are you actively promoting, supporting and collaborating with partner agencies to support the provision of FLS in the community through strategic planning?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Bilingual staff (case manager and employment counsellor), provide outreach services to French service providers which include Centre De Santé and Collège Boréal, are available to participate in such events and routinely consider opportunities for participation and input.	
	Are public forums and/or consultations offered in both English and French, with accompanying materials?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Available upon request.	Continue to have FLS staff attend OW initiated public forums.
	Are separate French consultations organized when applicable?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Available upon request.	

Objectives	Current Capacity	Yes	No	Partly	Current Capacity (please describe your current capacity)	Action Plan and Timeframes (please provide information if the answer is 'No' or 'Partly')
	Are calls answered in both English and French?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	All staff offers a bilingual greeting: on voicemail, answering calls or in person. An Internal business process outlines the expectations for staff when a client requests to be served in French. For contacts by phone, the business process states "If the caller responds in French and wishes to converse in French, the staff person will warm transfer the call to a staff who has been identified as a French Language Service person at ext. 1555." In face to face situations, the reception staff at the Central office (250 Main E) will contact a French speaking person to assist the individual, at other locations, the reception staff will utilize the "Language Aid" to communicate with the individual and redirect them to a French speaking staff person. Employees who speak French but who are not in a bilingual position are also identified as resources to assist when necessary.	We continue to use French Language Service designated bilingual staff to provide services. We are investigating options with our phone system (4800 line) to add a French option as well as to explore opportunities for improvement as part of the Call Handling and Clerical reviews, with the possible designation of a bilingual Team Control Clerk position.
	Is feedback from Francophone community/stakeholders obtained, analyzed and integrated into the planning and development of services?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The bilingual Manager and Supervisor were assigned the responsibility of reviewing complaints received, to provide response and consider for future planning and development of services.	Client satisfaction review is on the workplan for 2017.

For Ministry Use Only

Program Supervisor(s) Comments

CITY OF HAMILTON

2018

ADVISORY COMMITTEES

BUDGET SUBMISSION

Housing & Homelessness Advisory Committee (HHAC)

PART A: General Information

ADVISORY COMMITTEE MEMBERS:

Eileen Campbell	Michael Cameron
Chelsea MacDonald	Michael Slusarenko
Tyson Benn	Thomas Mobley
Marie Raftis	Sandy Leyland
Elske de Visch Eybergen	Lance Dingman
Julia Verbitsky	Stephanie Greenaway
Obaid Shah	Trevor Jaundoo
Yim Chung	

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 housing 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			
1) Community Engagement & Participation	<input checked="" type="checkbox"/>	2) Economic Prosperity & Growth	
3) Healthy & Safe Communities	<input checked="" type="checkbox"/>	4) Clean & Green	
5) Built Environment & Infrastructure		6) Culture & Diversity	
7) Our People & Performance			

PART C: Budget Request

INCIDENTAL COSTS:

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

SPECIAL EVENT/PROJECT COSTS:

N/A	\$0
SUB TOTAL	\$0

TOTAL COSTS	\$1,000
--------------------	----------------

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

TOTAL 2018 BUDGET REQUEST (net of reserve funding)	\$1000
PREVIOUS YEAR (2017) APPROVED BUDGET (2016 Request \$1000)	\$1,000

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

2018

ADVISORY
COMMITTEES

BUDGET SUBMISSION

SENIOR ADVISORY
COMMITTEE

PART A: General Information

ADVISORY COMMITTEE MEMBERS:

Margaret Cheyne	Lou DeStephanis
Carolann Fernades	George Hough
Ramanth Karnath	Paula Kilburn
Jeanne Mayo	Dahlia Petgrave
Penelope Petrie	Barry Spinner
Doug Stone	Basharat Tayyab
Bob Thomson	Karen Tomson
Marjorie Wahlman	Emmy Weisz
John Winslow	

MANDATE:

The Senior Advisory Committee is a Council mandated advisory committee of the City of Hamilton. To be a credible communication vehicle that will reflect and translate the ongoing needs that affects the quality of life for all older persons. It will provide a forum for consumers and deliverers of services and facilities to identify issues, explore possible remedies, and work to implement them.

PART B: Strategic Planning

STRATEGIC OBJECTIVES:

- To assist Council in decision making as it pertains to Senior's issues in Hamilton.
- To respond and advocate concerns affecting policies, services and facilities for seniors delivered by and funded by all levels of government.
- To promote and disseminate all decisions relating to access, the provision of services programs and facilities for seniors in the City of Hamilton.
- To liaise with other organized groups when there are matters of mutual concerns.
- To promote and advocate, wherever appropriate, the concept of healthy aging by encouraging improved and responsive programs and services in a timely fashion.

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	X
3) Healthy & Safe Communities	X	4) Clean & Green	X
5) Built Environment & Infrastructure	X	6) Culture & Diversity	X
7) Our People & Performance	X		

PART C: Budget Request

INCIDENTAL COSTS:

Monthly meeting expenses (photocopying, refreshments, advertising, postage, etc.)	
SUB TOTAL	\$1,500.00

SPECIAL EVENT/PROJECT COSTS:

SUB TOTAL	\$ NIL
TOTAL COSTS	\$1,500.00

Funding from Advisory Committee Reserve (only available to Advisory Committees with reserve balances)	\$ N/A
--	---------------


TOTAL 2018 BUDGET REQUEST (net of reserve funding)	\$1,500.00
PREVIOUS YEAR (2017) APPROVED BUDGET (2017 Request \$1,500.00)	\$1,500.00

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 Thomson (Senior Advisory Committee Chair)**

Signature:



Date: **October 6, 2017**

Telephone # :

CITY OF HAMILTON

2018

ADVISORY COMMITTEES

BUDGET SUBMISSION

“HAMILTON VETERANS COMMITTEE”

PART A: General Information

ADVISORY COMMITTEE MEMBERS:

Dave Steckham, Chair	Ed Sculthorpe (Vice-Chair)
Marko Babic	Keven Ellis
(Robert) Geordie Elms	Dan Muir
(Victor) Rod Paddon	Art Tompkins
Councillor Brenda Johnson	Councillor Robert Pasuta

MANDATE:

"Provide the Advisory Committee's mandate"

Reporting to council, 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 provides 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 a liaison for the veterans of the City of Hamilton on all matters that fall within Council's jurisdiction.

Coordinate Decoration Day and Remembrance Day Parades and Memorial Services.

Maximize the engagement of youth in the act of Remembrance through projects and events.

How will they be achieved:

Coordinate the remembrances for significant anniversaries such as Decoration Day, Remembrance Day, VE Day and including but not limited to parades and memorial services.

Administer all other matters directly relating to or of concern to 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 – Veterans Place at Gore Park including but not limited to the placement of wreaths.

Present opportunities for the engagement of youth in acts of Remembrance in the City of Hamilton.

Who will benefit:

All citizens of the City of Hamilton as well as local Veterans. Several thousand people attend the Remembrance Day services and parades coordinated by the Veterans Committee.

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

The youth of Hamilton will be given the opportunity to be engaged with Acts of Remembrance outside of the classroom setting.

ALIGNMENT WITH CORPORATE GOALS:

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

PART C: Budget Request**INCIDENTAL COSTS:**

Meeting Costs: <ul style="list-style-type: none"> - postage, printing, parking - 7 regular meetings, 4 event planning meetings and 1 meeting with all Veteran Organizations within the City of Hamilton - Name tags and arms bands 	\$2,000
SUB TOTAL	\$2,000

SPECIAL EVENT/PROJECT COSTS:

Ceremonies/Services: <ul style="list-style-type: none"> - Hamilton (Gore Park Cenotaph), ceremony and garrison parade - Remembrance Day Ceremonies (Ancaster, Glanbrook, Dundas, Stoney Creek, Waterdown) - Dieppe Veterans' Memorial Service - Decoration Day - Communications and Marketing 	\$14,100 \$4,200 \$3,000 \$4,500 \$2,200
SUB TOTAL	\$28,000

TOTAL COSTS	\$30,000
--------------------	-----------------

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

TOTAL 2018 BUDGET REQUEST (net of reserve funding)	\$30,000
PREVIOUS YEAR (2017) APPROVED BUDGET (2017 Request \$)	\$30,000

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: **David Steckham**

Signature:

Date:
