



## HEALTHY & SAFE COMMUNITIES COMMITTEE

### REPORT 18-006

1:30 pm

Monday, June 11, 2018 Council Chambers

Hamilton City Hall

71 Main Street West, Hamilton

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

**Absent with Regrets:** Councillor D. Skelly - Personal

### THE HEALTHY AND SAFE COMMUNITIES COMMITTEE PRESENTS REPORT 18-006 AND RESPECTFULLY RECOMMENDS:

#### 1. Seniors Advisory Committee Minutes – March 2, 2018 (Item 5.2)

- (a) That the Seniors Advisory Committee Minutes dated March 2, 2018, be received; and,
- (b) That the Seniors Advisory Committee allot \$250 for printing of the information booklet on Winter Walking, with the funds coming from the Seniors Advisory Committee Budget Reserve Account 57555300320.

#### 2. Seniors Advisory Committee Minutes – April 6, 2018 (Item 5.3)

- (a) That the Seniors Advisory Committee Minutes dated April 6, 2018, be received;
- (b) That the Seniors Advisory Committee purchase an advertisement totaling \$50 to be included in the June Events Calendar for the Older Adult Network event, with the funds coming from the Seniors Advisory Committee Budget Reserve Account 57555300320;
- (c) That the Seniors Advisory Committee provide \$40 towards the cost of refreshments for the Older Adult Network event, with the funds coming from the Seniors Advisory Committee Budget Reserve Account 57555300320; and,

(d) That the Seniors Advisory Committee designate \$250 to support the Senior of the Year Award nominator reception, with the funds coming from the Seniors Advisory Committee Budget Reserve Account 57555300320.

**3. One Time Funding for Hamilton's Emergency Shelter System (Added Item 10.1)**

WHEREAS, a delegation from the Good Shepherd Centres on behalf of Hamilton's Emergency Shelters presented at the June 11, 2018 Healthy and Safe Communities Committee;

WHEREAS, Hamilton's Emergency Shelters are currently block funded based on the number of beds at each facility, and there has been no cost of living increase in funding to the Emergency Shelters since April 1, 2014;

WHEREAS, the number of unique individuals accessing Hamilton's emergency shelters has decreased since 2010 but the occupancy rate has increased;

WHEREAS, individuals are staying in Hamilton's emergency shelters longer and the average number of nights in shelter is increasing;

WHEREAS, there has been an increase of asylum seekers in the Emergency shelters, particularly in the Family Shelter where 50% of people are refugees or refugee claimants (Asylum seekers) and it is anticipated that this number of people will increase;

WHEREAS, the current provincially funded CHPI funding allocation for Hamilton is \$19,455,174. The City of Hamilton has not had a significant increase in CHPI funding since its inception in 2013. The Province has confirmed an annual increase of \$190K per year until 2020. This is less than a 1% annual increase to support all 5 service categories of which emergency shelters is one; and,

WHEREAS, in April 2009 Hamilton City Council approved the Blueprint for Emergency Shelter services, which seeks to develop a sustainable system to better support homeless people as they move to permanent housing;

**THEREFORE BE IT RESOLVED:**

That the Mayor and Council correspond with the Provincial and Federal Governments requesting additional funds to support the current financial pressures in the Emergency Shelter system attributed to the minimal increase in provincial funding over the past several years, increased complexity of mental health and addiction issues of people in the shelters as well as the influx of asylum seekers into the Hamilton Emergency Shelter system over the past several months.

**4. Ontario Works French Language Services Compliance Report (CS11038(c)) (City Wide) (Item 5.4)**

That the Ontario Works French Language Services Compliance Report, attached as Appendix A to HSC Report 18-006, be approved.

**5. Poverty Reduction Implementation Plan (CES16043(b)) (City Wide) (Item 5.5)**

That Report CES16043(b) respecting the Poverty Reduction Implementation Plan, be received.

**6. 2018 Homelessness Enumeration Preliminary Results (HSC18031) (City Wide) (Item 5.6)**

That Report HSC18031 respecting the 2018 Homelessness Enumeration Preliminary Results, be received.

**7. Vehicle Donations to Caribbean North Charities Foundation, and to the David McAntony Gibson Foundation in partnership with the Consulate-General of St. Vincent and the Grenadines (HSC18034) (City Wide) (Item 5.7)**

(a) That the donation from Hamilton Paramedic Service of two (2) used Ambulances and two (2) used Emergency Response Vehicles (ERV) in “as is condition”, to Caribbean North Charities Foundation, a registered Canadian charity, be approved pursuant to Procurement Policy #16, Disposal of Surplus and Obsolete Goods;

(b) That the donation from Hamilton Paramedic Service of one (1) used Ambulance in “as is condition”, to the David McAntony Gibson Foundation, a registered Canadian charity, in partnership with the Consulate-General of St. Vincent and the Grenadines, be approved pursuant to Procurement Policy #16, Disposal of Surplus and Obsolete Goods; and,

(c) That the Paramedic Chief or his designate be authorized and directed to execute all necessary documents, in a form acceptable to both Procurement and Legal Services, to implement recommendations (a) and (b).

**8. Standardization of Fire Equipment, Parts, Supplies and Services for the Mechanical Division within the Hamilton Fire Department (HSC18025) (City Wide) (Item 8.1)**

- (a) That Council approve the standardization of the suppliers of fire apparatus equipment and services and Original Equipment Manufacturers (OEM) of equipment for fire apparatus and equipment as identified in Appendix B to HSC Report 18-006, pursuant to Procurement Policy #14 – Standardization and be approved as the single source of supply for the listed equipment, parts, supplies and services as the manufacturer's standard through to December 31, 2021 for the Hamilton Fire Department;
- (b) That the Fire Chief of the Hamilton Fire Department, or his/her designate, be authorized to negotiate, enter into and execute any required Contract and any ancillary documents required to give effect thereto with those suppliers identified in Appendix B to HSC Report 18-006 with content acceptable to the General Manager of Healthy and Safe Communities, and in a form satisfactory to the City Solicitor; and,
- (c) That the Fire Chief of the Hamilton Fire Department, or his/her designate, be authorized to amend any Contracts executed and any ancillary documents as required if a supplier identified in Appendix B to HSC Report 18-006 undergoes a name change.

**9. GreenON Capital Funding for Social Housing (HSC18032) (City Wide) (Item 8.2)**

- (a) That the General Manager of Healthy and Safe Communities, or his designate, be authorized and directed to enter into a Transfer Payment Agreement to deliver the GreenON Funding Program, with the Housing Services Corporation, in a form satisfactory to the City Solicitor; and,
- (b) That the General Manager of Healthy and Safe Communities, or his delegate, be authorized and directed to approve and execute funding agreements with eligible housing providers for funding allocated through the GreenON Program, in a form satisfactory to the City Solicitor.

**10. Fire Apparatus Addition to Contract C5-13-17 for the Hamilton Fire Department (HSC18033) (City Wide) (Item 8.3)**

That the Chief of the Hamilton Fire Department, or his/her designate, be authorized to purchase one additional fire apparatus, known as an Urban Engine, under existing City Contract C5-13-17 funded by the favourable variances existing within the 2017 and 2018 Fire Vehicle Replacement capital projects and in a form satisfactory to the City Solicitor.

**FOR INFORMATION:**

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

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

**1. NOTICE OF MOTION (Item 10)**

- 10.1 One Time Funding for Hamilton's Emergency Shelter System, which was moved up in the agenda to immediately follow the Delegation listed as Item 6.1.

The Agenda for the June 11, 2018 meeting of the Healthy & Safe Communities Committee was approved, as amended.

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

None declared.

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

**(i) May 7, 2018 (Item 3.1)**

The Minutes of the May 7, 2018 Healthy & Safe Communities Committee meeting were approved, as presented.

**(d) CONSENT ITEMS (Item 5)**

**(i) Hamilton Veterans Committee Minutes – November 28, 2017 (Item 5.1)**

The Minutes of the Hamilton Veterans Committee dated November 28, 2017, were received.

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

**(i) Brother Richard MacPhee, Good Shepherd, respecting the Emergency Shelter System Situation (Item 6.1)**

Carol Cowan-Morneau, Executive Director of Mission Services, and Katherine Kalinowski, Chief Operating Officer, Good Shepherd Centre, addressed the Committee on behalf of Brother Richard MacPhee respecting the Emergency Shelter System Situation with the aid of a PowerPoint presentation. A copy of the presentation has been retained for the official record.

The Delegation from Carol Cowan-Morneau, and Katherine Kalinowski respecting the Emergency Shelter System Situation, was received.

**(f) NOTICE OF MOTION (Item 10)**

**(i) One Time Funding for Hamilton's Emergency Shelter System (Added Item 10.1)**

Councillor Merulla introduced a Notice of Motion respecting One Time Funding for Hamilton's Emergency Shelter System.

The Rules of Order were waived to allow for the introduction of a motion respecting One Time Funding for Hamilton's Emergency Shelter System.

For further disposition of this matter, refer to Item 3.

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

**(i) Changes to the Outstanding Business List (Item 11.2)**

The following changes to the Outstanding Business List, were approved:

Items Requiring New Due Dates:

Item O - Rolston Neighbourhood Action Plan  
Current Due Date: June 2018  
Proposed Due Date: December 17, 2018

Item FF - Re-introduction of the *Promoting Affordable Housing Act, 2016* (Bill 7)  
Current Due Date: June 11, 2018  
Proposed Due Date: August 15, 2018

Item LL - Heat Response Plan Initiative  
Current Due Date: May 7, 2018  
Proposed Due Date: Q2 2019

Item QQ - Mayor's Advisory Committee on Syrian Newcomers  
Current Due Date: TBD  
Proposed Due Date: August 15, 2018

Item UU - Hamilton Youth Engagement Collaboration  
Current Due Date: June 11, 2018  
Proposed Due Date: July 11, 2018

Item VV - Home for Good  
Current Due Date: May 7, 2018  
Proposed Due Date: August 15, 2018

Item XX - ACPD respecting Housing Issues  
Current Due Date: June 11, 2018  
Proposed Due Date: August 15, 2018

**(h) ADJOURNMENT (Item 13)**

There being no further business, the Healthy & Safe Communities Committee was adjourned at 2:19 p.m.

Respectfully submitted,

Councillor S. Merulla  
Chair, Healthy & Safe  
Communities Committee

Lisa Chamberlain  
Legislative Coordinator  
Office of the City Clerk

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"/>		Staff record a bilingual greeting on voicemail, and respond to live calls or in-person interactions with a bilingual greeting. Business processes outline the expectations for staff when a client requests to be served in French. If a caller responds in French and wishes to converse in French, the staff person will warm transfer the call to a FLS designated staff. In face to face situations, staff will contact a FLS staff to assist the individual. FLS staff are located at our 250 Main St. E. office, however, they see FL speaking clients at our other offices, if needed. If FL speaking clients attend in-person and FLS staff are unavailable (e.g. seeing other clients) staff will utilize a "Language Aid" to communicate with the individual and redirect them to staff who speak French but who are not designated FLS.	We continue to utilize bilingual, FLS-designated staff to provide service. We are still in the midst of investigating options to offer a FLS telephony solution as part of our ongoing organizational review and the development of our new service delivery model. This review will be completed in 2018
	Is interior signage available in French?				Signage alerting clients to the availability of FLS is displayed at all OW offices.	
	Is exterior signage available in French?	<input type="checkbox"/>	<input type="checkbox"/>		Exterior signage at the entry doors identifies our designated FLS office as 250 Main St. E.	We are in the midst of investigating options to meet our future needs for physical office space. Given the costs, addressing bilingual exterior office signage will be included in any move to new offices or renewal of leases at current locations (tentative target for any change to accommodations is 2020). In the meantime, signage will be replaced with bilingual options as opportunities present themselves (e.g. signage becomes damaged).
	Is a recorded message available in English and French?	<input type="checkbox"/>	<input type="checkbox"/>		All individual staff persons' voicemail greetings are bilingual. Our general inquiry line (4800 line) is in English only.	As part of our ongoing organizational review and development of our new service delivery model, we are committed to a review of call handling procedures and technology to ensure that inquiries that come through our general inquiry line (4800) are greeted with FLS messaging. This review will be completed in 2018
	Are key sentences used to transfer French calls?	<input type="checkbox"/>	<input type="checkbox"/>		A "Language Aid" has been developed to assist staff with responding to FLS inquiries.	
	Are over the counter services available in French?				FL speaking clients requesting FLS, are actively linked to FLS designated staff.	
	Are professional translators used to ensure the quality of translations?	<input type="checkbox"/>	<input type="checkbox"/>		Translation of documents is completed by professional services arranged through the OW Business and System Supports team.	
	Is qualified staff available to review French translations to ensure accuracy of translation?	<input type="checkbox"/>	<input type="checkbox"/>		Translated documents are reviewed by professional services or by designated bilingual staff.	
Active Offer	Are materials intended for public distribution available in French?	<input type="checkbox"/>	<input type="checkbox"/>		Local brochure, "How to Apply for OW" is available in French. Materials provided by external service providers (e.g. MCSS, community agencies, etc.) are provided in French where available.	As part of our ongoing organizational review and development of our new service delivery model, we are committed to a review of all materials available to the public to determine if they are available in French (for externally-produced materials) or need to be translated (for internally-produced materials). This review will be completed in 2018.
	Is French correspondence (letters and e-mails) answered in French?				FL S designated staff respond to correspondence in French.	
	Is your website available in French?	<input type="checkbox"/>	<input checked="" type="checkbox"/>		The City of Hamilton's web site does not currently provide links to French pages.	As part of our ongoing organizational review and development of our new service delivery model, we are committed to engaging corporate IT services to determine the feasibility of offering digital information in French. This review will be completed in 2018.
	Are clients aware of available services in French?	<input type="checkbox"/>	<input type="checkbox"/>		In addition to signage, clients are made aware of the opportunity to receive services in French via the bilingual greeting that they receive from staff. Clients who identify as FLS are offered FL services (e.g. their case will be transferred to a FLS-designated case manager).	
	Is client feedback on FLS obtained?	<input type="checkbox"/>	<input type="checkbox"/>		Client feedback regarding FL services at OW in the City of Hamilton, is not formally sought. All clients have the opportunity to provide feedback on the service that they receive through their case manager or through other channels (e.g. asking to escalate their concerns/feedback to a supervisor or other leader).	As part of our ongoing organizational review and development of our new service delivery model, we are committed to engaging our clients more proactively to obtain feedback regarding service delivery. Feedback regarding FLS will be included in this plan. The organizational review will be completed in 2018.
	From the first point of contact, is there a formal mechanism to determine if the client speaks French / or prefers services in French?	<input type="checkbox"/>	<input type="checkbox"/>		Clients are made aware of the opportunity to receive services in French via the bilingual greeting that they receive from staff. Clients who identify as FLS (e.g. by answering in French, by applying online in French) are offered FL services (e.g. their case will be transferred to a FLS-designated case manager).	
	Is intake conducted in French?	<input type="checkbox"/>	<input type="checkbox"/>		Clients who identify as FLS (e.g. by answering staff in French, by applying online in French) are offered FL services (e.g. their application will be transferred to a FLS designated staff person).	
	Is assessment conducted in French?	<input type="checkbox"/>	<input type="checkbox"/>		Clients who identify as FLS (e.g. by answering staff in French, by applying online in French) are offered FL services (e.g. their application will be transferred to a FLS designated staff person).	
	Are some resources and tools developed and/or adapted to meet the needs of Francophones?	<input type="checkbox"/>	<input type="checkbox"/>		A "Language Aid" was developed to assist non-FL speaking staff to support and communicate with FLS clients in the unlikely event that no bilingual staff are available.	
	Are services provided at the advanced or superior level of French proficiency?	<input type="checkbox"/>	<input type="checkbox"/>		All FLS designated staff are tested for advanced proficiency in French, both written and verbal. This testing is done by an independent company and candidates must achieve an advanced level to be designated as FLS.	

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')
<b>Accountability Mechanisms and Management Practices</b>	Do you have an adequate number of positions responsible for the provision of FLS?	<input checked="" type="checkbox"/>	<input type="checkbox"/>		We have two case manager positions, one intake clerk, one employment development counsellor and one receptionist dedicated to the provision of FLS.	Recruitment is ongoing for FLS case managers due to turnover. All postings for all positions now have an additional statement: 'Fluency in French is an asset'.
	Is staff assessed at the advanced or superior level of French proficiency?	<input checked="" type="checkbox"/>	<input type="checkbox"/>		All FLS designated staff are tested for advanced proficiency in French, both written and verbal. This testing is done by an independent company and candidates must achieve an advanced level to be designated as FLS.	
	Is a mechanism identified to support resolution of complaints/issues pertaining to the delivery of FLS?	<input checked="" type="checkbox"/>	<input type="checkbox"/>		All complaints are directed to leadership for review, response and tracking. A bilingual member of the leadership team is assigned responsibility for reviewing complaints received in French and to provide a response in French	
	Do staff and management receive training/orientation on FLS legislation, requirements and agency's obligations?	<input checked="" type="checkbox"/>	<input type="checkbox"/>		FLS legislation and specifically our requirements/obligations are part of staff training curriculum	
	Do board members receive training/orientation of FLS legislation, requirements and agency's obligations? (for municipalities, this refers	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Report (CS11038) on French Language Services outlining plans was presented and accepted by City of Hamilton Council in April 2011. FLS Compliance Reports are presented to Council annually as information reports. Included in that report is a background regarding FLS legislation and our requirements/obligations.	
	Is FLS included in performance appraisals of staff?	<input checked="" type="checkbox"/>	<input type="checkbox"/>		The City of Hamilton has a corporate Performance Accountability and Development (PAD) tool that does not explicitly include FLS as a competency.	While FLS is not an explicit competency included in the Corporate PAD, communicating in French as required/expected is included in PAD's for FLS designated staffs.
	Is FLS included in performance appraisals of management?	<input checked="" type="checkbox"/>	<input type="checkbox"/>		The City of Hamilton has a corporate Performance Accountability and Development (PAD) tool that does not explicitly include FLS as a competency.	While FLS is not an explicit competency included in the Corporate PAD, ensuring FLS service requirements are met by the OW division is part of the PAD for management charged with this responsibility.
	Are quality assurance mechanisms in place to ensure the provision of quality FLS?	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Business processes are in place and available for all staff. Leadership charged with ensuring FLS requirements are met regularly review processes and capacity to ensure appropriate levels of service are provided to FL speaking clients.	An FLS working group comprised of City of Hamilton divisions with FLS requirements (Childcare, Housing, Ontario Works) has been on hold pending the organizational review and implementation of our new service delivery model. This group will be reconvened in 2018.
	Are the most appropriate positions identified as requiring bilingual staff to ensure quality and permanency of FLS?	<input checked="" type="checkbox"/>	<input type="checkbox"/>		We have two case manager positions, one intake clerk, one employment development counsellor and one receptionist dedicated to the provision of FLS. All of these positions have direct contact with clients.	
	Is FLS a standing item in management and team meetings?	<input checked="" type="checkbox"/>	<input type="checkbox"/>		For teams that have a FLS dedicated position, provision of FLS services is a regular agenda item during team meetings. FLS services are also discussed during other team meetings and huddles for teams that don't have a dedicated FLS staff person. FLS staff have also attended other staff meetings to provide clarity regarding FLS processes and requirements.	
<b>Actively Promote Community Collaboration and Strategic Planning</b>	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"/>		FLS staff (case manager and employment development counsellor), provide outreach services to French service providers which include Centre De Santé and Collège Boréal.	
	Are public forums and/or consultations offered in both English and French, with accompanying materials?	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Available upon request. We currently don't provide public forums and/or consultations in-house	FLS staff are available to participate in external forums/events/consultations and routinely consider opportunities for participation and input.
	Are separate French consultations organized when applicable?	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Available upon request. We currently don't provide public forums and/or consultations in-house	Available upon request. We currently don't provide public forums and/or consultations in-house
	Is feedback from Francophone community/stakeholders obtained, analyzed and integrated into the planning and development of services?	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Leadership charged with ensuring FLS requirements are met regularly engage with the Francophone community partners to obtain feedback.	As part of our ongoing organizational review and development of our new service delivery model, we are committed to engaging our stakeholders more proactively to obtain feedback regarding service delivery. Feedback regarding FLS will be included in this plan. The organizational review will be completed in 2018.

## HFD Standardized Equipment, Parts/Supplies and Services MECHANICAL DIVISION

Suppliers	Description of Equipment/Supplies and Ser	Single Source Possibility	2017 Actuals <sup>1</sup>	Other Details
C-MAX Fire Solutions	Local supplier of all KME Rev Group parts and services, along with being the warranty work provider for KME Rev Group vehicles through Metz Fire and Rescue. This includes mechanical, electronic and body type ancillary equipment as the OEM parts provider.	Yes	\$ 55,000	C-MAX Fire Solutions is the service provide of Metz Fire and Rescue who is the authorized Canadian representative of KME Rev Group
Central Equipment Sales and Services (formerly Paddock)	Pre-authorized KME Rev Group warranty work local provider for springs, suspensions, fuel tank, along with 24/7 emergency services/repairs/fabrication and parts availability	Yes	\$ 21,000	Central Equipment Sales and Services - pre-authorized KME Rev Group warranty work provider via Metz Fire and Rescue who is the authorized Canadian Representative
Wajax Power Systems	Local Detroit Diesel and Allison Transmission dealer in the Hamilton Area - provider of OEM parts (non KME Rev Group vehicles) along with after hours service availability.	Yes	\$ 1,000	Wajax Power Systems - warranty work on Allison transmissions plus remaining Detroit diesel engines that are in the fleet
Toromont CAT Engine & Transmission Dealer	Local CAT Engine and Transmission dealer in the Hamilton Area - provider of OEM parts - after hours service availability	Yes	\$ 53,000	Toromont CAT - warranty work on CAT Engines and Transmissions
Chiefs Collision	Pre-authorized KME, warranty work local provider, paint and body work along with 24/7 emergency services/body repairs/fabrication and parts (also warranty provider for Crestline Ambulance)	Yes	\$ 6,000	Chiefs Collision - pre-authorized KME Rev Group warranty work provider via Metz Fire and Rescue who is the authorized Canadian Representative
Commercial Truck Equipment <sup>2</sup>	New local Pierce Fire Truck Manufacturing dealer in Ontario - parts/repairs and services for Pierce Fire Trucks	Yes	\$ 70,000	Commercial Truck Equipment - former provider was Darch Fire in 2017 of Pierce Fire Truck Parts
Dependable Emergency Vehicles	Local Ontario Spartan Truck parts provider - after hours parts availability	Yes	\$ 27,000	Dependable Emergency Vehicles - provider relied on for various parts and services with after hours availability
Altruck International	Local MaxForce and Cummins engine dealer in the Hamilton Area - provider of OEM parts and services - after hours service availability - CMAX -KME preferred local Pre-Delivery Inspection (PDI) provider	Yes	\$ 35,000	Altruck International - provides PDI work for in service KME vehicles plus warranty work provider for MaxForce and Cummins engines
			<b>\$ 268,000</b>	

**\*Notes**

1. Amount varies year over year due to the repair/equipment/part services required in any given year
2. Previous vendor Darch Fire no longer provider of Pierce Fire Truck equipment/parts now Commercial Truck Equipment for Ontario