


Hamilton

INFORMATION REPORT

TO:	Chair and Members Emergency and Community Services Committee
COMMITTEE DATE:	February 20, 2020
SUBJECT/REPORT NO:	Residential Care Facilities Subsidy Program (HSC19064(a)) (City Wide) (Outstanding Business List Item)
WARD(S) AFFECTED:	City Wide
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SUBMITTED BY:	Edward John Director, Housing Services Division Healthy and Safe Communities Department
SIGNATURE:	

COUNCIL DIRECTION

At its meeting of December 6, 2019, the Emergency and Community Services Committee approved the following:

- (a) Staff were directed to report back to the Emergency and Community Services Committee within 60 days on the development of a policy, protocol or by-law that would protect residents in Residential Care Facilities from any form of retribution for reporting a health or safety concern to the City; and,
- (b) Staff are to consider and report back to the Emergency and Community Services Committee on a formal policy to create a Residential Care Facilities advocates office.

INFORMATION

The Residential Care Facilities (RCF) Subsidy Program is administered by the City of Hamilton and subsidizes the cost of accommodation, meals, supervision and assistance with activities of daily living for an average of 780 residents living in 53 RCFs.

OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

Residents include people with mental health issues, developmental disabilities, acquired brain injuries, histories of homelessness and senior adults. As a form of housing with supports, RCFs are an important part of Hamilton's housing continuum and provide an option for people who may require supports along with permanent housing. There are approximately 90 RCFs licensed to operate through the City's Licensing and By-Law Services Division, with inspections completed by Public Health Services and the Hamilton Fire Department, however only 53 of these homes are contracted for subsidy through the Housing Services Division.

All RCFs within the City of Hamilton must adhere to the requirements of Business Licensing By-law 07-170, Residential Care Facility (Schedule 20). This By-law includes, but is not limited to, the operator's requirements for licenses, care and maintenance of the physical building, and care of the residents.

Licensing and By-law Services Division, as part of its monitoring and oversight of the program, operates a City of Hamilton phone line which allows the reporting of concerns regarding operations and care. It is included in Schedule 20, as indicated below:

Section 12(i)(iv) a notice stating the operator is licensed by the City of Hamilton and that a complaint about the operation of the facility may be made by telephoning the City of Hamilton at 905-546-2063.

Callers to this line can confidentially report concerns and complaints such as:

- Supervision of residents;
- Quality of resident care in the home; and,
- Building structure and maintenance.

Such complaints are triaged by By-law Services and appropriate action is taken, including consultation and referral to other Departments and program areas. As callers can report issues confidentially, the complaint line ensures the callers safety and anonymity.

Staff were also asked to consider and report back on the development of an RCF Advocates office. Consultation was completed with other Municipalities that operate a similar Housing with Supports (RCF) model in their community to learn of similar programs and best practices that exist. Currently, an Advocates office does not appear to exist in these communities.

To fully assess the potential roles and responsibilities of an advocates office, as well as the overall feasibility of such, in depth review, consultation, and development plans must be completed. At its recent meeting of January 13, 2020, the Board of Health approved Report BOH20005 which called for a review of Business Licensing By-law 07-

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170, Residential Care Facility (Schedule 20). The potential of creating the advocates role will be considered through these review processes.

APPENDICES AND SCHEDULES ATTACHED

None