



## **EMERGENCY & COMMUNITY SERVICES COMMITTEE REPORT 20-003**

9:30 a.m.

Thursday, February 20, 2020  
Council Chambers  
Hamilton City Hall  
71 Main Street West

**Present:** Councillors E. Pauls (Chair), B. Clark, T. Jackson, S. Merulla, and N. Nann

**Absent with Regrets:** Councillor T. Whitehead – Personal

### **THE EMERGENCY & COMMUNITY SERVICES COMMITTEE PRESENTS REPORT 20-003 AND RESPECTFULLY RECOMMENDS:**

1. **Canadian Medical Association Foundation COVID-19 Community Response for Vulnerable Populations Fund (HSC20022) (City Wide) (Item 5.2)**
  - (a) That the General Manager of Healthy and Safe Communities, or his designate, be authorized and directed to enter into and execute an Agreement with the Canadian Medical Association Foundation to administer the Canadian Medical Association Foundation COVID-19 Community Response for Vulnerable Populations Fund; and
  - (b) That any agreements with Community Services Provider(s), as well as any ancillary agreements, contracts, extensions and documents required to give effect thereto be in a form satisfactory to the City Solicitor.
2. **Self-Contained Breathing Apparatus Parts (SCBA) Parts Shortage (HSC20025) (City Wide) (Added Item 5.3)**

That Report HSC20025, respecting Self-Contained Breathing Apparatus Parts (SCBA) Parts Shortage, be received.

**3. Basic Income Pilot (Added Item 6.1)**

- (a) That the Emergency and Community Services Committee reaffirm Council's position supporting permanent basic income programs and encourage the federal government to pursue a pilot; and
- (b) That the Emergency and Community Services Committee reaffirm Council's support to Basic Income Hamilton to continue its voluntary advocacy group.

**4. Expanding Housing and Support Services for Women and Transgender Community Sub-Committee Report 20-001 (Item 8.1)**

- (a) Appointment of the Chair and Vice-Chair for 2020 (Item 1)
  - (i) That Councillor Nrinder Nann be appointed Chair of the Expanding Housing and Support Services for Women and Transgender Community Sub-Committee for 2020.
  - (ii) That Carol Cowan-Morneau be appointed Vice-Chair of the Expanding Housing and Support Services for Women and Transgender Community Sub-Committee for 2020.

- (b) Change to the Name of the Sub-Committee (Added Item 13.3)

That the name of the Expanding Housing and Support Services for Women and Transgender Community Sub-Committee be changed to Expanding Housing and Support Services for Women, Non-Binary, and Transgender Community Sub-Committee.

**5. Ontario Works Facilities Update (HSC20015) (City Wide) (Item 8.2)**

That Report HSC20015, respecting Ontario Works Facilities Update, be received.

**6. Adaptation and Transformation of Services for People Experiencing Homelessness (HSC20020) (City Wide) (Item 8.3)**

- (a) That the General Manager of Healthy and Safe Communities, or his designate, be authorized to enter into agreements, in a form satisfactory to the City Solicitor, with Living Rock Ministries, Mission Services, Wesley Urban Ministries and the YWCA Hamilton to continue enhanced drop-in services at Living Rock, Willow's Place, Wesley Day Centre and Carole Ann's Place respectively to June 30, 2021 to a maximum of \$3.2 M;
- (b) That the General Manager of Healthy and Safe Communities, or his designate, be authorized to enter into an agreement, in a form satisfactory to the City Solicitor, with the Salvation Army Booth Centre in the amount of

approximately \$400 K to fund capital costs to renovate the facility to allow for appropriate physical distancing and create 30 additional single rooms for a total occupancy of 80 single men; and,

- (c) That the Mayor formally request additional provincial Community Homelessness Prevention Initiative and federal Reaching Home funding in order to address the shortfall related to COVID-19 spending within Hamilton's homelessness serving population.

**7. Hamilton Collaborative Partnership Group Multi-Sport Facility Proposal (HSC20026) (City Wide) (Outstanding Business List Item) (Added Item 8.4)**

That Report HSC20026, respecting Hamilton Collaborative Partnership Group Multi-Sport Facility Proposal, be received.

**8. Let's Get Growing Seed Share Program (Ward 3) (Item 9.1)**

WHEREAS, food security has emerged as a critical health equity issue during the COVID-19 pandemic;

WHEREAS, residents are engaging on a hyper-local and neighbourhood level to express and address needs and offer support to each other during these challenging times;

WHEREAS, community members have shown great interest in desire to become more food secure through gardening;

WHEREAS, these efforts increase the community resilience and provide sustainable models to support a more thriving community for years to come;

WHEREAS, Environment Hamilton has developed the Let's Get Growing seed share program to increase food security through education & tools for self-sufficiency and will serve as the primary coordinating body of this effort;

THEREFORE, BE IT RESOLVED:

- (a) That \$1000 be allocated from the Ward 3 Bell Cell Tower (3301609603) to Environment Hamilton for costs associated with implementing the Let's Get Growing Seed Share Program project through the 2020 growing and harvest season in Ward 3;
- (b) That the Mayor and City Clerks be authorized and directed to execute any required agreement(s) and ancillary documents related to the Let's Get Growing Seed Share Program project, with such terms and conditions in a form satisfactory to the City Solicitor.

**9. Residential Care Facility (RCF) Complaint Liaison (Added Item 10.2)**

- (a) That a position of Residential Care Facility (RCF) Complaint Liaison be assigned within the Healthy and Safe Communities Department to receive complaints, concerns or questions about the services and care provided to residents in Hamilton's licensed RCFs;
- (b) This position will receive complaints, concerns or questions from:
  - (i) individual residents;
  - (ii) Anyone acting on behalf of a resident, including, roommates, peers, self-advocates, friends and family members of individual residents;
  - (iii) Residential home staff, service coordinators, medical providers, hospitals, social service organizations and paraprofessionals regarding a resident(s) issue;
- (c) The position will report to the General Manager of the Healthy and Safe Communities Department;
- (d) All complaints will be received at no cost;
- (e) Complaints will be treated as confidential, unless required otherwise by legislation, including being to be released to the public under MFIPPA, or PHIPPPA or to another agency for investigation;
- (f) Generally, the process for addressing a complaint or concern will involve:
  - (i) A review of the complaint to determine which agency or city department is responsible for investigation;
  - (ii) If the complaint is determined to be one which can be investigated by the City or another agency, the complaint will be forwarded to the appropriate group for investigation.
  - (iii) Complaints will be handled as quickly as possible. It is anticipated that some complaints can be resolved within a matter of days. Other complaints may take longer if they are complex;
- (g) That Staff be directed to report back on the recommended accountability standards, service levels and process requirements for the various types of complaints that can be addressed by the RCF Liaison position, including details regarding:
  - (i) How the facility will be told that there is a complaint and given an opportunity to correct the situation.

- (ii) If the investigation reveals non-compliance, how the facility will be required to correct the situation and ensure future compliance and how the public will be notified;
- (iii) How the Complainant will be provided with follow up information regarding the outcome of the investigation;
  
- (h) The General Manager of the Healthy and Safe Communities Department will report quarterly a summary of the complaints received, and the status of the complaints;
  
- (i) This position will be in place until June 30, 2021 or such time as Council decides on a more permanent structure for this role based on the RCF modernization project and the Outstanding Business List item regarding the RCF tenant advocate role; and,
  
- (j) RCF licensed by the City of Hamilton will be required to post, in a prominent location accessible to residents and their relatives, the contact information for the RCF Complaint Liaison.

**10. Birch Avenue Greenspace (Added Item 10.2)**

WHEREAS, greenspace in the North end of Ward 3 is deficient;

WHEREAS, pollinator plants are much needed in order to encourage plant propagation across the city;

WHEREAS, a dedicated group of volunteers in the GALA neighbourhood have tended this land successfully for over seven years, adding to the beauty and pride of the neighbourhood;

WHEREAS, this group of community volunteers is willing and interested in further planting of native and pollinator species along the Birch Avenue greenspace;

THEREFORE, BE IT RESOLVED:

- (a) \$2000 be allocated from the Ward 3 Bell Tower Fund (3301609603) to the GALA Community Planning Team to purchase plants and to cover other costs associated with establishing and expanding a thriving garden;
  
- (b) That the Mayor and City Clerks be authorized and directed to execute any required agreement(s) and ancillary documents, with such terms and conditions in a form satisfactory to the City Solicitor.

**FOR INFORMATION:**

**(a) APPROVAL OF AGENDA (Item 1)**

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

**5. CONSENT ITEMS (Item 5.3)**

- 5.3 Self-Contained Breathing Apparatus Parts (SCBA) Parts Shortage (HSC20025) (City Wide)

**6. WRITTEN DELEGATIONS (Item 6.1)**

- 6.1 John Mills, Hamilton Basic Income Group, respecting cancellation of the Basic Income pilot

**8. DISCUSSION ITEMS (Item 8.4)**

- 8.4 Hamilton Collaborative Partnership Group Multi-Sport Facility Proposal (HSC20026) (City Wide) (Outstanding Business List Item)

**10. NOTICES OF MOTION (Item 10.1)**

- 10.1 Residential Care Facilities (RCF) Complaint Liaison

- 10.2 Birch Avenue Greenspace

**11. GENERAL INFORMATION/OTHER BUSINESS (Items 11.1.a. and 1.1.c.)**

- 11.1.a. Items Requiring a New Due Date (Items 11.1.a.d-e, and 11.1.a.h)

- 11.1.a.d. Opportunities and Flexibility of Existing Housing Programs – WITHDRAWN  
This item is being withdrawn and added under Items to be Removed as Item 11.1.c.a.

- 11.1.a.e. Hamilton Housing Benefits – WITHDRAWN  
This item is being withdrawn and added under Items to be Removed as Item 11.1.c.b.

- 11.1.a.h. Community Hub Proposal/Multi-Sport Indoor Facility – WITHDRAWN  
As this item is being addressed on today's agenda as Item 8.4, it is being withdrawn and added to Items to be Removed as Item 11.1.c.c.

- 11.1.c. Items to be Removed (Items 11.1.c.a-c.)

- 11.1.c.a. Opportunities and Flexibility of Existing Housing Programs

11.1.a.e. Hamilton Housing Benefits

11.1.a.h. Community Hub Proposal/Multi-Sport Indoor Facility

The agenda for the June 19, 2020 Emergency and Community Services Committee meeting was approved, as amended.

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

There were no declarations of interest.

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

**(i) February 20, 2020 (Item 3.1)**

The Minutes of the February 20, 2020 meeting of the Emergency and Community Services Committee were approved, as presented.

**(d) COMMUNICATIONS (Item 4)**

**(i) Correspondence from Shannon Fuller, Assistant Deputy Minister, Early Years and Child Care Division, Ministry of Education, regarding Child Care and EarlyON Sector Funding - COVID Outbreak (Item 4.1)**

Correspondence from the Shannon Fuller, Assistant Deputy Minister, Early Years and Child Care Division, Ministry of Education, regarding Child Care and EarlyON Sector Funding - COVID Outbreak, was received.

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

**(i) Hamilton Veterans Committee Minutes (Item 5.1)**

The following Minutes of the Hamilton Veterans Committee, were received:

- (a) September 24, 2019 (Item 5.1 (a))
- (b) October 22, 2019 (Item 5.1 (b))
- (c) November 26, 2019 (Item 5.1 (c))
- (d) February 25, 2020 (Item 5.1 (d))

**(f) WRITTEN DELEGATIONS (Item 6)**

**(i) John Mills, Hamilton Basic Income Group, respecting cancellation of the Basic Income pilot (Added Item 6.1)**

The Written Delegation, from John Mills, Hamilton Basic Income Group, respecting cancellation of the Basic Income pilot, was received.



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

**(g) NOTICES OF MOTION (Item 10)**

**(i) Residential Care Facilities (RCF) Complaint Liaison (Added Item 10.1)**

The Rules of Order were waived to allow for the introduction of a motion respecting Residential Care Facilities (RCF) Complaint Liaison.

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

**(ii) Birch Avenue Greenspace (Added Item 10.2)**

The Rules of Order were waived to allow for the introduction of a motion respecting Birch Avenue Greenspace.

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

**(h) GENERAL INFORMATION/OTHER BUSINESS (Item 13)**

**(i) Amendments to the Outstanding Business List (Item 13.1)**

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

**(a) Items Requiring a New Due Date**

- (i) Poverty Reduction Investment Plan**  
Item on OBL: 17-B  
Current Due Date: June 2020  
Proposed New Due Date: September 10, 2020
- (ii) Hamilton Youth Engagement Collaboration**  
Item on OBL: 17-C  
Current Due Date: March 26, 2020  
Proposed New Due Date: July 9, 2020
- (iii) Home for Good**  
Item on OBL: 17D  
Current Due Date: January 16, 2020  
Proposed New Due Date: July 9, 2020
- (iv) All Seasons Soccer Facility**  
Item on OBL: 19-B  
Current Due Date: January 16, 2020  
Proposed New Due Date: October 8, 2020
- (v) Expanding Housing and Support Services for Women**  
Item on OBL: 19-C

Current Due Date: February 6, 2020  
Proposed New Due Date: December 10, 2020

- (vi) Curling Facilities  
Item on OBL: 19-F  
Current Due Date: January 16, 2020  
Proposed New Due Date: December 10, 2020
  - (vii) Ministry's continued support for critical housing investments and leveraging federal funding under the National Housing Strategy through new provincial investments and outlining the City's funding for housing and homelessness programs as confirmed through the 2019 Ontario Budget  
Item on OBL: 19-H  
Current Due Date: January 16, 2020  
Proposed New Due Date: December 10, 2020
  - (viii) Correspondence from Janice Lewis, Board President, Native Women's Centre, respecting Mountainview Emergency Shelter Operations  
Item on OBL: 20-A  
Current Due Date: N/A  
Proposed New Due Date: July 9, 2020
- (b) Items to be Referred
- (i) Consumption and Treatment Services and Wesley Day Centre  
Item on OBL: 19-K  
To be referred to the Board of Health  
Rationale: Consumption and Treatment Services falls under Board of Health
- (c) Items to be Removed
- (i) Opportunities and Flexibility of Existing Housing Programs  
Item on OBL: 18-B  
Addressed as Item 10.6 at the General Issues Committee, March 20, 2020
  - (ii) Hamilton Housing Benefits  
Item on OBL: 19-A  
Addressed as Item 10.6 at the General Issues Committee, March 20, 2020
  - (iii) Community Hub Proposal/Multi-Sport Indoor Facility Development  
Item on OBL: 19-D

Addressed as Item 8.4 on today's agenda

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

There being no further business, the Emergency and Community Services Committee was adjourned at 11:17 a.m.

Respectfully submitted,

Councillor E. Pauls  
Chair, Emergency and Community Services  
Committee

Tamara Bates  
Legislative Coordinator  
Office of the City Clerk