

Bates, Tamara

Subject: FW: Chair and Members of the Emergency and Community Services Committee

From: Pam Summers < >

Sent: September 23, 2020 11:30 AM

To: clerk@hamilton.ca

Subject: Chair and Members of the Emergency and Community Services Committee

Councillor Nann and Emergency Council:

I, the undersigned, have resided in Ward 3 for 25 yrs

There are residents in this area that still have NO idea of the shelter, and expected encampments. Councillor Nann has stated in different occasions that she is willing to meet with the community. Since the matter is of such an urgency, we request she fulfills her word and sets up a meeting with concerned residents sometime early next week. Please send a few dates/evening times that work for you.

In Nrinder Nann's video from her Sept 15, 2020 "Coffee with the Councillor " 15:21 she tells us, the tax paying, law abiding residents how she wants US to deal with encampments.

In the same video, 42:33, she gets very irritated by a follower who is commenting (under the comment section nonetheless). Yet, as Nann, and most of you are aware, there are numerous email questions from residents and business owners, that have been ignored and have gone completely unanswered contrary to what she states in this part of the video. The other interesting thing is that the Instagram follower's comments have mysteriously disappeared.

At 42:33 minutes into her "Coffee with the Councillor "video dated Sept. 15 2020 Nann states the following:

"I am not sure what you are trying to get at with your allegations there but if you have a specific question, ask and I will answer it"

At 42:48 minutes into her video Nann states the following:

"Not appropriate to continue blowing up comments sections on social medial with your perspective or assumption of not wanting to answer your questions, that is not who I am as human being. I am here to answer your questions, I take my job seriously from that perspective. So please ask it very specifically and I will be more than happy to answer it for you"

This is not an "assumption" but a fact that neither you nor the Good Shepherd to date have answered these very specific questions.

3. The Good Shepherd emergency shelter shall follow ALL the protocols outline in the 6 documents mentioned above. In addition, the City of Hamilton, the Good Shepherd Ministries and other parties involved directly and indirectly at the Provincial and Federal level, shall take immediate action to implement the following safety and security measures to protect the clients of the Good Shepherd Ministries and our neighborhood, the Stinson Community/Ward 3, from a Corona outbreak:

3.1. Will the Good Shepherd shall provide 24/7 washrooms attendants: As the emergency shelter will shelter, by definition, a constant transient population of 45 plus men overnight + the numerous people who access the facilities during the day without spending the night in the shelter, there shall be 24/7 employees, in full Covid-19 protection gear, sanitizing the toilets and the showers after each use. The toilets need to be equipped with toilet LIDS to stop the Covid19 to be airborne after each flush and infect the surrounding area?

3.2. Will daily cleaning crews to remove bio-hazard materials from the neighborhood, not only needles and condoms but human feces. Human feces and urine had manifested as a grave problem around the "tent encampment sites" in downtown Hamilton and in Toronto. The human feces collected could be tested for Covid19 and thus create a databank.? Will Updates be made public?

3.3. Will basic screening & daily temperature check of all those who access the shelter shall be added obligatory Covid-19 testing to identify asymptomatic individuals? City Hall and the Good Shepherd Ministries shall provide the One Hour Covid-19 test already in use in other countries. This information should be entered in a databank. The data (not the names of the infected) shall be made public.

3.4. Will daily sanitation of our sidewalks and public and private parking spaces with Eco-friendly products? Will those neighbors that object to their portion of the sidewalk being sprayed be able to opt out.

3.5. Will modification of the Pre-Covid-19 curfews currently used by Good Shepherd Ministries in their shelters to: The men that had secured a bed for the night, shall be permitted to come in during the night at any time but they shall not leave the premises until 9am?

3.6. Will washrooms at the emergency shelter should remain open 24/7 for those who have not secure an overnight bed thus minimize the use of public and private spaces as latrines, especially vital during the Second Wave. There shall be facilities attendants 24/7 to sanitize the facilities after each use?

5. Will there be emergency financial assistance for the neighbors of the Stinson Community?

5.1. Will there be compensation for the cost of upgrading and protecting our homes and business with surveillance cameras and flood lights?

5.2 Will there be tax forgiveness from the day the emergency shelter opens until the day it closes, to compensate the neighbors from the hardships, the added burdens and the extraordinary Covid-19 risks imposed upon us.?

5.3. Will a fund shall be created to compensate for damage to property?

6.1. Will a fund be created by City Hall and by The Hospitaller Order of St. John of God (The Good Shepherd Ministries) to compensate families for the death of a family member arising from any circumstances related to a resident of temporary emergency shelter or tent encampment?

6.2. Will a fund be created to support Stinson surviving residents that become "Covid-19 long haulers"?

6.3. Will a fund be created by City Hall and The Hospitaller Order of St. John of God (The Good Shepherd Ministries) to compensate for any loss of income due to an outbreak of Covid-19 in our Stinson Community-Ward 3?

7. Other questions presented by the Stinson Community neighbours(the proper prevention Covid-19 answer to all questions is YES):

- will the men be wearing masks outside the shelter?
- will there be supervised sanitation stations tables at all exits/entrances 24 hrs per day, as the men are presently allowed to leave at any time of the day or night when they so please?
- will the men be made to stay 6ft apart outside, and will there be 24hr outside staff to reinforce this?
- will the Good Shepherd be giving out free masks, and hand sanitizer to those coming in and out from the encampments to take back to the tents?
- how often will Covid-19 screening be done of the staff, residents and all those accessing the emergency shelter services.
- have they hired specific cleaning staff, trained in covid cleaning, 24hrs a day at the high touch points?
- will the bikes that will be kept inside of the building be sanitized before entry by a specific cleaning staff?
- will grocery carts full of unsanitized stuff be allowed inside the building, if so, will there be a specific trained staff designated to this if grocery carts full of stuff are NOT allowed in the building where the secure, locked place be that they will be kept?
- will the residents be obliged to sanitize their hands before and after smoking?
- will contact tracing be done for not only the sleep over men but daytime men as well?
- will temperature checks be taken from anyone going inside during the open-door daytime policy?
- will the neighbours be informed of a covid outbreak before it hits the media?
- where will a person be isolated once a confirmed covid test comes back?
- is there a 24hr phone number for residents to call directly into the shelter if so, how will this number be made known to the community?
- What are the daytime contact numbers for management from the Good Shepherd?
- What is the emergency contact for Brother Reginald Howson, Provincial Superior of the Order of Hospitaller Brothers of St. John of God that runs the Good Shepherd Ministries?
- Will a constant and visible police patrol of the neighborhood, in bicycles and cars, be deployed?

- Will the military, with so much experience assisting other countries in crisis, be called to assess the risks of the present situation and to assist with proper protocols or better still, be called to assist identifying alternative safer locations for the emergency shelter and for a safe tent encampment?
- If Stinson is hit hard by an outbreak, will the military be deployed as they were when the seniors long-term care homes suffered the outbreak due to negligence and poor preparedness?
- It was stated that this will be a "temporary emergency shelter" and that it will be "probably closed by June 30, 2021". Will the City of Hamilton and Good Shepherd Ministries provide daily briefings regarding the selection of the new location and daily briefings regarding the advance of the work-renovations done to prepare it?

On Sept 18, 2020 Nanns sends out a mass email to residents "King St Corridor, Service Updates & Community Events". She talks about Metrolinx demolitions and as a community we question how Metrolinx was able to not only design but deliver flyers to each and every property involved, even during a pandemic. Something that Nann stated could absolutely NOT be done to inform the residents of the "temporary emergency shelter". Even given there was a 1 month and time period between the first mention of shelter in the spec, and the zoom meeting.

What is most concerning is that NO WHERE in her update did, she mention the shelter or the expected encampments finally, the perfect platform for her to reach out to as many residents and business owners as possible....yet she chooses not too? Even though one of the subheadings was "Community Safety and Well Being". Although several residents have emailed her their concerns and pictures of tents that were attempting to start in our neighbourhood. Luckily for now, the police were able to move those people along.

It is appalling to think that she offers 4 sessions Zoom meeting for October to deal with "Community Safety and Well Being" well after the emergency shelter at Old Cathedral Boys School will be open to house 45 men plus to provide service for an unknown number of people coming in and out of the premises, and expected encampments. She had a choice of warning and guiding the community in August, before the fact and not in October after the fact. This timing feels unethical considering that is a pandemic and the influx of a highly mobile population will increase the risk of an outbreak of Covid-19 in our neighborhood, which has the highest numbers if covid cases compared to all of Hamilton.

Nann specifically states in her video to "approach the people in the tents, and call the Intensive Case Management Access Coordinator, " while the police are telling us NOT to approach, to call the non-emergency number only and ask for the communication department, as soon as tents are seen.

Two days ago, a few neighbors spotted a group of 3 men and 1 woman in one of our local parkettes; after hours of activity, it was reported to the non-emergency police line. So again, one would think that Nann would clarify which direction is accurate, hers or the police, and have included this valuable safety information, specifically under the "Community Safety and Well Being" subsection in her community newsletter.

This letter is not only address to Councillor Nann, it is address to the whole "Emergency Council".

Ensuring accountability and transparency is one of council's roles under [section 224](#) of the [Municipal Act, 2001](#) (the Act), and is a priority in maintaining public trust. Councillors are, of course, accountable to the public as elected officials. However, it is also important that procedures and policies are clearly set out and accessible, and that the day-to-day operations of the municipality are transparent.

Pam Summers