



**CITY OF HAMILTON**  
**HEALTHY AND SAFE COMMUNITIES DEPARTMENT**  
**General Manager's Office**

<b>TO:</b>	Chair and Members Emergency and Community Services Committee
<b>COMMITTEE DATE:</b>	July 8, 2021
<b>SUBJECT/REPORT NO:</b>	Residential Care Facilities (RCF) Liaison Pilot Project - Six Month Extension to December 31, 2021 (HSC21027) (City Wide)
<b>WARD(S) AFFECTED:</b>	City Wide
<b>PREPARED BY:</b>	Rikki Frith (905) 546-2424 Ext. 7604
<b>SUBMITTED BY:</b>	Paul Johnson General Manager Healthy and Safe Communities Department
<b>SIGNATURE:</b>	

## RECOMMENDATION

That the temporary Residential Care Facilities (RCF) Liaison position, approved under a Notice of Motion at the Emergency and Community Services meeting of June 19, 2020, be extended to December 31, 2021 to allow for the completion of an internal RCF program review.

## EXECUTIVE SUMMARY

In June 2020, Council approved a motion to assign a temporary RCF Complaint Liaison position 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. This position was to be in place until June 30, 2021 or such time as Council decided 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. Due to staff redeployment to various pandemic-related supports and increased workloads for staff dealing with emerging issues related to the pandemic, the RCF modernization project and review of related supports has not occurred. Staff are hoping that as the city emerges from the pandemic pressures, this review will be able to be given the proper resources required to make appropriate recommendations.

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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.

**Alternatives for Consideration – Not applicable**

**FINANCIAL – STAFFING – LEGAL IMPLICATIONS**

Financial: N/A

Staffing: This position has been filled with an existing FTE under a redeployed capacity.

Legal: N/A

**HISTORICAL BACKGROUND**

At the June 19, 2020 Emergency and Community Services Committee Meeting, a Motion was approved which outlined the duration, expectations, and anticipated outcomes of the temporary RCF Liaison position. As we have reached the end of the one-year pilot, this report seeks a six-month extension of the temporary RCF Liaison role.

**POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS**

N/A

**RELEVANT CONSULTATION**

Public Health Services, Municipal Licensing Enforcement, Housing Services Division have been consulted and support the recommendation of this report.

**ANALYSIS AND RATIONALE FOR RECOMMENDATION**

Although the intent is to consider this RCF Liaison role under a more permanent structure via the RCF modernization project and a necessary Schedule 20 review, the pandemic necessitated the use of available staffing resources that could undertake this review. With this six-month extension the hope is that a review can get underway that will determine where best to place this RCF Liaison role. The temporary role will continue to be supported within an existing FTE under a redeployed capacity.

**ALTERNATIVES FOR CONSIDERATION**

None

**ALIGNMENT TO THE 2016 – 2025 STRATEGIC PLAN**

**Healthy and Safe Communities**

Hamilton is a safe and supportive City where people are active, healthy, and have a high quality of life.

**APPENDICES AND SCHEDULES ATTACHED**

None