

Encampment Response Action Items

Action Items	Cost Implications	Potential Partners Involved
Update Data-Sharing Protocol to enable information sharing and formal inclusion of select health partners within the homelessness-serving sector to enable better integration of supports.	No foreseeable cost implications	Hospitals, Community Health Providers
Review and improve coordination of internal frontline providers (i.e. Municipal Law Enforcement and Housing-focused Street Outreach) with existing health and substance use outreach services (e.g. Van Needle and Syringe Program), to ensure coordinated approach to service delivery.	No foreseeable cost implications	Municipal Law Enforcement, Housing-focused Street Outreach, Community Health Providers, Mental Health-focused Supports, Addiction-focused Supports
Collaborate with emergency shelters, drop-ins, and hospitals to develop client-centered protocols for individuals being released from hospital care.	No foreseeable cost implications	Drop-ins, Emergency Shelter Providers, Hospitals, Community Health Providers
Assist in development of Situation Table for people in crisis who are experiencing homelessness and have complex needs.	No foreseeable cost implications	Internal
Participate in, and leverage resources of Rapid Intervention Support Team (RIST) to support needs of people living in encampments.	No foreseeable cost implications	Hamilton Police Services and RIST-associated partners
Encampment Coordination Team to collaborate with Housing Services Division to ensure work related to Shelter System Review, Shelter Standards, and other winter planning objectives also meet needs of people living in encampments.	No foreseeable cost implications	Internal

Action Items	Cost Implications	Potential Partners Involved
Consult with harm reduction experts to identify best practices for harm reduction and overdose prevention in emergency shelter environments.	No foreseeable cost implications	Other jurisdictions, harm reduction experts in community
Collaborate with emergency shelters and drop-ins to review, develop, and operationalize harm reduction and overdose prevention policies, and ensure staff are trained in new policies and procedures.	Potential fees associated with providing training to staff	Emergency Shelter Providers, Drop-ins
Ensure all drop-in staff, emergency shelter staff, and first responders are trained in administering Naloxone, and other overdose prevention techniques	Potential fees associated with providing training to staff	Emergency Shelter Providers, Drop-ins, MLE Officers, Housing-focused Street Outreach Staff
Collaborate with emergency shelters and drop-ins to develop service restriction standards, policies and protocols (e.g. a required City review of service restrictions over 30 days).	No foreseeable cost implications	Emergency Shelter Providers, Drop-ins
To mitigate safety concerns in emergency shelters that act as a barrier inhibiting people in encampments from accessing service, identify and require specific training for all staff working in shelter environments (e.g. de-escalation, psychological first aid training), and make training available to all service providers.	Potential fees associated with providing training to staff	Emergency Shelter Providers, Drop-ins
Review low barrier, harm reduction-focused shelter service models used in other jurisdictions that would be suitable to pilot or implement in Hamilton.	No foreseeable cost implications	Internal

Action Items	Cost Implications	Potential Partners Involved
Explore opportunities for the development of a low barrier space (e.g. respite) that provides overnight service to unsheltered people who want to come indoors, but are not interested in traditional emergency shelter models, due to strict operational policies (e.g. curfew), harm reduction policies, and exclusion of spaces for couples and pets.	Significant costs associated with acquiring new space, or funding for expansion of existing program(s)	Emergency Shelter Providers, Drop-ins
Formalize connection to Animal Services led 'Held In-Trust' program, or another model which temporarily fosters animals in the event their owner is in crisis.	No foreseeable cost implications	Animal Services, Emergency Shelter Providers, Drop-ins, Hamilton Fire Department, Hamilton Police Services, Hamilton Paramedic Service
Review pet policies at drop-ins and emergency shelters in collaboration with animal welfare stakeholders to introduce pet-friendly solutions (e.g. provide crates and/or other on-site supports for animals to stay with their owner in emergency shelter).	Costs associated with acquiring crates to be used, pet food, and potential for City to subsidize other costs for Providers	Animal Services, Humane Society, Emergency Shelter Providers, Drop-ins
Explore feasibility (e.g. available funding, site location, necessary partnerships, and legal concerns) and potential costs associated with piloting a sanctioned space with embedded supports for people previously living in encampments.	No foreseeable cost implications with exploring feasibility. Implementation may require significant funding outlay.	Internal

Action Items	Cost Implications	Potential Partners Involved
Explore the use of, and/or expansion of specialized outreach teams or specialized outreach staff to address acute needs of people living in encampments.	Potential costs associated with expansion of outreach team	Municipal Law Enforcement, Housing-focused Street Outreach, Community Health Providers, Mental Health-focused Supports, Addiction-focused Supports
Engage with Indigenous partners to identify encampment-related interventions that are culturally appropriate and rooted in the spirit and actions of reconciliation.	A comprehensive consultation may require a consultant or appropriate internal staffing resource	Indigenous community partners
Develop high-level process map of City's frontline response, outlining mandates, and roles and responsibilities of each team involved in service delivery, and identifying service gaps to be addressed.	No foreseeable cost implications	Internal, Hamilton Police Services
Create triage protocols to be used by City frontline responders to assess urgency of response (e.g. immediate, urgent, or priority responses) for individuals living in encampments.	No foreseeable cost implications	Internal, Hamilton Police Services
Internal encampment first responders to meet monthly to discuss acute issues, strategies, and concerns, with the intent of improving coordination and response of community.	No foreseeable cost implications	Internal, Hamilton Police Services
Ongoing management/evaluation of changes made to encampment coordination and response, utilizing feedback from internal stakeholders, community stakeholders, and people with lived experience.	A comprehensive evaluation may require a consultant or appropriate internal staffing resource	Internal, Community partners, people with lived experience

Action Items	Cost Implications	Potential Partners Involved
Coordinate discussions with other municipalities to review best practices and identify potential solutions/intervention strategies with people living in encampments.	No foreseeable cost implications	Other jurisdictions