

**Description of Services and Summary of Service Levels**

<b>Service Provider</b>	<b>Description of Services</b>	<b>Service Levels</b>
<b>Recommendation A</b> <b>Immediate Winter Response</b> <b>December 1, 2023 – March 31, 2024</b>		
<b>Recommendation (a) i.</b>  To be determined  3 <sup>rd</sup> party service provider to be selected through a Call for Applications process	A single centralized overnight warming space that allows people to come in without an appointment or application and meet their basic needs that include but are not limited to: <ul style="list-style-type: none"> <li>• Blankets and chairs</li> <li>• Warm beverages</li> <li>• Light snacks to eat in and take out</li> <li>• Washrooms, toiletries, and incidentals</li> <li>• Staffing to support providing basic needs</li> <li>• Wi-Fi</li> </ul>	<ul style="list-style-type: none"> <li>- 100 spaces</li> <li>- Operates from December 1, 2023 to March 31, 2024 nightly, 7-days a week</li> <li>- Hours of operation are: 8:30 p.m. - 8:30 a.m.</li> <li>- Staff on-site</li> </ul>
<b>Recommendation (a) ii.</b>  Mobile Warming Space:  City of Hamilton, Hamilton Transit Division, Public Works Department  Support Staff:  To be determined  3 <sup>rd</sup> party service provider to be selected through a Call for Applications process	Mobile drop-in warming space that allow people to meet their basic needs. <ul style="list-style-type: none"> <li>• One bus, HSR transit operator, maintenance and fuel.</li> <li>• Onboard staffing to support providing basic needs and referral to resources</li> </ul>	<ul style="list-style-type: none"> <li>- 1x 40 ft. HSR bus</li> <li>- 20 spaces</li> <li>- Operates from December 1 to March 31, nightly, 7-days a week from 10:00 p.m. to 6:00 a.m.</li> <li>- Set route pattern</li> <li>- Staff on-board</li> </ul>
<b>Recommendation (a) iii.</b>  To be determined  3 <sup>rd</sup> party service provider to be selected through a	A single centralized daytime drop-in space that allows people to come in without an appointment or application and meet their basic needs that include but are not limited to: <ul style="list-style-type: none"> <li>• Blankets and chairs</li> <li>• Warm beverages</li> </ul>	<ul style="list-style-type: none"> <li>- 100 spaces</li> <li>- Operates from December 1, 2023 to March 31, 2024 daily, 7-days a week</li> <li>- Hours of operation are: 8:30 a.m. - 8:30 p.m.</li> </ul>

# Appendix "A" to Report HSC (HSC23012(a))

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Call for Applications process	<ul style="list-style-type: none"> <li>• Light snacks to eat in and take out</li> <li>• Washrooms, toiletries, and incidentals</li> <li>• Staffing to support providing basic needs</li> <li>• Wi-Fi</li> </ul>	<ul style="list-style-type: none"> <li>- Staff on-site</li> </ul>
<b>Recommendation (a) iv.</b>  City of Hamilton Recreation Division, Healthy & Safe Communities Department	Daytime warming spaces that allows people to come in without an appointment or application that include: <ul style="list-style-type: none"> <li>• Chairs</li> <li>• Washrooms</li> <li>• Wi-Fi</li> </ul>	<ul style="list-style-type: none"> <li>- 3 recreation centres: Westmount, Bernie Morelli, and Valley Park</li> <li>- Operate 7 days a week (remain open during statutory holidays)</li> <li>- Hours of operation are: Opening to extended service time of 11:30 p.m.</li> <li>- Existing staff on-site</li> </ul>
<b>Recommendation (a) v.</b>  Hamilton Public Library	Daytime warming space that allows people to come in without an appointment or application that include: <ul style="list-style-type: none"> <li>• Chairs</li> <li>• Washrooms</li> <li>• Wi-Fi</li> </ul>	<ul style="list-style-type: none"> <li>- 15 spaces</li> <li>- Remain open on 10 statutory holidays and other days library is regularly scheduled to be closed</li> <li>- Hours of operation are 1:00 p.m. to 5:00 p.m.</li> <li>- Existing staff on-site</li> </ul>
<b>Recommendation B and C</b> <b>Ongoing Annualized Funding</b> <b>April 1, 2024 -</b>		
<b>Recommendation (b) i.</b>  Mission Services - Willow's Place (annualized funding)	Daytime drop-in services as per existing service agreement.  In addition to being a warming space, drop-in's provide additional services and act as Point of connection to more specialized housing services	<ul style="list-style-type: none"> <li>- 22 spaces</li> <li>- Open 7 days a week</li> <li>- Hours of operation: Daily from 9:00 a.m. to 8:30 p.m.</li> <li>- Staff on site</li> </ul>
<b>Recommendation (b) ii.</b>  YWCA – Carol Anne's Place (annualized funding)	Overnight drop-in services as per existing service agreement; however, extended for additional hours.  In addition to being a warming space, drop-in's provide additional services	<ul style="list-style-type: none"> <li>- 22 spaces</li> <li>- Open 7 days a week</li> <li>- Hours of operation: Daily from 10:00 p.m. to 8:00 a.m.</li> <li>- Staff on site</li> </ul>

	and act as Point of connection to more specialized housing services	-
<b>Recommendation (c)</b>  To be determined  3 <sup>rd</sup> party service provider to be selected through a Call for Applications process	A single centralized daytime drop-in space that allows people to come in without an appointment or application and meet their basic needs that include but are not limited to: <ul style="list-style-type: none"> <li>• Blankets and chairs</li> <li>• Warm beverages</li> <li>• Light snacks to eat in and take out</li> <li>• Washrooms, toiletries, and incidentals</li> <li>• Staffing to support providing basic needs</li> <li>• Wi-Fi</li> </ul>	- 100 spaces - Operates 7-days a week - Hours of operation are: 8:30 a.m. - 8:30 p.m. - Staff on-site
<b>Recommendation D</b> <b>Ongoing Winter Response</b> <b>December 1, 2024 – March 31, 2025 and annually ongoing</b>		
<b>Recommendation (d) i.</b>  To be determined  3 <sup>rd</sup> party service provider to be selected through a Call for Applications process	A single centralized overnight warming space that allows people to come in without an appointment or application and meet their basic needs that include but are not limited to: <ul style="list-style-type: none"> <li>• Blankets and chairs</li> <li>• Warm beverages</li> <li>• Light snacks to eat in and take out</li> <li>• Washrooms, toiletries, and incidentals</li> <li>• Staffing to support providing basic needs</li> <li>• Wi-Fi</li> </ul>	- 100 spaces - Operates from December 1 2023 to March 31, 2024 nightly, 7-days a week - Hours of operation are: 8:30 p.m. - 8:30 a.m. - Staff on-site
<b>Recommendation (d) ii.</b>  Mobile Warming Space:  City of Hamilton, Hamilton Transit Division, Public Works Department  Support Staff:	Mobile drop-in warming space that allow people to meet their basic needs. <ul style="list-style-type: none"> <li>• One bus, HSR transit operator, maintenance and fuel.</li> </ul>	- 1x 40 ft. HSR bus - 20 spaces - Operates from December 1 to March 31, nightly, 7-days a week from 10:00 p.m. to 6:00 a.m. - Set route pattern - Staff on-board

<p>To be determined</p> <p>3<sup>rd</sup> party service provider to be selected through a Call for Applications process</p>	<ul style="list-style-type: none"> <li>Onboard staffing to support providing basic needs and referral to resources</li> </ul>	
<p><b>Recommendation (d) iii.</b></p> <p>City of Hamilton Recreation Division, Healthy &amp; Safe Communities Department</p>	<p>Daytime warming spaces that allow people to come in without an appointment or application that include:</p> <ul style="list-style-type: none"> <li>Chairs</li> <li>Washrooms</li> <li>Wi-Fi</li> </ul>	<ul style="list-style-type: none"> <li>3 recreation centres: Westmount, Bernie Morelli, and Valley Park</li> <li>Operate 7 days a week (remain open during statutory holidays)</li> <li>Hours of operation are: Opening to extended service time of 11:30 p.m.</li> <li>Existing staff on-site</li> </ul>
<p><b>Recommendation (d) iv.</b></p> <p>Hamilton Public Library</p>	<p>Daytime warming space that allows people to come in without an appointment or application that include:</p> <ul style="list-style-type: none"> <li>Chairs</li> <li>Washrooms</li> <li>Wi-Fi</li> </ul>	<ul style="list-style-type: none"> <li>15 spaces</li> <li>Remain open on 10 statutory holidays and other days library is regularly scheduled to be closed</li> <li>Hours of operation are 1:00 p.m. to 5:00 p.m.</li> <li>Existing staff on-site</li> </ul>