



EMERGENCY & COMMUNITY SERVICES COMMITTEE REPORT 23-012

1:30 p.m.

Thursday, September 21, 2023

Council Chambers

Hamilton City Hall

71 Main Street West

Present: Councillor B. Clark (Chair), Councillors T. Jackson, C. Kroetsch, T. Hwang (Vice Chair), N. Nann, A. Wilson and M. Wilson

Also Present: Councillor J. Beattie

THE EMERGENCY AND COMMUNITY SERVICES COMMITTEE PRESENTS REPORT 23-012 AND RESPECTFULLY RECOMMENDS:

1. Snow Angels Program Sustainability (HSC23022(a)) (City Wide) (Item 8.1)

- (a) That Council approve the plan for the Snow Angels program with a base budget of \$111,310 to be changed from a volunteer-driven snow removal program to a subsidy-based program for qualified recipients beginning October 1, 2023 that increases annually in alignment with the City's Budget guidelines and that the General Manager of Healthy and Safe Communities Department or their designate be authorized to increase the Ontario Works Division's 2023 budgeted complement by 0.5 full-time equivalent permanent position for a Case Aide to support the delivery of the Ontario Works Snow Angels program funded through the existing annual operating budget. The new subsidy program would be funded by the existing base budget and therefore would have no impact to the levy;
- (b) That Council approve a public awareness messaging campaign to promote the idea of neighbours helping neighbours for inclusion in existing City public communications where appropriate. This would be accomplished using existing City communication resources;

- (c) That the General Manager of the Healthy and Safe Communities Department or their designate be directed and authorized, on behalf of the City of Hamilton, to enter into, execute and administer all agreements and documents necessary to implement the Snow Angels program including but not limited to spending caps, benefit frequency limits or other controls necessary to ensure costs are contained within the approved budget; and,
- (d) That staff bring forward a report to Council in June 2024 with an update on the Snow Angels subsidy program

2. Accessibility of City Operated Recreation Facilities (HSC23055) (City Wide) (Item 9.1)

- (a) That Report HSC23055, respecting Accessibility of City Operated Recreation Facilities, be received.
- (b) That staff be directed to expedite the identification of the City's lower-city recreational facilities with accessibility issues, to include the costs of making these facilities accessible, with a report back to the Emergency and Community Services Committee in Q4 2023; and
- (c) That staff be directed to reach out to civic partners to identify existing accessible space that the City may be able to more immediately access through partnerships and report back in Q4 2023.

3. Hamilton's Emergency Shelter Standards (HSC23007) (City Wide) (Item 9.2)

That Report HSC23008, respecting Hamilton's Emergency Shelter Standards, be received.

4. Emergency Shelter and Residential Care Facilities Systems Complaints Resolution Process (HSC23053) (City Wide) (Item 10.1)

- (a) That Council approve the Emergency Shelter and Residential Care Facility Complaints Resolution Process attached as Appendix "A" to Emergency and Community Services Report 23-012, which details a standardized process for Housing Services Division staff to receive complaints or concerns about the services and care provided to residents in Hamilton's licensed residential care facilities and emergency shelters, outside those covered by existing legislation or bylaws; and,
- (b) That in order to implement the standardized Emergency Shelter and Residential Care Facility Complaints Resolution Process, an increase to the Housing Services Division's 2024 Budgeted Complement by 1.0 FTE, for a Project Manager, at an annual cost of approximately \$115 K in 2024, be referred to the 2024 Tax Operating budget process; and,

- (c) That Report HSC23053 Emergency Shelter and Residential Care Facilities Systems Complaint Resolution Process be considered complete and removed from the Emergency and Community Services Committee Outstanding Business List.

5. Standardization of Ruggedized Computer Devices for Hamilton Paramedic Service (HSC23044) (City Wide) (Item 10.2)

- (a) That the Panasonic Toughbook Computer/Tablet devices be designated a “Standard” device pursuant to Procurement Policy 14 – Standardization, such designation to be reviewed again no later than December 31, 2030; and
- (b) That the Gamber-Johnson Computer/Tablet mounts for vehicle installations be designated a “Standard” device pursuant to Procurement Policy 14 – Standardization, such designation to be reviewed again no later than December 31, 2030; and
- (c) That staff be authorized to negotiate with HGlobal Technologies Inc. as a single source for the supply, parts, ESO software and repairs required associated with the standardized Panasonic Toughbook Computer/Tablet devices chosen by the City, pursuant to City Procurement Policy 11 through to December 31, 2030; and
- (d) That the Chief of the Hamilton Paramedic Service or their designate, be authorized and directed to enter into and sign, on behalf of the City of Hamilton, any agreements and or necessary associated documents for the purchase of the Panasonic Toughbook Computer/Tablet and Gamber-Johnson Mounts with content acceptable to the City subject to Procurement Policy, Section 4.2, Policy 2 Approval Authority; and
- (e) That the Chief of the Hamilton Paramedic Service or their designate, be authorized to amend any Contracts executed and any ancillary documents as required if a supplier(s) identified in this Report (HSC23044) undergoes a name change.

6. Housing Charge and Operating Subsidy for 272 Caroline St. S. Housing Co-operative Inc. (HSC23059) (Ward 2) (Item 10.3)

- (a) That the City enter into an agreement for housing charge supplements for 10 households and an operating subsidy for 272 Caroline St. S. Housing Co-operative Inc. on such terms and conditions as provided for in the Term Sheet attached as Appendix “B” to Emergency and Community Services Report 23-012, along with any ancillary documentation and amendments in a form satisfactory to the City Solicitor and the General Manager, Healthy and Safe Communities Department, or their designate be authorized and directed to execute and administer the agreement; and,

- (b) That an increase to the 2024 Housing Service division budget of \$122K to support 10 housing charge supplements and an operating subsidy for 272 Caroline St. S. Co-operative Inc. be referred to the 2024 Tax Operating Budget process,
- (c) That funding in the amount of \$52K be provided in 2024 and \$56K in 2025 to 272 Caroline St. S. Cooperative Inc. to be placed in their Replacement Reserve for building repairs to be funded from the projected 8% annual increases to the Municipal Capital Grant for Social Housing; and,
- (d) That the General Manager, Healthy and Safe Communities Department, or their designate be authorized and directed to execute and administer an agreement for the capital reserve contribution for 272 Caroline St. S. Co-operative Inc. in accordance with the Term Sheet attached as Appendix “B” to report HSC23059 along with any ancillary documentation and amendments in a form satisfactory to the City Solicitor.

**7. Canada-Wide Early Learning and Child Care (HSC22035(b)) (City Wide)
(Item 10.4)**

That the City of Hamilton accept the additional 100% provincial 2023 Canada-Wide Early Learning and Child Care funding in the amount of \$ 731,687 from the Ministry of Education.

8. Gender Based Safety Audit (Item 11.1)

WHEREAS, the City of Hamilton strives to apply an equity lens to its activities to identify and remove barriers and to support best practices in planning, budgeting, implementation and evaluation of its operations, programs and services;

WHEREAS, Hamilton City Council’s 2022-2026 term priorities include the goal of safe and thriving neighbourhoods;

WHEREAS, in the United Nations report “Cities Alive: Designing Cities That Work For Women”, it is stated that “without a gender-responsive approach to urban planning, cities often compound gender inequalities that restrict women’s social and economic opportunities, health and wellbeing, sense of safety and security, and access to justice and equity”;

WHEREAS, people who identify as women in Hamilton were significantly less likely than men to feel very safe when walking alone after dark (34% versus 63%) (Statistics Canada, Safe Cities Profile Series: Key indicators by census metropolitan area, May 2020);

WHEREAS, people who identified as women in Hamilton were significantly more likely to experience unwanted sexual behaviour in public than men (34% versus 15%) (Statistics, Canada, 2020);

WHEREAS, of those who experienced a physical or sexual assault or unwanted sexual behaviour, one in ten (10%) Hamilton residents said the most serious incident took place on public transit (Statistics, Canada, 2020);

WHEREAS, recent HSR reports stated that the majority of HSR ridership identify as women;

WHEREAS, most Two-Spirit and LGBTQ+ people surveyed in a 2019 community report responded that they felt less safe outside of their housing, on the street, or in their neighbourhood (Mapping the Void: Two-Spirit and LGBTQ+ Experience in Hamilton, 2019);

WHEREAS, on March 29, 2023, Hamilton City Council directed staff to conduct a Crime Prevention Through Environmental Design (CPTED) review of the five City-owned escarpment staircases and report back on recommendations to improve the safety of escarpment staircase use specifically to prevent sexual violence;

WHEREAS, the National Inquiry for into Missing and Murdered Indigenous Women and Girls delivered 231 Calls for Justice and recognizes the systemic racism, violence and abuse against Indigenous women, girls and 2SLGBTQQIA+ people across Canada;

WHEREAS, a motion was passed at the Audit, Finance and Administration Committee on February 16, 2023 stating that the Hamilton Women and Gender Committee, Citizen Committee Report, respecting Applying a gender lens to the City of Hamilton budget, be received and referred to staff for report back to the Audit, Finance and Administration Committee in advance of the 2024 budget process on how a gender-based lens can be applied through a municipal budgeting process;

WHEREAS, there are statistical differences in gender-based access to various transport modes, especially in the lower percentage of women cycling than men, and how safe and comfortable they feel using them;

WHEREAS, gender-based outreach for the public bike share program in partnership with the Everyone Rides Initiative has resulted in more gender parity amongst bike share users;

WHEREAS, gender-based safety audits have been defined as a process which brings individuals together to walk through a physical environment, evaluate how safe it feels to them, identify ways to make the space safer and organize to bring about these changes;

WHEREAS, a gender-based safety audit prioritizes the experience and knowledge of women and gender-diverse individuals living in a neighbourhood and/or using a community space as experts in their own safety, comfort, dignity, and accessibility needs;

WHEREAS, violence is one of the priorities of the Community Safety and Well Being Plan and increasing the awareness of gender-based violence and developing safety resources has been recognized as a more specific area for attention;

WHEREAS, community driven hate reporting tools can further our understanding of areas of the city that require support to address safety concerns; and

WHEREAS, on August 18, 2023, City Council declared gender-based violence and intimate-partner violence an epidemic in Hamilton.

THEREFORE, BE IT RESOLVED:

- (a) That the YWCA lead the development of gender-based safety audits in Hamilton working in collaboration with City staff and community partners;
- (b) That staff continue to work closely with the Community Safety and Well Being System Leadership Table to increase awareness of gender-based violence and explore opportunities for further action;
- (c) That the aim of the safety audit review is to collect and compile evidence-based data, inputs, suggestions and recommendations on barriers to women, girls and gender-diverse individuals' safety and security in public spaces with a particular focus on the following realms:
 - (i) Future LRT Station design;
 - (ii) Select HSR stops and operations
 - (iii) City of Hamilton park redevelopment plans
 - (iv) City of Hamilton recreation facilities
 - (v) City streets and/or intersections
 - (vi) City Trails and Escarpment Staircases
 - (vii) Any other space highlighted by audit participants
- (d) That the goal of the reviews will be to understand women and gender-diverse persons' key safety concerns in city spaces and to bring about improvements to the physical environments to remove hazards and improve feelings of safety along with any policy and/or operational recommendations and evidence-based actions to improve the service delivery and public infrastructure based on the audit findings; and
- (e) That staff be authorized to provide one-time funding in the amount of \$100,000 from the Building Safer Communities Fund (ID 679114) to support the safety review in collaboration with community partners.

9. Feasibility of the Funding Request from the Emergency Food Committee/Food Share

- (a) That staff be directed to investigate the feasibility of the \$1.25M funding request from the Emergency Food Committee/Food Share which includes the following:
- Hamilton Food Share will hold the funding contract with the city, reporting annually on the disbursement and impact of the funding
 - \$625,000 dedicated to food purchasing by Hamilton Food Share & Priority Food Program; and
 - Hamilton Food Share will act as the flow through, providing \$625,000 to agencies by way of grants to cover staffing and infrastructure expense;
- (b) That staff be directed to report back on the feasibility of the \$1.25M funding request from the Emergency Food Committee/Food Share at the October 19, 2023, Emergency and Community Services Committee meeting.

10. Feasibility of Using HSR Buses as Mobile Cooling Centres During Heat Emergencies

That staff be directed to investigate the feasibility of using HSR buses as a mobile cooling centres during heat emergencies, with a report back to the Public Health Committee at a future meeting.

FOR INFORMATION:

(a) APPROVAL OF AGENDA (Item 2)

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

5. COMMUNICATIONS

- *5.1 Correspondence from Anthony Frisina, respecting Accessibility of City Operated Recreation Facilities

Recommendation: Be received and referred to the consideration of Item 9.1 Accessibility of City Operated Recreation Facilities (HSC23055)

- *5.2 Correspondence from Ian Borsuk, Environment Hamilton, respecting item 11.1, Gender-Based Safety Audit

Recommendation: Be received and referred to the consideration of Item 11.1, Gender-Based Safety Audit

6. DELEGATION REQUESTS

- *6.2 Keisha Chapman and Emily Power, Respecting item 10.3 Housing Charge and Operating Subsidy for 272 Caroline St. S. Housing Co-operative Inc. (HSC23059) (Ward 2) (In-Person) (for today's meeting)
- *6.3 Chelsea Kirkby, YMCA Hamilton, Respecting item 11.1 Gender-Based Safety Audit (In-Person) (for today's meeting)
- *6.4 Karl Andrus, Hamilton Community Benefits Network, Respecting item 11.1 Gender Based Safety Audit (In-Person) (for today's meeting)

7. DELEGATIONS

- 7.2 Delegations respecting the state of emergency taking place within the emergency food system within Hamilton (approved at the July 13, 2023 meeting)
 - a. Karen Randell and Jamie Vanderberg, Emergency Food Committee
 - *a. Presentation

8. STAFF PRESENTATIONS

- 8.1 Snow Angels Program Sustainability (HSC23022(a)) (City Wide)
 - *a. Staff Presentation respecting Snow Angels Sustainability (HSC23022(a))

ITEM WITHDRAWN

7. DELEGATIONS

- 7.5 Jordan Williams respecting the cost of living and high inflation on basic essential goods and services - WITHDRAWN

The agenda for the September 21, 2023 Emergency and Community Services Committee meeting was approved, as amended.

(b) DECLARATIONS OF INTEREST (Item 3)

Councillor M. Wilson declared a non-disqualifying interest in Item 10.3, Housing Charge and Operating Subsidy for 272 Caroline St. S. Housing Co-operative Inc. (HSC23059) (Ward 2), as her husband is the CEO and President of the Hamilton Community Foundation.

(c) APPROVAL OF MINUTES OF PREVIOUS MEETING (Item 4)

(i) September 7, 2023 (Item 4.1)

The Minutes of the September 7, 2023 meeting of the Emergency and Community Services Committee, were approved, as presented.

(d) COMMUNICATIONS (Item 5)

The following Communication Items, were approved as presented:

- (i) Correspondence from Anthony Frisina, respecting Accessibility of City Operated Recreation Facilities (Added Item 5.1)

Recommendation: Be received and referred to the consideration of Item 9.1 Accessibility of City Operated Recreation Facilities (HSC23055)

- (ii) Correspondence from Ian Borsuk, Environment Hamilton, respecting item 11.1, Gender-Based Safety Audit (Added Item 5.2)

Recommendation: Be received and referred to the consideration of Item 11.1, Gender-Based Safety Audit

(e) DELEGATION REQUESTS (Item 6)

The following Delegation Requests were approved, as presented:

- (i) Jelena Vermilion, Sex Workers' Action Program Hamilton (SWAP), respecting Gender Based Safety Audits (for today's meeting) (Item 6.1)
- (ii) Keisha Chapman and Emily Power, Respecting item 10.3 Housing Charge and Operating Subsidy for 272 Caroline St. S. Housing Co-operative Inc. (HSC23059) (Ward 2) (In-Person) (for today's meeting) (Added Item 6.2)
- (iii) Chelsea Kirkby, YMCA Hamilton, Respecting item 11.1 Gender-Based Safety Audit (In-Person) (for today's meeting) (Added Item 6.3)
- (iv) Karl Andrus, Hamilton Community Benefits Network, Respecting item 11.1 Gender- Based Safety Audit (In-Person) (for today's meeting) (Added Item 6.4)

(f) **DELEGATIONS (Item 7)**

- (a) (i) **Jessica Brand, Indwell Community Homes, respecting the Positive Impacts of Supportive Housing - REVISED (approved at the July 13, 2023 meeting) (Item 7.1)**

Jessica Brand, Indwell Community Homes addressed the Committee respecting the Positive Impacts of Supportive Housing.

- (ii) **Delegations respecting the state of emergency taking place within the emergency food system within Hamilton (approved at the July 13, 2023 meeting) (Item 7.2)**

The following delegations addressed the Committee respecting the state of emergency taking place within the emergency food system within Hamilton:

- (a) Olive Warhoush, McMaster University (Item 7.2(a))
(b) Karen Randell and Jamie Vanderberg, Emergency Food Committee (Item 7.2(b))

The Delegation from Karen Randell and Jamie Vanderberg, Emergency Food Committee, was extended by an additional 5 minutes.

CARRIED

- (iii) **Landen Reil, respecting Improvements in Mental Health and Emergency Services (approved at the August 17, 2023 meeting) (Item 7.3)**

Landen Reil was not present when called upon.

- (iv) **Don McLean, respecting the use of HSR buses as mobile cooling centres during heat emergencies (approved at the August 17, 2023 meeting) (Added Item 7.4)**

Don McLean addressed the Committee respecting the use of HSR buses as mobile cooling centres during heat emergencies.

- (v) **Jelena Vermilion, Sex Workers' Action Program Hamilton (SWAP), respecting Gender Based Safety Audits (for today's meeting) (Added Item 7.5)**

Jelena Vermilion, Sex Workers' Action Program Hamilton (SWAP), addressed the Committee respecting Gender Based Safety Audits.

- (vi) **Keisha Chapman and Emily Power, respecting item 10.3 Housing Charge and Operating Subsidy for 272 Caroline St. S. Housing Co-operative Inc. (HSC23059) (Ward 2) (In-Person) (Added Item 7.6)**

Keisha Chapman and Emily Power address the Committee respecting item 10.3 Housing Charge and Operating Subsidy for 272 Caroline St. S. Housing Co-operative Inc.

- (vii) **Chelsea Kirkby, YMCA Hamilton, respecting item 11.1 Gender-Based Safety Audit (In-Person) (for today's meeting) (Added Item 7.7)**

Chelsea Kirkby, YMCA Hamilton, addressed the Committee respecting item 11.1 Gender-Based Safety Audit.

- (viii) **Karl Andrus, Hamilton Community Benefits Network, respecting item 11.1, Gender- Based Safety Audit (In-Person) (for today's meeting) (Added Item 7.8)**

Karl Andrus, Hamilton Community Benefits Network, addressed the Committee respecting item 11.1, Gender- Based Safety Audit.

- (b) The following Delegations, were received:
- (i) Jessica Brand, Indwell Community Homes, respecting the Positive Impacts of Supportive Housing - REVISED (approved at the July 13, 2023 meeting) (Item 7.1)
 - (ii) Delegations respecting the state of emergency taking place within the emergency food system within Hamilton (approved at the July 13, 2023 meeting) (Item 7.2)
 - 1. Olive Warhoush, McMaster University (Item 7.2(a))
 - 2. Karen Randell and Jamie Vanderberg, Emergency Food Committee (Item 7.2(b))
 - (iii) Don McLean, respecting the use of HSR buses as mobile cooling centres during heat emergencies (approved at the August 17, 2023 meeting) (Added Item 7.4)
 - (iv) Jelena Vermilion, Sex Workers' Action Program Hamilton (SWAP), respecting Gender Based Safety Audits (for today's meeting) (Added Item 7.5)

- (v) Keisha Chapman and Emily Power, respecting item 10.3 Housing Charge and Operating Subsidy for 272 Caroline St. S. Housing Co-operative Inc. (HSC23059) (Ward 2) (In-Person) (Added Item 7.6)
- (vi) Chelsea Kirkby, YMCA Hamilton, respecting item 11.1 Gender-Based Safety Audit (In-Person) (for today's meeting) (Added Item 7.7)
- (vii) Karl Andrus, Hamilton Community Benefits Network, respecting item 11.1, Gender- Based Safety Audit (In-Person) (for today's meeting) (Added Item 7.8)

For disposition of (f)(b)(ii), refer to Item 9.

For disposition of (f)(b)(iii), refer to Item 10.

(g) STAFF PRESENTATIONS (Item 8)

(i) Snow Angels Program Sustainability (HSC23022(a)) (City Wide) (Item 8.1)

Erica Brimley, Manager Human Services respecting Report HSC23022(a), Snow Angels Program Sustainability, with the aid of a PowerPoint presentation.

The presentation respecting Report HSC23022(a), Snow Angels Program Sustainability, was received.

For disposition of this matter, refer to Item 1.

(h) CONSENT ITEMS (Item 9)

(i) Accessibility of City Operated Recreation Facilities (HSC23055) (City Wide) (Item 9.1)

Report HSC23055, respecting Accessibility of City Operated Recreation Facilities, was received.

The recommendation was **amended** by adding subsections (b) and (c) as follows:

- (b) *That staff be directed to expedite the identification of the City's lower-city recreational facilities with accessibility issues, to include the costs of making these facilities accessible, with a report back to the Emergency and Community Services Committee in Q4 2023; and***

- (c) ***That staff be directed to reach out to civic partners to identify existing accessible space that the City may be able to more immediately access through partnerships and report back in Q4 2023.***

For further disposition, refer to Item 2

(i) **DISCUSSION ITEM (Item 10)**

- (i) **Housing Charge and Operating Subsidy for 272 Caroline St. S. Housing Co-operative Inc. (HSC23059) (Ward 2) (Item 10.3)**
- (a) That the City enter into an agreement for housing charge supplements for 10 households and an operating subsidy for 272 Caroline St. S. Housing Co-operative Inc. on such terms and conditions as provided for in the Term Sheet attached as Appendix "A" to report HSC23059 along with any ancillary documentation and amendments in a form satisfactory to the City Solicitor and the General Manager, Healthy and Safe Communities Department, or their designate be authorized and directed to execute and administer the agreement; and,
- (b) That an increase to the 2024 Housing Service division budget of \$122K to support 10 housing charge supplements and an operating subsidy for 272 Caroline St. S. Co-operative Inc. be referred to the 2024 Tax Operating Budget process.

The recommendations were ***amended*** by adding subsections (c) and (d) as follows:

- (c) ***That funding in the amount of \$52K be provided in 2024 and \$56K in 2025 to 272 Caroline St. S. Cooperative Inc. to be placed in their Replacement Reserve for building repairs to be funded from the projected 8% annual increases to the Municipal Capital Grant for Social Housing; and,***
- (d) ***That the General Manager, Healthy and Safe Communities Department, or their designate be authorized and directed to execute and administer an agreement for the capital reserve contribution for 272 Caroline St. S. Co-operative Inc. in accordance with the Term Sheet attached as Appendix "B" to report HSC23059 along with any ancillary documentation and amendments in a form satisfactory to the City Solicitor.***

For further disposition, refer to Item 6.

(j) ADJOURNMENT (Item 16)

There being no further business, the Emergency and Community Services Committee was adjourned at 5:10 p.m.

Respectfully submitted,

Councillor T. Hwang
Acting Chair, Emergency and Community
Services Committee

Loren Kolar
Legislative Coordinator
Office of the City Clerk

Approval Date: September XX, 2023

Version 01

Emergency Shelter and Residential Care Facility Complaints Resolution Process

1.0 - Purpose

To provide individuals who are accommodated within Hamilton's Emergency Shelter System and Residential Care Facilities with a formal process that provides an open, fair and responsive way to communicate complaints when all other attempts to resolve issues have been exhausted.

2.0 -Definitions

Client: Any individual who is in receipt of any support services provided by a shelter.

Complainant: An individual who submits a formal complaint to a residential care facilities or emergency shelter, including clients, residents, anyone acting on the behalf of a resident or client, staff, medical providers, hospitals, social service organizations and paraprofessionals.

Emergency shelter: An organization that provides shelter to an individual or family experiencing homelessness with or without a referral, with the intention of providing short-term accommodation and housing support services to move clients into stable housing.

Emergency shelter operators: An organization that receives funds from the City to provide emergency shelter services in Hamilton.

Resident: Any individual who resides in a residential care facility.

Residential care facility: A program which provides safe and affordable supported housing in a communal setting (residential care facility) for people who require assistance with the daily activities of life.

3.0 - Scope

This policy applies to complaints submitted regarding residential care facilities or emergency shelter operations which have been escalated through the emergency shelter operator/residential care facility's internal complaints policy and are not covered through existing dispute resolution mechanisms in parent By-laws or legislation at the municipal, provincial, or federal level.

3.1 Exemptions

Every emergency shelter and residential care facility receiving funding through the City of Hamilton shall follow this internal complaint policy.

3.2 Provisions Conflicting this Policy are Void

Any existing internal complaints process specific to an organization within the shelter system or among residential care facilities that conflict with this procedure are void.

3.3 Other Legislation Outside the Scope

Residential care facilities and emergency shelters are both subject to municipal inspections for fire, building, food handling, and pest control measures. Residential care facilities are additionally guided by Schedule 20 of the City of Hamilton By-Law, with dedicated staff in both Public Health and Licensing and By-law Services ensuring compliance. No such By-law exists for emergency shelters, other than those inspections noted above. Any complaints associated with the legislation and By-laws noted above are outside the scope of the proposed complaints resolution process and will be redirected to the appropriate City of Hamilton department or regulatory body.

3.4 Types of Complaints

Types of complaints covered by this process include the following enumerated complaint types:

- i. Service restrictions
- ii. Customer service standards
- iii. Resident/client relations
- iv. Internal standards, rules or guidelines or the residential care facility or emergency shelter operator
- v. Other complaint types that do not fit or be resolved through a dispute resolution mechanism that exists under an existing By-law, municipal, provincial or federal legislation or within the above enumerated complaint types subject to the consideration of the Manager of Homelessness and Housing Support, Housing Services Division.

<p>4.0 - Guiding Principles</p>	<p>4.1 Accountability: Hamilton’s emergency shelter system and residential care facilities are accountable to the clients and residents accessing their services and standards defined by the City of Hamilton. Residential care facilities and emergency shelter agencies are held to a high level of service and are expected to deliver service according to the emergency shelter operator/residential care facility and system standards, mandates and funding agreements. process</p> <p>4.2 Respect: People residing in residential care facilities or accessing emergency shelter must be treated with dignity and respect, putting the person at the centre of decision-making, and recognizing that they have the right to report complaints with their experiences in accessing services.</p>
<p>5.0- Process</p>	<p>5.1 Information Sharing Requirements</p> <p>5.1.1 Emergency shelters and residential care facilities will provide information to all clients regarding process this complaint resolution process at intake to shelter or move-in to residential care facility.</p> <p>5.1.2 Information regarding the complaint resolution process, including how complaints can be escalated to the City of Hamilton will be available on the City of Hamilton website.</p> <p><u>5.2 Complaint Submission Criteria (i.e. Who Can Submit a Complaint?)</u></p> <p>Complaints may be submitted by:</p> <ul style="list-style-type: none"> • Individual residents or clients • Any agent acting on behalf of a resident or client, including, roommates, peers, friends, and family members of individual residents • Residential home staff, service coordinators, medical providers, hospitals, social service organizations and paraprofessionals regarding a client or resident’s issue <p><u>5.3 High-Level Complaint Process</u></p>

The complaint process is a 2-stage procedure:

Stage 1 includes an effort to resolve complaints between the complainant and the residential care facility or emergency shelter operator internally

Stage 2 begins only when efforts to resolve the complaint between the operator/facility and complainant are unsuccessful. This initiates a more formal process where the complainant escalates their complaint to the City of Hamilton

5.4 Detailed Complaint Process

Stage 1: Internal Complaint Process:

5.4.1 Complaints related to residential care facilities or emergency shelter operator must first be submitted to and escalated internally according to the organizations’ internal complaints process.

5.4.2 Every complaint shall be recorded by the residential care facility or emergency shelter and maintained in a Complaints Log. This log shall capture the following information:

- Name of complainant
- Date and time of complaint
- Type of complaint (as per Section 2.4)
- Brief description of complaint
- Resolution summary
- Action taken by shelter/facility
- If resolved – Yes or No
- If Yes, date and time resolved
- If No, date and time referred to City of Hamilton

5.4.3 If the complaint is not resolved, the complainant may escalate the complaint to the City of Hamilton Emergency Shelter and Residential Care Facility Complaints Resolution Process.

	<p>5.4.4 Only if the emergency shelter provider/residential care facility has exhausted all avenues for resolving the complaint internally and the complainant is not satisfied, the complainant will be directed to Stage 2 of the Emergency Shelter and Residential Care Facility Complaints Resolution Process</p> <p>5.4.5 The complainant will be responsible for contacting the City of Hamilton to report the unresolved complaint.</p> <p>5.4.6 Residential care facility or emergency shelter staff shall assist any client or resident who requests assistance in submitting a complaint to the City of Hamilton</p> <p><u>5.5 Stage 2: City of Hamilton led Emergency Shelter and Residential Care Facility Complaints Resolution Process</u></p> <p>5.5.1 The complainant shall submit the complaint to the Project Manager at City of Hamilton’s Housing Services Division by email XXXXXX@hamilton.ca. using the Emergency Shelter and Residential Care Facility Complaints Form or alternatively calling the Project Manager at XXX-XXX-XXXX ext. XXXX. If the call is received by phone, the Project Manager will complete the Complaints Form on behalf of the complainant.</p> <p>5.5.2 Within 1 business day City staff shall triage the complaint and categorize it as high or lower priority.</p> <ul style="list-style-type: none"> • High priority complaints are those that pose risk to health or human safety of either the complainant or others, including staff. High priority complaints will be responded to immediately responding within 1 business day • Lower priority complaints are those complaints that do not pose risk to health or human safety. Lower priority complaints will be responded to within 4 business days. <p>5.5.3 Upon receipt, the Project Manager will log the complaint in the Complaint Log and will be assess the complaint including but not limited to the following criteria:</p> <ul style="list-style-type: none"> • Name of complainant
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	<ul style="list-style-type: none"> • Date and time of complaint • Source of Complaint: Name of Facility of Shelter • Brief description of complaint <p><u>Assessment</u></p> <ul style="list-style-type: none"> • Type of complaint (as per Section 2.4) • Priority Level (High or Lower) • Verify the emergency shelter operator/residential care facility’s internal complaint policy has been adhered to • Verify the complaint does not fall under the jurisdiction of another municipal By-law, provincial legislation, or federal legislation. • Verify that and all attempts to resolve internally have been exhausted. <p>5.5.4 When appropriate, the Project Manager shall redirect complainants to the applicable City of Hamilton Division (Licensing and By-law Services, Public Health), provincial regulatory body or federal regulatory body.</p> <p>5.5.5 The Project Manager will direct all verified complaints to Manager of Homelessness and Housing Support or designate for investigation and provide recommendations on a course of action</p> <p>5.5.6 The Housing Services Division Manager of Homelessness and Housing Support or designate shall take the recommendation and investigate and resolve the complaint as soon as practicable through one of the following activities/remedies:</p> <ul style="list-style-type: none"> • Obtain additional information from the complainant, the applicable emergency shelter operator or residential care facility, and other relevant parties and communicating expectations, service standards and providing an accurate understanding of those service standards/levels to all parties • If appropriate, propose potential resolutions that are mutually acceptable to the complaint and the complainant and emergency shelter operator/residential care facility
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	<ul style="list-style-type: none"> • If appropriate, mediate a resolution to the complaint with the complainant and emergency shelter operator/residential care facility • If appropriate, assess an additional remedy within the scope of purview of the Manager of Homelessness and Housing Support to the complainant commensurate with level of service/standards that were unmet (e.g. move complainant to different shelter or facility) • If appropriate, assess a written warning to the emergency shelter operator regarding their actions, staff behaviour or otherwise that resulted in the complaint • If appropriate, develop an action plan for the emergency shelter operator/residential care facility, with timelines to address the complaint, alter the service/internal standard/internal process, report back regarding implementation including all changes made • Refer the situation to the Hamilton Police Service, Ontario Human Rights Tribunal, Hamilton Community Legal Clinic or other body as appropriate <p>5.5.7 The Project Manager will assist the Program Manager or Supervisor and document the actions taken and outcome of the investigation</p> <p>5.5.8 The Project Manager will provide information in writing on the outcome of the investigation to the complainant and emergency shelter operator or residential care facility</p> <p>5.5.9 The Project Manager will complete a resolution summary into the Complaint Log which will include:</p> <ul style="list-style-type: none"> • Action taken by City • Date and time resolved • Date and time resolution communicated to complainant • Follow up actions and outcome <p><u>5.6 Monitoring, Reviewing and Reporting of Complaints</u></p> <p>5.6.1 The Project Manager shall conduct a quarterly review and analysis of the sources and types of complaints received</p>
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	<p>5.6.2 The Project Manager shall report the review findings to the Housing Services Division Manager of Homelessness and Housing Support on a quarterly basis.</p> <p>5.6.3 With the assistance of the Project Manager, the Manager of Homelessness and Housing Support shall review the aggregate report and bring forward any larger scale trends and concerns for discussion with the Senior Management of emergency shelters and residential care facilities as part of regular efforts to continuously improve the quality of service across the homeless serving system. Information shall be used to inform the development of the next version of the Emergency Shelter Standards which are revised a minimum of every 4 years.</p>
<p>6.0 – Documentation and Record Management</p>	<p>6.1 City of Hamilton - Housing Services Division</p> <p>As per of section 5.0 of this procedure, City staff will maintain the Complaints Log as well as electronic documentation of all complaints.</p> <p>Housing Services Division staff shall maintain documentation of complaints related to residential care facilities or emergency shelter services in accordance with City of Hamilton <i>Records and Information Management Policy</i>.</p> <p>6.2 Residential Care Facilities:</p> <p>As per of Section 5.0 of this procedure, all licensed residential care facilities will maintain a Complaints Log as well as maintain records of complaints submitted by residents or other persons in accordance with City of Hamilton funding contract requirements</p> <p>6.3 Emergency Shelter Operators:</p> <p>As per of Section 5.0 of this procedure, all emergency shelter operators will maintain a Complaints Log as well as maintain records of complaints submitted by residents or other persons in accordance with City of Hamilton funding contract requirements and in accordance with <i>Hamilton’s Emergency Shelter Standards section 2.3 Complaints Process</i>.</p>

<p>7.0 - Related Documents</p>	<ul style="list-style-type: none"> • <u>City of Hamilton Records and Information Management Policy</u> • <u>Hamilton’s Homeless-Serving System Consent for the Collection and Sharing of Personal Information</u> • <u>Hamilton’s Emergency Shelter Standards</u> • <u>Hamilton’s Coordinated Access Process Guidelines</u> • <u>Hamilton’s Housing and Homelessness Action Plan</u> • <u>The Residential Care Facilities (RCF) Subsidy Program</u> • <u>City of Hamilton’s Licensing Schedule 20 By Law</u>
<p>8.0 - Revision History</p>	<p><u>Revision History</u></p> <ul style="list-style-type: none"> • Last Updated: September XX, 2023

Term Sheet for Housing Charge Supplement and Operating Subsidy Agreement

272 Caroline St. S.

Landlord: 272 Caroline St. S. Housing Co-operative Inc.

Housing Charge Supplement Conditions

1. The Housing Charge Supplements will be subject to the recipient entering into an a housing charge supplement assistance agreement with the same terms and conditions as the City of Hamilton’s standard rent supplement agreement (“RSA”) with such changes as approved by the General Manager of Healthy and Safe Communities Department (“GM”) and required by the City Solicitor and containing such terms and conditions as set out within this term sheet and such additional terms and conditions as determined by the General Manager of Healthy and Safe Communities Department (“GM”) and required by the City Solicitor.
2. The agreement shall have a duration of 10 years, at which time the City can either enter a new housing charge supplement agreement or can consider entering into a Service agreement subject to council approval.
3. The housing charge supplement assistance shall be provided to existing members of 272 Caroline St. S. who are deemed eligible and households selected from the centralized waiting list (Access to Housing) maintained by the City of Hamilton thereafter.
4. The level of financial assistance provided to tenants by 272 Caroline St. S. Housing Co-operative through the Housing Charge Supplement will be sufficient to meet the provincial service level standards as described in the *Housing Services Act, 2001* and associated regulations and will use Rent-Geared-to-income calculations or portable housing charge calculations as determined by the City of Hamilton.
5. 272 Caroline St. S. Housing Co-operative will be responsible for determining eligibility for assistance of prospective members, calculating housing charges and collecting the member portion in the manner outlined in the City of Hamilton’s standard RSA.
6. 272 Caroline St. S. Housing Co-operative will provide reports to the City of Hamilton in a manner outlined by the City of Hamilton in its standard RSA or in such other manner as determined by the GM.
7. The agreement can only be transferred if the GM in their sole discretion and only in the following circumstances:

(a) the property is sold to another provider of "non-profit housing" who enters into an assignment agreement with the City and 272 Caroline St. S. Housing Co-operative agreeing to be subject to all of the terms and conditions of the housing charge supplement agreement for the remainder of the term of those agreements and such other terms and conditions as the GM and City Solicitor in their sole discretion deem appropriate.

8. Housing charges may be increased annually in an amount approved by the GM in their sole, absolute and unfettered discretion and can never be greater than 125% AMR

9. The operating subsidy must be used for the operations of 272 Caroline St. S. Housing Co-op.

10. The operating subsidy will be increased annually by the rate of inflation for the prior year.

11. An audited financial statement must be prepared annually, approved by the board and submitted annually to the City of Hamilton five months following the end of its fiscal year.

12. Payments will be reconciled annually in a format acceptable to the GM of Healthy and Safe Communities.

13. 272 Caroline St. S. may request to retain any unused funds subject to a review and decision at the sole discretion of the GM of Healthy and Safe Communities.

14. 272 Caroline St South Housing Cooperative Inc. must maintain the property, building, all mechanical systems and all units in a state of good repair in accordance with the City of Hamilton property Standards By-law, and to satisfaction of the GM in their absolute, sole and unfettered discretion.