EMERGENCY & COMMUNITY SERVICES COMMITTEE
REPORT 08-016

1:30 p.m.
Wednesday, December 3, 2008
Hamilton Convention Centre
1 Summers Lane
Room 207
Hamilton, Ontario

Present: Councillors T. Jackson (Chair), S. Duvall (1st Vice Chair), S. Merulla (2nd Vice Chair), M. McCarthy, B. McHattie, B. Morelli, and R. Pasuta

Also Present: Councillor B. Clark
P. Miller, MPP
T. White, Constituency Assistant to MPP Miller
J. Priel, General Manager, Community Services
J. Kay, General Manager, Hamilton Emergency Services
D. LaPointe-Kay, Director, Recreation
G. Hendry, Director, Employment and Income Support Branch
A. Bradford, Director, Culture
M. Weingartner, Senior Policy Analyst, Social Development
M. Hazell, Director, Parking and By-law Services
J. Xamin, Senior Project Manager, Operational Strategies
D. Clarke, Project Manager, Continuous Improvements
R. Sabo, Assistant City Solicitor
S. Paparella, Legislative Assistant, City Clerk’s Office

THE EMERGENCY & COMMUNITY SERVICES COMMITTEE PRESENTS REPORT 08-016 AND RESPECTFULLY RECOMMENDS:

1. APPOINTMENT OF 2009 CHAIR AND VICE CHAIRS

   (a) That Councillor Scott Duvall be appointed as Chair to the Emergency & Community Services Committee for 2009.

   (b) That Councillor Robert Pasuta be appointed as 1st Vice Chair to the Emergency & Community Services Committee for 2009.

   (c) That Councillor Sam Merulla be appointed as 2nd Vice Chair to the Emergency & Community Services Committee for 2009.

Council – December 10, 2008
2. ADVISORY/SUB-COMMITTEE/VOLUNTEER COMMITTEE MINUTES (Item 5)

That the following Advisory Committee Minutes be received:

(a) Emergency Medical Services Resource & Deployment Task Force Minutes, dated April 22, 2008 (Item 5.1)

(b) Emergency Medical Services Resource & Deployment Task Force Minutes, dated June 18, 2008 (Item 5.2)

(c) Hamilton Historical Board Minutes, dated October 14, 2008 (Item 5.3)

3. Carolyn Rosenthal, President, Hamilton Council on Aging respecting the Age Friendly Cities Model (Item 6.1)

(a) That the presentation, provided by Carolyn Rosenthal, President of the Hamilton Council on Aging, Leila W.M. Ryan, and Margaret Denton, Co-Chairs, be received.

(b) That the presentation, made by the Hamilton Council on Aging, be referred to the General Manager of Community Services for a report back to the Emergency & Community Services Committee.

4. Ben Sproule and Edward Pavao, Nustadia Recreation Inc., respecting an Update on the Mohawk 4-Ice Centre Complete and Business Plan (Item 6.2)

That the presentation, provided by Ben Sproule and Edward Pavao, Nustadia Recreation Inc., respecting an Update on the Mohawk 4-Ice Centre Complete and Business Plan, be received.

5. Liz Weaver, Hamilton Roundtable for Poverty Reduction (Item 6.3)

That the presentation, provided by Liz Weaver, Hamilton Roundtable for Poverty Reduction, be received.

6. Todd White, Constituency Assistant to Paul Miller, MPP respecting Temporary Care Assistance (Item 6.4)

That, at the request of the Paul Miller’s Office, the delegation of Todd White, Constituency Assistant to Paul Miller, MPP respecting Temporary Care Assistance, be table to the January 21, 2009 meeting of the Emergency & Community Services Committee.

Council – December 10, 2008
7. Vital Services By-law 05-322 Update Report (PD05057(c)) (City Wide) (Item 7.1)

(a) That staff be directed to prepare an updated Vital Services By-law to repeal and replace By-law No. 05-322, which is to incorporate the following matters, in a form satisfactory to the City Solicitor:

(i) That the intent of By-law 05-322 be maintained, but that terms and wording be updated.
(ii) That the City Clerk be provided with the authority to delegate notices of the Suppliers to the Municipal Law Enforcement Section.
(iii) That each Supplier will only be required to notify the City of the properties with a smaller number of residential rental units that they are normally unable to track unless they are aware of them as residential rental units.
(iv) That the definition of “adequate” service not include a load limiter installed by Hydro.

(b) That staff be authorized to continue the use of the previously approved $200,000, funded from the Tax Stabilization Reserve, for costs incurred by the City for payment of:

(i) Utilities and reconnection fees;
(ii) The continuation of the Municipal Law Enforcement Officer position for 2009; and,
(iii) Evacuation costs for large buildings.

8. Ontario Works Temporary Care Allowance (ECS08023(a)) (City Wide) (Item 8.1)

(a) That the Mayor correspond with the Ministers of Community and Social Services and Child and Youth Services requesting that existing programs to support non-parental caregivers in their care of children be reviewed and to subsequently establish services that adequately support those children who are living with non-parental caregivers.

(b) That the Mayor correspond with the Minister of Human Resources and Social Development Canada, requesting that existing income security programs for seniors, such as the Guaranteed Income Supplement, be amended to support seniors who have taken responsibility as caregivers for children and are raising them as dependent children.

(c) That City of Hamilton’s Ontario Works Administrator be directed to review and revise local eligibility standards for Ontario Works Temporary Care Assistance; based upon all aspects of the individual child’s
9. **2008-2009 Ontario Works Service Plan (ECS08056) (City Wide) (Item 8.2)**


10. **Ontario Works Write–Off Policy (ECS08055) (City Wide) (Item 8.3)**

That the Ontario Works Write–Off Policy, attached as Appendix A to Report 08-016, be approved.

11. **Emergency Shelter Funding Potential Pressure (ECS08026(a)) (City Wide) (Item 8.4)**

   (a) That the 2008 personal supports funding pressure be accommodated through the 2008 Community Services Department budget and surplus.

   (b) That the General Manager of Community Services be authorized and directed to fund personal support services at Notre Dame House and Mary’s Place from January 1, 2009 to June 30, 2009, at a gross cost of $192,918, $0 net within the 2009 Community Services Consolidated Homelessness Prevention Program budget.

   (c) That the Mayor request that the Minister of Community and Social Services approve the permanent reallocation of $479,360 from the Domiciliary Hostels Program to the Consolidated Homelessness Prevention Program to further address personal support services and emergency shelter needs within the City of Hamilton.

   (d) That the General Manager of Community Services be directed to inform the Good Shepherd Centres, in writing, of the decisions contained in Report ECS08026(a).

12. **Hamilton Farmers’ Market – Implications of Operating the Hamilton Farmers’ Market by an Independent Operator (ECS08062) (Ward 2) (Item 8.5)**

That staff be directed to proceed with the undertaking of a Business Case Study, which provides for public consultation, for the creation of a not-for-profit corporation to operate the Hamilton Farmers’ Market, as described in Section 6 and 8 of Ontario Regulation 599/06 under the Municipal Act, 2001 and report back to the Emergency & Community Services Committee.
13. **Youth Serving Agency Network GROW Program (ECS08011(a)) (City Wide) (Item 8.6)**

That one-time funding, in the amount of $406,672, be provided to the Youth Serving Agency Network GROW Program for the period of January 1, 2009 to April 30, 2010, to be funded first through unallocated National Child Benefit Reserve #110047 with the remaining balance to be funded from the Social Services Initiative Fund Reserve #112214.

14. **Fairness to Hamilton Campaign Sub-Committee Report 08-002 (Item 8.7)**

(a) That the data information respecting the City’s physician shortage be posted on the Fairness to Hamilton Campaign Website.

(b) That staff be directed to report back to Committee of the Whole respecting the possibility of approaching the Province for a loan, to be funded back from uploaded future benefits, in order to bridge the financial gap which the City will face during the various uploading phases.

(c) That the Province be requested to establish a contingency fund to assist municipalities in times of economic downturn when they will be impacted.

15. **Hamilton Youth Advisory Committee Resignation (Item 9.1)**

(a) That Councillor S. Merulla’s resignation from the Hamilton Youth Advisory Committee be received.

(b) That one additional member of Council be appointed to the Hamilton Youth Advisory Committee for the balance of the 2006-2010 term of Council.

16. **Removal of Items from the Outstanding Business List (Item 11.2)**

That Item “KK” – Ontario Works Caseload be considered complete, as it was addressed as Item 3 of E&CS Report 08-013, and removed from the Outstanding Business List.

17. **PRIVATE AND CONFIDENTIAL - A Motion Respecting a Proposed Land Acquisition (Item 12.1)**

That the private and confidential motion, respecting a proposed land acquisition, be referred to the December 8, 2008 Committee of the Whole meeting for consideration.
FOR THE INFORMATION OF COMMITTEE:

(a) CHANGES TO THE AGENDA (Item 1)

The Committee Clerk noted the following changes to the Agenda:

(i) Item 6.4 – Todd White, Constituency Assistant to Paul Miller, MPP respecting Temporary Care Assistance has requested to attend on January 19, 2009 in order to have additional time to prepare.

(ii) Added as Item 8.7 – Fairness to Hamilton Campaign Sub-Committee Report 08-002

(iii) Added as Item 12.1 – PRIVATE AND CONFIDENTIAL matter respecting a Proposed Land Acquisition

(iv) It has been requested that Item 8.1 be moved up to just before Item 6.1, as there are many constituents in the audience to hear this item.

The December 3, 2008 Emergency & Community Services Committee Agenda was approved, as amended.

(b) DECLARATIONS OF INTEREST (Item 2)

There were none declared.

(c) APPROVAL OF THE MINUTES OF THE PREVIOUS MEETING (Item 3)

3.1 November 19, 2008

The Minutes of the November 19, 2008 meeting of the Emergency & Community Services Committee were approved, as presented.

(d) Peter Quaglia, Andrew Swan and Rick Ludwig, Hamilton District Funeral Directors requesting an Increase to City Funded Funerals (Item 4.1)

The delegation request, made by Peter Quaglia, Andrew Swan and Rick Ludwig, Hamilton District Funeral Directors requesting an Increase to City Funded Funerals, was approved.
(e) Carolyn Rosenthal, President, Hamilton Council on Aging respecting the Age Friendly Cities Model (Item 6.1)

Carolyn Rosenthal, President of the Hamilton Council on Aging, Leila W.M. Ryan, M.A, M.A., Ph.D. Assistant Clinical Professor School of Nursing, McMaster University, and Margaret Denton Director, McMaster Centre for Gerontological Studies Professor, Department of Health, Aging & Society, Co-chairs to the Age Friendly Advisory Group, provided a presentation to Committee respecting the Hamilton Council on Aging.

The mission for the Hamilton Council on Aging (HCA) is to educate and advocate for improved aging experiences for older adults through a collaborative network of individuals and organizations. The HCA not only envisions a community that respects and values its older adults, and provides them with the opportunity to fully participate in the community, but also focuses explicitly on seniors and the entire spectrum of issues that affects them.

The HCA’s current initiative is to implement the World Health Organization’s Age Friendly Cities model in Hamilton. This initiative has already been implemented in 33 cities worldwide, and Hamilton will be the first city in Ontario.

Committee was asked to pass a resolution to support and lead initiatives to make Hamilton an Age Friendly City by 2018 and to appoint a City Planner, who would be enthusiastic about the project, to become a member of the Age Friendly Hamilton’s Stakeholder Roundtable.

This item was referred to staff, as shown in Item 3 above.

A copy of the presentation was provided to Committee and is available online at www.hamilton.ca or at the Office of the City Clerk.

(f) Ben Sproule and Edward Pavao, Nustadia Recreation Inc., respecting an Update on the Mohawk 4-Ice Centre Complete and Business Plan (Item 6.2)

Ben Sproule and Ed Pavao, of Nustadia Recreation Inc., provided a presentation to Committee. Highlights of the presentation included, but were not limited to, the following:

- The Mohawk 4 Ice Centre has been in operation for almost 4 full years, and has an innovative side by side design with significant capital savings. The facility opened on time and under budget.
- The Mohawk 4 Ice Centre’s design captures spectacular views of Lake Ontario and the Red Hill Valley.
- Hamilton Hockey Council, representatives of all ice users and Nustadia worked directly on a financially sustainable program.
Emergency & Community Services Committee

- Nustadia budgets annually for a zero cash flow.
- All full time staff are certified Ice Technicians through the ORFA.
- All staff are certified in first-aid and using a heart defibrillator.
- Staff training more than exceeds the industry standard.
- The Mohawk 4 Ice Centre has received the following awards: Hamilton Spectator 2006 Readers’ Choice Award for Best Recreation Facility; Hamilton Chamber of Commerce – 2006 Human Resource Award; 2007 Mayors Megawatt Challenge – Most Efficient Arena Facility in Southern Ontario; and, selected by the Canadian Council for Public-Private Partnerships as the Most Successful Partnerships in the Recreation Sector.
- Through the Nustadia/City of Hamilton Annual Golf Charity Tournament, more than $50,000 was raised to help youth-at-need play minor hockey in Hamilton.

At the conclusion of the presentation Ben Sproule, Ed Pavao, Councillor Tom Jackson and Joe-Anne Priel, General Manager of the Community Services Department, presented a cheque, in the amount of $14,000, to Peter Martin of the Hamilton Hockey Council.

A copy of the presentation was provided to Committee and is available on-line at www.hamilton.ca or at the Office of the City Clerk.

(g) Liz Weaver, Hamilton Roundtable for Poverty Reduction (Item 6.3)

Liz Weaver, Hamilton Roundtable for Poverty Reduction provided an update to Committee respecting the Roundtable. The presentation included, but was not limited to, the following:

- In the Fall, Roundtable members and partners met with all Hamilton-area candidates running in the federal election and called for the development of a National Poverty Reduction Strategy.
- The Roundtable recently presented to the Ontario Minister of Finance, during the 2009 Pre-Budget briefings, and called for continued commitment to the Ontario Poverty Strategy, investment in cities and continued investment in social infrastructure.
- Municipally, has been addressing issues including the Affordable Transit Pass Pilot, Ontario Social Assistance Rates Board legislation and the Temporary Care Assistance issue.
- The Roundtable recognizes the many pressures faced by all levels of government in these changing economic times. However, a failure to invest in poverty reduction efforts will result in larger costs on future generations.

Council – December 10, 2008
• Poverty has a significant cost for governments. The federal and Ontario governments are losing at least $10.4 billion to $13.1 billion a year due to poverty, a loss equal to between 10.8 and 16.6 per cent of the provincial budget.

• Poverty has a cost for every household in Ontario. In real terms, poverty costs every household in the province from $2,299 to $2,895 every year.

• The annual cost of child or intergenerational poverty is very high. If child poverty were eliminated, the extra income tax revenues nationally would be between $3.1 billion to $3.8 billion.

• The total economic cost of child poverty in Ontario is $4.6 to $5.9 billion annually.

The City of Hamilton has been leading the way and is recognized provincially and nationally for their leadership. During economic uncertainty, the time and need for investments in children and their families is even more critical. Below are some investments to consider during your budget deliberations.

• Investments in Early Learning and Childcare: Additional for increasing access to early learning and parenting programs in low income neighbourhoods would increase the availability and access to low-income families.

• Opportunities for Children: For many of Hamilton’s 22,000 children growing up in poverty, recreation remains an unaffordable and inaccessible luxury. The Roundtable encouraged Council to support ‘free’ passes for all children of families in receipt of social assistance and children of families who fall below Canada’s low income cut-off.

• With the support Council, the Roundtable seeks to take a leadership role in the development of a social inclusion policy for the proposed Pan Am Games bid that would minimize negative impacts of the Games for low income residents while at the same time maximizing opportunities (for employment, housing and neighbourhoods).

• Affordable Public Transportation: Remains a significant burden for many families in Hamilton. The Roundtable commended Council for their recent decision to hold the line on fare increases and supports the continuation of the ‘affordable transit pass’ for low income workers.

• Investing in Neighbourhoods: The City should invest in a coordinated approach to neighbourhood development, which could include neighbourhood community development workers, engaging citizen leaders and integration of service delivery with a neighbourhood focus.

Council – December 10, 2008
• Income and Employment Supports: 25,000 residents of Hamilton work full time, but still fall below Statistic Canada’s low income cut-off. Council should commit to a principle that any resident of the City who works full time should not live in poverty. The City can play a role in helping to move the markers by ensuring that its own employees and employees of contractors who deal with the City are paid a ‘Living Wage’.

• Hamilton is one of the country’s highest receiving points for new immigrants to Canada, and is home to many foreign professionals who are highly trained, but lack Canadian credentials. The lack of Canadian experience remains a monumental barrier for many in the Hamilton community. The Roundtable strongly encouraged Council to take a leadership role on the issue through the development and support of the Local Immigration Council and advancement of this issue with the Jobs Prosperity Collaborative.

• Affordable, Accessible Housing: Housing is by far the single largest budget expense for families. Recent reports compiled by the City’s Housing Department have shown that more than 17,000 families in Hamilton are paying more than half of their monthly incomes in rent. A continued investment towards enhancing opportunities for tenants to maintain and preserve affordable rental housing is far more cost effective for the community as well as for individuals affected than dealing with homelessness once it becomes a reality.

• Some additional investments in affordable housing could include expansion of rental subsidies and/or allowances for low income tenants to offset the high costs of housing; an investment in education and outreach programs to Hamilton’s tenants (including those who may have difficulties with the English language) to help them maintain affordable housing; leverage a portion of the $48 million recently announced by the provincial government into capital repairs for City-owned social housing and continued work on the successful ‘Hostels to Homes’ program in conjunction with the Provincial Government, which is moving people living in conditions of absolute homelessness into their own homes with supports.

A copy of the presentation was provided to Committee and is available on-line at www.hamilton.ca or at the Office of the City Clerk.

(h) Delegation of Todd White, Constituency Assistant to Paul Miller, MPP respecting Temporary Care Assistance (to attend on December 3, 2008) (Item 6.4)

Although Mr. Miller’s office had requested that they postpone their delegation until the January 21, 2009 meeting of the Emergency & Community Services Committee, Paul Miller, MPP and Todd White, Constituency Assistant MPP Miller
were in attendance respecting Item 8.1 – Report ECS08023(a) – Ontario Works Temporary Care Assistance.

After the staff report was approved, as amended, MPP Miller thanked the Committee for its support.

(i) Vital Services By-law 05-322 Update Report (PD05057(c)) (City Wide) (Item 7.1)

Marty Hazell, Director of Parking and By-law Services, provided an overview of Report PD05057(c).

Debra Clark and Joe Xamin were in attendance to provide a detailed presentation. However, Committee explained that as they were so satisfied with Mr. Hazell’s explanation and the work done by Debra Clark, Joe Xamin and himself, that the presentation was not necessary.

(j) Ontario Works Temporary Care Allowance (ECS08023(a)) (City Wide) (Item 8.1)

The following amending motion (Merulla/McCarthy) was put forward and is shown in its entirety as Item 8 above:

WHEREAS the memo from the Ministry of Community and Social Services, dated November 24, 2008, clarified that it is at the discretion of the Ontario Works Administrator to make decisions on Temporary Care Assistance eligibility.

THEREFORE BE IT RESOLVED that the following be added as recommendation (c) to Report ECS08023(a)) to read as follows:

(c) That City of Hamilton’s Ontario Works Administrator be directed to review and revise local eligibility standards for Ontario Works Temporary Care Assistance; based upon all aspects of the individual child’s circumstances, but is to no longer use legal custody as the disqualifying factor when determining eligibility.

(k) New Due Dates for Outstanding Business List Items (Item 11.1)

The proposed new due date of September 23, 2009, for the Little Africa Plaque report, was approved.
PRIVATE & CONFIDENTIAL

Committee moved into Closed Session at 2:40 p.m., pursuant to Section 8.1, Sub-section (c) of the City's Procedural By-law 03-301, and Section 239, Sub-section (c) of the *Ontario Municipal Act*, 2001, as the subject matter pertains to a proposed or pending acquisition of land for municipal or local board purposes.

Committee reconvened in Open Session at 3:10 p.m. and provided its recommendation, as shown in Item 17 above.

ADJOURNMENT (Item 13)

There being no further business, the Emergency & Community Services Committee adjourned at 3:20 p.m.

Respectfully submitted,

Councillor T. Jackson, Chair
Emergency & Community Services Committee

Stephanie Paparella
Legislative Assistant
December 3, 2008
CITY OF HAMILTON
POLICY FOR SOCIAL ASSISTANCE
ONTARIO WORKS WRITE-OFFS

Purpose

The writing-off of overpayments in Ontario Works (OW) will remove debts that are not cost-effective to pursue or where there is little chance for material recovery. The ability of the department to write-off aged non-collectable overpayments increases the efficiency of the department to collect on overpayment accounts with the greatest potential for recovery. Staff will integrate this policy into current business process.

The Administrator of OW has the authority to write-off overpayments, based on the following criteria.

Criteria

The City of Hamilton will permit OW overpayment write-offs based on the following:

Active OW cases for write-off include overpayments:
- Valued at $2.50, or less.
- Debts discharged because of bankruptcy.

Inactive OW cases for write-off include overpayments where:
- Debtor is deceased and there is no estate;
- Debtor is bankrupt (excluding overpayments resulting from fraud);
- Debtor has been deported;
- The Administrator has negotiated a reasonable settlement for an overpayment, the balance should then be recommended for write-off;
- Debts are less than $20, and greater than 120 days old;
- Established under the former General Welfare Assistance Act; and,
- Established under the former Family Benefits Act.

Definitions

- **Ontario Works Overpayment** - An overpayment is the difference between the amount of basic financial assistance a client receives and what the client is eligible to receive.

Overpayments are created when information is entered or modified retroactively, which results in a reduction in the client’s entitlement for a month in which a payment was issued. OW benefits are issued at the end of one month for the following month.
Overpayments can result from a large number of scenarios and situations – some are the result of delays in client reporting and some are fraud related.

- **Write-Off** – Cancel the record of (a bad debt etc); acknowledge the loss of an asset.

  The Ministry of Community and Social Services (MCSS) has established that the process of writing-off debt is administrative and does not imply the debt is forgiven, nor that recovery can ever be made.

**Administration**

The Administrator of OW will oversee the administration and updating of this policy.