

Housing Services Division		Content Updated: 2019-09-11
		Policy and Procedure No. CoH19-0901-RS11
Social Housing Administration		Effective Date: September 16, 2019

Subject: Reporting Serious Incidents Policy

Applicable to:	The policy and procedures contained in this document apply to the following:	
	<input checked="" type="checkbox"/> Co-operatives	<input checked="" type="checkbox"/> Local Housing Corporation
	<input checked="" type="checkbox"/> Federal Non-Profit	<input checked="" type="checkbox"/> Landlords with Rent Supplement Agreements – Incl. OCHAP & Commercial Rent
	<input checked="" type="checkbox"/> Municipal & Private Non-Profit	<input type="checkbox"/> ATH (Access to Housing)
Content	This document contains the following: Policy Context Purpose of the Policy Policy Requirement Types of Incidents that Must be Reported Reporting – Who to Contact Responsibilities Compliance Questions References Approval	
Policy Context	<p>The City of Hamilton, as Service Manager under the <i>Housing Services Act, 2011</i> (HSA), is required to establish and administer local policies, and procedures for social housing in Hamilton.</p> <p>Periodically, there have been incidents at City of Hamilton funded/ administered housing communities that have resulted in death, serious injury, or attracted media attention due to police involvement. When these incidents happen, it is important that City of Hamilton staff be alerted to the event so that the necessary resources can be offered to the Housing Provider and appropriate City management staff can be advised.</p>	
Purpose	To ensure the proper response and reporting of serious incidents to the City of Hamilton to enable allocation of resources if necessary to support the related resolution and mitigation whenever possible.	
Policy Requirement	All Community Housing Providers that have an agreement with the City of Hamilton for Rent-geared-to-income (RGI) or any other form of housing subsidy are required to report any serious incident to the Service Manager – City of Hamilton, Housing Services Division within 24-hours of occurrence. Details of types of incidents and whom to contact are provided in the following policy document.	
Types of Incidents that must be Reported	<ul style="list-style-type: none"> i. Disaster, such as fire, flood, extended power failure, or extreme weather damage to the building; ii. Fire where a whole unit (or more) has been destroyed; iii. A person has died at the Housing Provider’s site under suspicious circumstances; iv. A person is severely injured at the community Housing Provider’s site; v. A complaint made by a tenant/member or other person against a Housing Provider staff member involving allegations of assault, abuse or mistreatment; 	

	<p>vi. Serious/unusual situations where the police are called regarding the actions of Housing Provider staff or volunteers that results in criminal charges being laid (e.g. assault);</p> <p>vii. A major incident requiring police and/or emergency services.</p> <p>Any complaints concerning the operational, physical or safety:</p> <p>i. standards of the Housing Provider’s site(s) that is of a serious nature;</p> <p>ii. Incidents that the media has reported or is likely to report;</p> <p>iii. Other incidents which may bring the social housing program into disrepute in the public’s eye.</p>
Reporting - Whom to Contact:	<p>If a serious incident occurs during normal <u>business hours</u>, community Housing Providers must contact their Housing Administration Officer either by phone or email. If that person is unavailable, then the incident must be reported to the Manager of Social Housing.</p> <p>When reporting, community housing providers must identify:</p> <ul style="list-style-type: none"> • Date and type of the Incident • Description and location of the Incident • Action(s) taken by the community Housing Provider and • Next steps (if any) <p>If a serious incident occurs after normal business hours, the community Housing Provider must call their Housing Administration Officer and leave a voicemail stating:</p> <ul style="list-style-type: none"> • Name of person making the call • Name of community Housing Provider • Description and location of Serious Incident
Responsibilities	<p>Housing Providers are responsible to report serious incidents. If there is a question about whether an incident is serious, the community Housing Provider should still contact their Housing Administration Officer or the Manager of Social Housing to discuss the incident as soon as possible and not later than 24 hours post-incident.</p> <p>City of Hamilton, Housing Administration Officers must review reported incidents and assess whether any additional steps or City resources are required to complement the Housing Provider’s emergency response plans. Housing Administration Officers will advise the Manager of Social Housing of serious incidents as appropriate. The Manager of Social Housing will advise Senior City Staff as appropriate.</p> <p>Community Housing Providers are required to update their existing contingency and or emergency plans to include Reporting Serious Incidents Policy Requirements.</p> <p>Note: The requirement to report under this policy does not remove or limit the Housing Provider responsibility for reporting to other authorities such as Police.</p>
Compliance	<p>This policy will be regularly monitored and reviewed during Operational Reviews by Housing Administration Officers.</p>
Questions	<p>If you have any questions or require further interpretation of the contents of this Policy and Procedure, please contact your Housing Administration Officer or Policy Analyst at the City of Hamilton.</p>
References	<p>Housing Services Act, 2011</p>
Approval	<p>Authors Names: Tammy Morasse, Senior Project Manager Kamba Ankunda, Senior Policy Analyst</p> <p>Manager Name: Brian Kreps, Manager Social Housing Administration</p> <p>Director Name: Edward John, Director Housing Services</p> <p>Date: 2019-09-11</p>