




# COMMUNICATION UPDATE

<b>TO:</b>	Mayor and Members City Council
<b>DATE:</b>	November 30, 2023
<b>SUBJECT:</b>	Update #2 Regarding 2023-2024 Winter Response Strategy (City Wide)
<b>WARD(S) AFFECTED:</b>	City Wide
<b>SUBMITTED BY:</b>	Michelle Baird Director, Housing Services Division Healthy and Safe Communities
<b>SIGNATURE:</b>	

## COUNCIL DIRECTION

On September 13, 2023 Council approved that staff implement an annual Winter Response Strategy, from December 1, 2023 to March 31, 2024 through Emergency & Community Services report HSC23012(a) to support vulnerable individuals within the homelessness serving system.

## INFORMATION

This communication update provides information on further enhanced services that will be in place to complement the Council approved Annual Winter Response Strategy.

On November 27, 2023 a Communications Update to Council provided an overview of the enhanced services that will be implemented as part of Hamilton's 2023-2024 Winter Response Strategy. Included in the strategy are 100 additional daytime drop-in spaces; 80 additional overnight warming spaces, a mobile overnight warming bus (with onboard social service staff for support), enhanced hours of operation at 3 designated Recreation Centres and Hamilton Public Library – Central Branch.

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OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

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The Call for Applications (CFA) received additional submissions that were above the scope of the CFA. Housing Services Division staff have been exploring options to implement additional services that would further support vulnerable residents through the winter season.

As a result of the collaboration with partners, the following services will be in place as part of the Winter Response Strategy above and beyond those initially announced:

- 35 overnight warming spaces operated at Mission Services Men's Centre will be further enhanced and now operate as 35 emergency shelter beds serving men (effective December 1, 2023);
- 10 additional emergency shelter beds operated at Salvation Army Booth Centre serving men (effective December 9, 2023);
- 40 additional overnight drop-in spaces operated at YWCA Carole Anne's Place serving women, trans- and non-binary people and enhanced hours of operation overall at YWCA Carole Anne's Place (adding 4 additional hours per day, 6:00-10:00pm)
  - Staff are working with YWCA Carole Anne's staff to finalize launch date details and will be working to have these in place ASAP;

Housing Services Division staff continue to work with other partners to explore options that can further be implemented to support pressures across the system. Updates will be provided as these services are finalized.

With these changes, the Winter Response Strategy overall from December 1, 2023 to March 31, 2024 includes:

- Warming Bus through Hamilton Transit operating nightly from 10 p.m. to 6 a.m., including onboard support through social service staff (all populations)
- 45 additional overnight warming spaces (serving women, trans- and non-binary people)
- 45 additional emergency shelter beds (serving men)
- 100 additional day-time drop-in spaces (all populations)
- 40 additional overnight drop-in spaces (serving women, trans- and non-binary people)
- Extended hours of operation at 3 designated Recreation Centres to act as a warming space (all populations)
- Extended hours of operation at the Hamilton Public Library Central location to act as a warming space (all populations)

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Details on the Winter Response Strategy can be found on the City of Hamilton's website at the following page: [www.hamilton.ca/WinterResponse](http://www.hamilton.ca/WinterResponse)

For more information, please contact Rob Mastroianni, Manager Homelessness & Housing Support, at [Rob.Mastroianni@hamilton.ca](mailto:Rob.Mastroianni@hamilton.ca) or 905-546-2424 x8035.