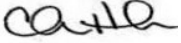




COMMUNICATION UPDATE

TO:	Mayor and Members City Council
DATE:	April 15, 2025
SUBJECT:	Ancaster Square Life-Cycle Improvements (CFEM2502) (Ward 12)
WARD(S) AFFECTED:	Ward 12
SUBMITTED BY:	Chris Herstek Acting Director, Corporate Facilities & Energy Management Public Works Department
SIGNATURE:	

As a result of life-cycle maintenance requirements, Ancaster Municipal Service Centre, otherwise known as “Ancaster Square”, located at 300 Wilson Street East will undergo the replacement of the roof and HVAC. The project is currently in the pre-construction stage at this time. Disruptions to the facility are expected to include a total loss of heating, ventilation, and air conditioning (HVAC), including air intake and circulation, as well as ongoing noise, odour, and power disturbances. Due to this necessary work, a planned closure will take effect from May 5th to June 2nd, 2025, with a contingency duration beyond the June 2nd completion date, weather dependent. Due to the majority of the work being weather dependent (roof replacement), delays can be anticipated, and the public’s patience is appreciated. Should the construction extend past the June 2nd completion date, this will be communicated to Council and the stakeholders with a minimum one-week’s notice.

During the closure, the facility parking lot will also be impacted due to the presence of large equipment and the need for construction hoarding. Nearby parking, including accessible parking, is available behind the facility off of Lodor Street, adjacent to the Ancaster Municipal Lawn Bowling Club, located at 291 Lodor Street.

Occupants Affected:

Councillor Cassar’s Ward 12 Office

The Councillor’s office will remain operational, observing standard office hours. A portable HVAC unit will be provided to offer some conditioning of air. The Councillor’s office at City Hall remains an option as well. If you require any further information,

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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.

please contact the Ward 12 Constituency Office at ward12@hamilton.ca or 905-546-2704.

Ancaster Municipal Service Centre

The Ancaster Municipal Service Centre staff will relocate to alternative Municipal Service Centre locations to continue to provide service. The public can visit other locations during the closure. A listing of other Municipal Service Centres and hours of operation can be found here: [Municipal Service Centres | City of Hamilton](#). If you require any further information, please contact Sandra Neil, Manager, Service Channel at sandra.neil@hamilton.ca or 905-546-2424, extension 2208.

Hamilton Public Library, Ancaster Branch

The Hamilton Public Library Ancaster Branch will be operating on a limited basis out of the nearby Morgan Firestone Arena, located at 385 Jerseyville Road West, Ancaster. Any residents with Holds (pending library loans) on their accounts will be redirected to the arena, and Staff will be on-site for assistance. Storytimes and limited programming will be offered at Morgan Firestone Arena as well. Hamilton Public Library service hours at the arena will be:

Monday-Thursday: 9:30 am-7 pm,

Friday: 9:30 am-6 pm,

Saturday: 9:30 am-5 pm,

Sunday: Closed.

If you require any further information, please contact Hamilton Public Library Communications Department at communications@hpl.ca or 289-779-7588.

Ontario Works

Ontario Works utilizes the Ancaster Square facility on a limited basis and have arranged to meet clients at other outreach sites during the closure. At this time, only one date has been identified for rescheduling. If you require any further information, please contact Jennifer Elwood-O'Brien, Ontario Works Worker II at jennifer.elwood-o'brien@hamilton.ca or 905-546-2424, extension 3545.

Ancaster Community Services

Ancaster Community Services Food Bank will remain open and operational throughout construction. Portable HVAC units will be provided, and disruptions will be mitigated by pre-planning power interruptions, including confining the occurrences to non-business hours when possible. Clients can continue to access the four accessible parking spots, and the accessible pedestrian path from both the Wilson Street East and Lodor Street entrances. If you require any further information, please contact Kaylee Norwood, Executive Director at knorwood@hpl.ca or 905-648-6675.

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Public Communication

Client outreach will continue throughout the project. There will be an alert at the top of the City's Municipal Centre webpage and the closure will be indicated within the hours of operation. The alert will be made live at the time of this communication. The City will also be communicating the closure via its various Corporate Social Media channels. Signage will be posted at all main entrances of the building.

Finally, if Council requires any further information related to the life-cycle improvement project, please contact Amanda Pavao, Acting Manager, Strategic Planning, Capital and Compliance at amanda.pavao@hamilton.ca or 905-546-2424, extension 7325.

If members of the public have any additional inquiries, they can contact the Customer Contact Centre at 905-546-2489.

We appreciate the public's patience and understanding during this important life-cycle work.

APPENDICES AND SCHEDULES ATTACHED

N/A