

Communication Update

To: Chair and Members of the Hamilton Board of Health
Mayor and Members of City Council

Date: October 15, 2026

Subject/Report No.: Temporary Upper James Dental Clinic Closure

Ward(s) Affected: City Wide

Submitted By: Julie Prieto
Director
Healthy Families Division
Hamilton Public Health

Summary

This Communication Update provides the Board of Health and City Council with an update on the temporary closure of the 891 Upper James Dental Clinic from October 20, 2026, to November 20, 2026, for flooring replacement.

Background

The 891 Upper James Dental Clinic operates Monday through Friday delivering the Ontario Seniors Dental Care Program, Healthy Smiles Ontario, and Adult Emergency dental services. Ontario Seniors Dental Care Program services are available five days per week, while Healthy Smiles Ontario and Adult Emergency services are each offered two days per week at the Upper James Clinic. Hamilton Public Health also delivers clinic dental services under these programs at the Downtown Dental Clinic, the East End Dental Clinic, and on the Seniors Dental Bus.

Flooring damage has occurred throughout the 891 Upper James Dental Clinic due to issues with the underlying concrete substrate. Although the flooring was installed in 2024 during renovations to accommodate Ontario Seniors Dental Care Program services, remediation of the concrete and replacement of the affected flooring is now required.

Details

The 891 Upper James Dental Clinic will be temporarily closed from October 20, 2026, to November 20, 2026, for remediation of the concrete substrate, replacement of damaged flooring and deep cleaning of the site prior to reopening. The required flooring replacement will be funded through the existing program budget.

Next Steps

Clients affected by the closure will be notified and appointments will be accommodated at other Hamilton Public Health Dental Clinic locations to minimize service disruptions.

Upper James Clinic site staff will be reassigned to Hamilton Public Health dental clinic locations where services have been relocated and will complete workplan activities and required training during the closure period.

Staff will employ existing site closure systems to inform partners and the public of the temporary Upper James Clinic closure. This includes website and social media updates and email communications to internal and external partners.

Appendices and Schedules Attached

Not Applicable.