

**Complaints and Service Requests**

The following is a total of the number of complaints and service requests that have been sent to the [unsheltered@hamilton.ca](mailto:unsheltered@hamilton.ca) email address related to encampments.

| Week number | Week                    | Total complaints / service requests received | Top 3 locations identified:  |
|-------------|-------------------------|--|--|
| 37          | 09-04-2023 – 09-10-2023 | 261  | Montgomery Park,<br>JC Beemer Park / Tweedsmuir Park,<br>Durand Park |
| 38          | 09-11-2023 – 09-17-2023 | 250  | Victoria Park,<br>Montgomery Park,<br>Wellington Park                |

**Encampment Response Service Levels**

The following sites were managed by the Coordinated Response Team during the week of 09/04/2023 – 09/10/2023:

| Ward | Location                    | New or Existing Encampment Site | Date identified by HFSO | Date referred to enforcement stage            | Date Trespass Notices issued | Trespass Notices Issued |
|------|-----------------------------|---------------------------------|-------------------------|---|------------------------------|-------------------------|
| 2    | Strachan St Linear Park     | Existing                        | 2023-09-08              | 2023-09-11                                    | 2023-09-14                   | 34                      |
| 3    | Central Park                | Existing                        | 2023-09-08              | 2023-09-11                                    | 2023-09-15                   | 10                      |
| 4    | 2342 King St E              | New                             | 2023-09-06              | 2023-09-11                                    | N/A                          | N/A                     |
| 5    | Dover Park                  | New                             | 2023-09-11              | N/A – No tents observed by HFSO on 2023-09-11 | N/A                          | N/A                     |
| 3    | Myrtle Park                 | New                             | 2023-09-11              | N/A – No tents observed by HFSO on 2023-09-12 | N/A                          | N/A                     |
| 1    | Whitney Ave & Lower Horning | New                             | 2023-09-11              | Reported to Hydro One on 2023-09-13           | N/A                          | N/A                     |

| Ward | Location  | New or Existing Encampment Site | Date identified by HFSO | Date referred to enforcement stage                | Date Trespass Notices issued | Trespass Notices Issued |
|------|---|---------------------------------|-------------------------|---|------------------------------|-------------------------|
| 2    | 654 Upper James St  | New                             | 2023-09-11              | N/A – No tents observed by HFSO on 2023-09-12     | N/A                          | N/A                     |
| 1    | Princess Point  | New                             | 2023-09-11              | Reported to private property owners on 2023-09-12 | N/A                          | N/A                     |
| 3    | 191 Victoria St S   | New                             | 2023-09-13              | N/A – No tents observed by HFSO on 2023-09-18     | N/A                          | N/A                     |
| 5    | 125 Cascade St  | New                             | 2023-09-13              | N/A – No tents observed by HFSO on 2023-09-16     | N/A                          | N/A                     |
| 1    | Churchill Park  | New                             | 2023-09-14              | N/A – Not tents observed by HFSO on 2023-09-16    | N/A                          | N/A                     |
| 13   | Mother Earth's Learning Village (across from 802 Middletown Rd) | New                             | 2023-09-14              | N/A – No tents observed by HFSO on 2023-09-17     | N/A                          | N/A                     |
| 13   | Dundas Fire Hall  | New                             | 2023-09-14              | N/A – No tents observed by HFSO on 2023-09-14     | N/A                          | N/A                     |
| 15   | Mountsbery Conservation Area                                    | New                             | 2023-09-14              | N/A – No tents observed by HFSO on 2023-09-14     | N/A                          | N/A                     |

Note: Green = Met Service Level, Red = Did not Meet Service Level

Existing encampment sites are being prioritized based on proximity to schools and playgrounds, and acute health and safety considerations. Once the team prioritizes an existing site or receives a request to visit a new encampment site, Housing Focused Street Outreach attends and provides education regarding the protocol and resources. If, within 72 hours the site is still non-compliant, Housing Focused Street Outreach will report the site to Municipal Law Enforcement, who will respond within four (4) business days.

Municipal Law Enforcement Officers will determine compliance timelines depending on the presenting circumstances, for the issuance of notices or actions to be taken in respect to the

encampment, temporary shelter, or tent, within a maximum of four (4) total days from the issuance of notice, unless exceptional circumstances exist.

Parks staff will coordinate the clean-up, to be completed either by Parks staff, Roads staff, or the contractor, depending on the location, within 72 hours, with discretion for extenuating circumstances such as inclement weather.

In addition to the sites and areas noted in the chart, Housing Focused Street Outreach received complaints and/or requests for service at four (4) sites that were deemed to be compliant, with an approximate total of five tents, and six individuals aggregated across the four sites. Housing Focused Street Outreach visited 75% of compliant sites within a 72-hour service level. If a newly reported park or area is not listed within this report, an initial assessment has deemed the site to be compliant.

**Housing Focused Street Outreach Update**

As part of a housing-led response, Housing Focused Street Outreach is responsible for engaging with individuals who are unsheltered to help improve their access to basic needs and relevant supports and services in the community. The following chart tracks the non-unique engagements that were conducted over the previous week with individuals who are unsheltered in the community.

| Week Number | Week                    | Provision of Basic Need Supports | Provision of Housing Needs Support | Total individuals support (not unique) |
|-------------|-------------------------|----------------------------------|------------------------------------|--|
| 37          | 09-04-2023 – 09-10-2023 | 15                               | 113                                | 128                                    |
| 38          | 09-11-2023 – 09-17-2023 | 10                               | 29                                 | 39                                     |

**Abandoned Sites / Encampment-related Garbage/Debris Update**

As part of its cleanup and maintenance response, Parks section staff are notified by the Coordinated Response Team of when a site is ready to be cleaned. The following are cleanups that occurred in the previous week.

| Week Number | Week                    | Active site cleanups | Abandoned site cleanups | Total cleanups |
|-------------|-------------------------|----------------------|-------------------------|----------------|
| 37          | 09-04-2023 – 09-10-2023 | 4                    | 10                      | 14             |
| 38          | 09-11-2023 – 09-17-2023 | 12                   | 11                      | 23             |

**Washroom Update**

Washrooms and shower programs for individuals who are unsheltered are all operational as of September 18, 2023. Washroom access is available 24/7 at JC Beemer Park and Myrtle Park, while shower and washroom access is available at Eastwood Arena and Normal Pinky Lewis

Recreational Centre. Hygiene supplies and other sundry items will be available at each showering location.