

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 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, JC Beemer Park / Tweedsmuir Park, Durand Park
38	09-11-2023 – 09-17-2023	250	Victoria Park, Montgomery Park, Wellington Park
39	09-18-2023 – 09-24-2023	181	Strachan Linear Park, Victoria Park, Wellington Park

Encampment Response Service Levels

The following sites were managed by the Coordinated Response Team during the week of 09/18/2023 – 09/24/2023:

Ward	Location	New or Existing Encampment Site	Date identified by HFSO	Date referred to enforcement stage	Date Trespass Notices issued	Trespass Notices Issued
1	Radial Park	New	2023-09-18	2023-09-21	Investigating – within four business days of escalation	TBD
7	Mohawk & Upper Sherman	New	2023-09-19	No tents observed on 2023-09-20	N/A	N/A
2	Grange & Liberty	New	2023-09-18	Private property - Escalated to MLE on 2023-09-25 to determine ownership of property	Investigating – within four business days of escalation	TBD
2	Central Elementary School	New	2023-09-18	No tents observed on 2023-09-19	N/A	N/A

Weekly Encampment Update

09/18/2023- 09/24/2023

Ward	Location	New or Existing Encampment Site	Date identified by HFSO	Date referred to enforcement stage	Date Trespass Notices issued	Trespass Notices Issued
5	Lake Avenue Park	New	2023-09-18	No tents observed on 2023-09-20	N/A	N/A
4	238 Parkdale Ave N	New	2023-09-18	No tents observed on 2023-09-20	N/A	N/A
2	Gore Park	New	2023-09-19	2023-09-21	Investigating – within four business days of escalation	TBD
4	Melvin & Woodward	New	2023-09-19	2023-09-21	Investigating – within four business days of escalation	TBD
5	Red Hill / QEW Onramp	New	2023-09-19	Escalated to MLE on 2023-09-05 without HFSO visit, due to inherent safety concerns at location	Investigating – within four business days of escalation	TBD
9	Highway 56 @ Dagleish Trail	New	2023-09-19	Private property - Escalated to MLE on 2023-09-21 to determine ownership of property	Investigating – within four business days of escalation	TBD
4	78 Graham Ave N	New	2023-09-20	No tents observed on 2023-09-20	N/A	N/A
3	Birch Ave Parkette	New	2023-09-18	Private property - HFSO escalated to appropriate parties on 2023-09-20	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
1	Scenic Parkette	New	2023-09-19	No tents observed on 2023-09-20	N/A	N/A
5	Smith's Knoll	New	2023-09-19	2023-09-21	Investigating – within four business days of escalation	TBD
1	Dundurn Castle	New	2023-09-20	2023-09-21	Investigating – within four business days of escalation	TBD
5	Nash & Queenston (SE corner)	New	2023-09-18	2023-09-21	Investigating – within four business days of escalation	TBD
1	69 Pearl St N	New	2023-09-18	Private property - HFSO escalated site to appropriate parties on 2023-09-21	N/A	N/A
8	Southam Park	New	2023-09-21	2023-09-21	Investigating – within four business days of escalation	TBD

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
39	09-18-2023 – 09-24-2023	4	24	28

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
39	09-18-2023 – 09-24-2023	16	7	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.