



**Date:** February 2, 2017

**Report to:** Board of Directors  
CityHousing Hamilton Corporation

**Submitted by:** Tom Hunter  
Chief Executive  
Officer/Secretary

**Prepared by:** Kathy McInnes  
Manager, Business  
Services

**Subject:** **Authorization for Emergency Work Policy (Report # 17002)**

**RECOMMENDATION:**

That the Board approve the Authorization for Emergency Work Policy.

A handwritten signature in blue ink that reads "Tom Hunter".

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Tom Hunter  
Chief Executive Officer/Secretary

**EXECUTIVE SUMMARY:**

The Authorization for Emergency Work Policy identifies emergency work required to be completed immediately to the extent of eliminating the emergency, so there is no risk to life, property or essential services.

The policy further describes the process and the criteria that must be met for a situation to be considered an emergency and where the Insurance Company must be contacted. Temporary and permanent repairs are also described in the policy, with updated information for authorization authorities and associated approval limits.

**BACKGROUND:**

In our continued review of all CityHousing Hamilton (CHH) policies and procedures, and further to the outcome of the May 2016 Operational Review, staff recently reviewed the existing CHH Emergency Work Policy. Minimal changes have been made to the policy except to insure that approval limits for

emergencies align with the recently changed Approval Limits Policy for day-to-day operations and to include information that is reflective of current process.

## **DISCUSSION:**

The Authorization for Emergency Work Policy provides clarity of roles, responsibilities, expectations and the process for managing situations where emergency work is required.

An emergency identified within this policy must meet one of the following criteria:

- Safety of life is endangered;
- Health hazards exist;
- There is risk to public or private property;
- There is a loss of essential services;
- Financial loss will ensure if action is not taken; and
- There are environmental impacts.

In most emergency situations, action will be limited to temporary or partial repairs sufficient to remove the emergency conditions. Once the temporary or partial repairs are completed, any required permanent repairs will be carried out using normal procedures and authorizations. Any purchases related to emergency work will not circumvent normal purchasing procedures.

In emergency circumstances where there is a hazardous impact to residents or the public (i.e. fire, etc.), the responding staff member will initiate emergency work to remedy the situation temporarily. Once initiated, the Manager of Maintenance, the Manager of Operations, and/or the Manager of Asset Renewal must be contacted immediately to approve the emergency work. The Insurance Company will also be contacted.

The Manager of Maintenance, the Manager of Operations, and/or the Manager of Asset Renewal are required to notify the Chief Executive Officer of the emergency and any work that's needed be completed.

The policy is in alignment with all relevant legislative requirements.

## **CONCLUSION:**

The Authorization for Emergency Work Policy provides guidance and expectations of roles and functions related to work required to be completed in emergency situations. CHH staff recommends that the policy be approved.

## OPERATIONAL PLAN:

This report implements:

Goal 1. Create Financial Sustainability – *Ensure that CityHousing Hamilton has sufficient capital to invest in buildings to minimize the impact on City of Hamilton taxpayers.*

Goal 2. Maintain and Improve Building Conditions - *Ensure that the CityHousing Hamilton portfolio is managed effectively and sensitively and is in a good state of repair to meet the affordable housing requirements of Hamilton residents now and in the future.*

Goal 3. Create Healthy, Secure Communities - *Ensure that Hamilton residents have access to affordable housing opportunities and support initiatives that will enhance quality-of-life, increase client empowerment and decrease dependency.*

KM/th

Mission: CHH provides affordable housing that is safe, well maintained, cost effective and that supports the diverse needs of our many communities.