



Hamilton Public Health Services

LOCAL GUIDANCE FOR CONSUMPTION AND TREATMENT SERVICES APPLICANTS

June 2023

CONTENTS

Purpose	3
Strategies for Community Consultation	7
Required Community Consultation	8
Community Consultation Objectives	9
CTS Stakeholders	10
Framework for Community Consultation	11
General Community Consultation	12
Site-Specific Community Consultation	15
Ongoing Community Engagement	17
Appendix A: CTS Application Checklist	18
Appendix B: Community Engagement Summary	20
Appendix C: Suggested Resources	22
Understanding and Defining Types of Community Engagement	22
Engagement with People Who Use Drugs (PWUDs)	22
Media Engagement	22

PURPOSE

This document provides an overview of the Ontario Consumption and Treatment Services (CTS) funding program operated by the Ministry of Health, and Hamilton Public Health Services recommendations for completing a provincial CTS application and seeking municipal endorsement in Hamilton. The recommendations provided are based upon the CTS program requirements, generally accepted best practices amongst communities that have engaged in the CTS application process, previous council motions regarding the consideration of applications, and additional local context. Note, this document is intended to be supplementary and used in tandem with the provincial application guide. The application guide is subject to change. Please contact the Ministry of Health at addictionandsubstances@ontario.ca for the most up to date information.

When an organization is applying for provincial CTS, Hamilton Public Health Services should be engaged at the initiation and throughout the process to provide feedback and support. For any applicants seeking municipal endorsement from the Board of Health, Hamilton Public Health Services will be required to review the application in order to provide feedback and comment at the meeting. Municipal endorsement does not guarantee approval of provincial CTS funding. **The Ministry of Health is the decision-maker on the CTS funding application.** Successful applicants must meet the provincial criteria outlined in the application guide, including local conditions, capacity to provide services, proximity to other services, community support and engagement, and accessibility.

These requirements are for CTS sites only, and not for Urgent Public Health Needs Sites (UPHNS) or the federal Supervised Consumption Services (SCS) application processes. However, the best practices outlined below may be helpful for organizations applying to either of these programs. CTS applicants must also complete a [separate SCS application with Health Canada](#) for an exemption under section 56.1 of the Controlled Drugs and Substances Act. Note, a service provider may choose to apply for a federal exemption but are not required to apply for provincial CTS funding if they have other sources of funding.

Appendix A and B of this document should be completed by applicants and provided to the Hamilton Public Health Services as part of an informational package for the Board of Health when seeking municipal endorsement for the proposed CTS.

PURPOSE

The following is a summary of Hamilton Public Health Services considerations for approaching the Board of Health for CTS endorsement. Of note, the corresponding checklist in **Appendix A** should be completed in advance of requesting Board of Health endorsement for a proposed CTS site.

Table 1: Hamilton Public Health Services Considerations

For the most up to date provincial CTS program criteria, please refer to the CTS application guide.

Application Item	Hamilton Public Health Services Considerations
(1) Local Conditions/Need	<ul style="list-style-type: none"> • Public Health Services Consultation: Collaborate with Hamilton Public Health Services for the provision of relevant local data in support the proposed CTS location (ex. ward/ neighborhood specific data).
(2.1) Capacity to Provide CTS	<ul style="list-style-type: none"> • Wrap-Around Services: Demonstrate that the services that will be offered in conjunction with supervised consumption at the CTS site (e.g. housing support, counselling) will be provided utilizing best practice and local partnerships. Reference best practice model(s)/ tool(s) that will be used to inform service provision, referrals or service navigation. <ul style="list-style-type: none"> ▶▶ Examples: Drug Checking Implementation Guide (BC Centre on Substance Use) <ul style="list-style-type: none"> → Best Practices across the Continuum of Care for the Treatment of Opioid Use Disorder (Canadian Centre on Substance Use and Addiction) → Best Practice Recommendations for Canadian Harm Reduction Programs (CATIE) ▶▶ Provide evidence supporting why the applicant organization is well-positioned to offer the proposed wrap-around services, or why/how a referral will be provided to a more appropriate service.

(2.2) Service Delivery Model	<ul style="list-style-type: none"> • Service Users: Provide evidence of anticipated service users of the proposed CTS location (e.g. demographics). • Evaluation: Provide an evaluation plan or framework, including confirmation of data sources/ means of data collection, along with any anticipated external evaluation support. Ensure that there is a plan for open data/ public sharing of evaluation results. • Operating Model Consultations: Provide evidence of consultation with neighboring regions operating successful CTS services to inform the service delivery model of the proposed CTS site. • Responsible Person in Charge (RPIC) and Training: As indicated in the Federal Application for Supervised Consumption Services, provide information on the intended RPIC. If the RPIC is not a regulated health professional (ex. nurse, doctor, paramedic etc.), provide evidence for how that individual (and other staff) will be trained appropriately.
(3.1) Proximity to Similar Services	<ul style="list-style-type: none"> • Proximity Rationale: If the proposed site is within 600m distance from a related service, please provide rationale for the proposed location given this proximity.
(3.2) Proximity to Parks, Schools and Child Care Centres	<ul style="list-style-type: none"> • Distance Measurements: Indicate how distance measurements between the CTS and other services/ organizations/ residences are identified (e.g. GIS, Google Maps). • Community Consultation / Engagement Methodology: Indicate how residents and business owners within “close proximity” of the site location (e.g. 100-200 m) were consulted and engaged, and the method(s) used for engagement (as part of community consultation / engagement indicated in section 4, see below).

STRATEGIES FOR COMMUNITY CONSULTATION

(4) Community Support and Ongoing Engagement

- **Community Consultation/Engagement Methodology:** Indicate all methods of community engagement used (ex. survey, flyers distributed, local meetings etc.) and the number of people/ stakeholders reached using each method (where possible). Indicate, by stakeholder group, (ex. business owners, potential CTS site users etc.) the number of stakeholders consulted/engaged.
- **Partnerships for Engagement Process:** Identify how Hamilton Public Health Services and any additional stakeholders (ex. Local Ward Councillor) provided support or consultation for any process within the community engagement process, both when developing the methodology and conducting community engagement activities.
- **Community Engagement Results:** Summarize key results from all engagement activities for council/ partner consideration.
- **Letters of Support:** Summarize the number/sources of letters of support received for the proposed CTS location. Prepare to submit letters of support/or contact information to confirm letters (if needed), with consultation documents.
- **Letters of Opposition:** Summarize the number/sources of letters of opposition received for the proposed CTS location. Prepare to submit letters of support/or contact information to confirm letters (if needed), with consultation documents.
- **Community Advisory Model:** Demonstrate development of, or a proposed plan for, a CTS community advisory group and/or a community safety table. This would include representation from multiple stakeholders (including residents) to address community concerns or operational considerations for the proposed CTS site.
- **Mitigating Strategies:** Provide a brief plan for additional CTS services or supports designed to address community concerns, like needle pick-up programs. Provide plans relating to anticipated frequency of the service provided, staff providing the service, general radius where the service will be provided etc.

This section outlines **Hamilton Public Health Services recommendations for completion of the community consultation portion of the CTS application**. These strategies are aligned with guidance indicated in the CTS Application Guide and include examples of consultation activities completed by other communities in Ontario. Prior to seeking municipal endorsement of a proposed CTS site, these recommendations should be considered to inform the community consultation process. Please complete the template in **Appendix B** in order to provide an overview of completed consultation activities when preparing to seek municipal approval.

As this is a plan for community consultation for an application; applicants should also be aware that a plan for **ongoing** community engagement post-site implementation should also be completed.



REQUIRED COMMUNITY CONSULTATION

In alignment with the provincial Consumption and Treatment Services (CTS) program, The following are **required** for the community consultation:

Applicants must submit a **consultation report** that provides:

- Who was consulted;
- A summary of feedback from each stakeholder group;
- Concerns raised by stakeholder groups, if any; and
- How concerns will be addressed (aka. mitigating strategies).

Applicants must obtain and submit **local municipal council support** (i.e. council resolution) endorsing the proposed CTS site.

Applicants should submit **other evidence of support for the proposed CTS site**.

This can include, but is not limited to:

- Letters of support (with the proposed CTS site address) from partnering organizations, local businesses and/or other stakeholders; and
- Board of health resolution.

Applicants must also submit a **community engagement and liaison plan** which outlines how the community will be engaged on an ongoing basis (ex. If the site is approved / once the site is opened). The plan may include:

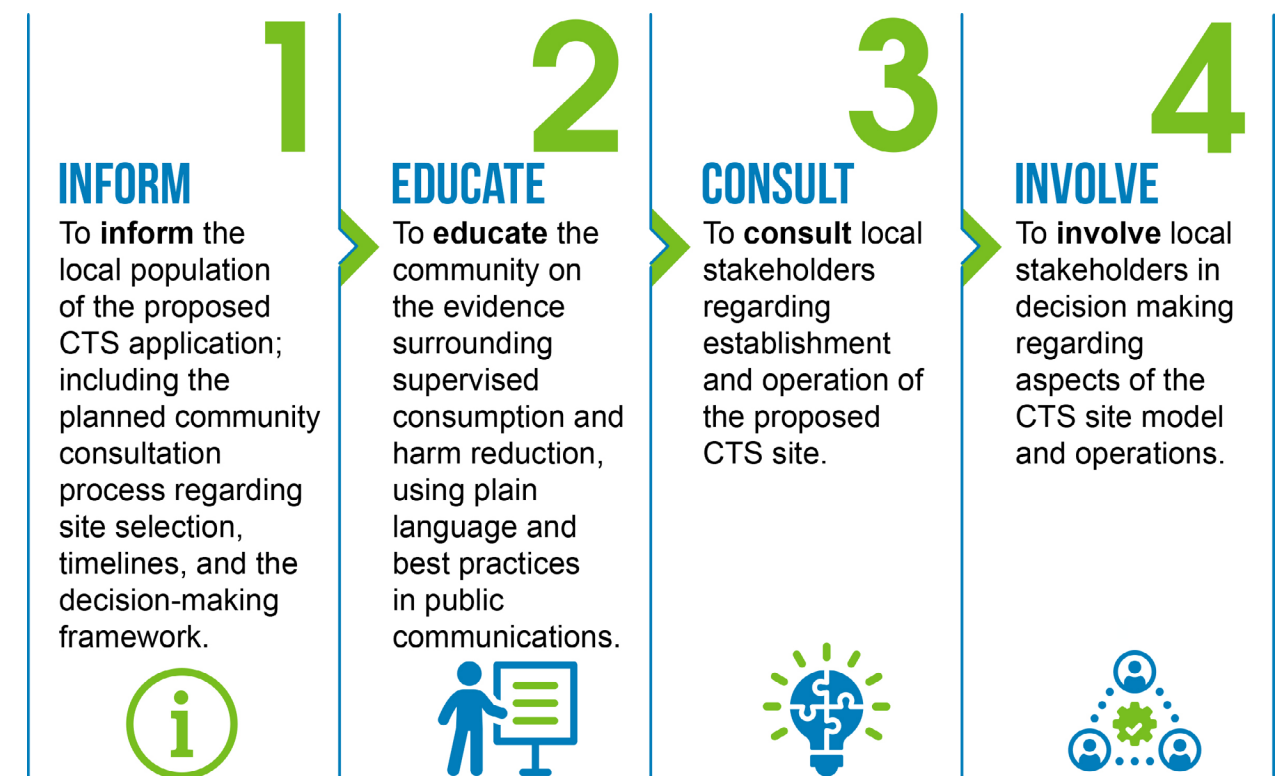
- Follow-up(s) after initial consultations
- Public education about CTS
- Engagement mechanisms to identify and address community concerns on an ongoing basis (ex. engagement post-site implementation to address new or emerging concerns)

COMMUNITY CONSULTATION OBJECTIVES

Prior to the initiation of a community consultation process it is recommended that clear objectives are established. These objectives should be developed in collaboration with the co-applicant (if relevant) and reviewed by key stakeholders or decision makers in advance of consultation activities. **Hamilton Public Health Services should be engaged when initiating the CTS application, for consultation when setting engagement objectives and ongoing support for the engagement process.**

It is recommended that the type or degree of community consultation used (ex. inform, consult, collaborate) is considered and clearly indicated within the objectives (see **Appendix C** for relevant guidelines).

Examples of CTS Community consultation process objectives:



CTS STAKEHOLDERS

The following stakeholder groups should be considered for consultation (see the CTS Application Guide for the **minimum** required groups):

- **People who use drugs** (PWUDs);
- **Local advocates for people who use drugs;**
- **Residents** (those who live locally, neighborhood associations etc.);
- **Local service providers** (harm reduction service providers, ED/hospital services, emergency responders, library services, outreach services, shelter services, public health services, local drug strategy etc.);
- **Local Ward Councillor;**
- **Public Health Committee and Board of Health;**
- **Students and representatives** from post-secondary institutions (student unions, university administration, relevant departments etc.);
- **Local business owners** (connect with local BIA or Chamber of Commerce);
- **Local media** (newspapers, social media news outlets, TV news outlets); and
- **Those within close proximity** (ex. 200m) of the proposed CTS location (ex. residents, service providers, agencies, schools and/or businesses).

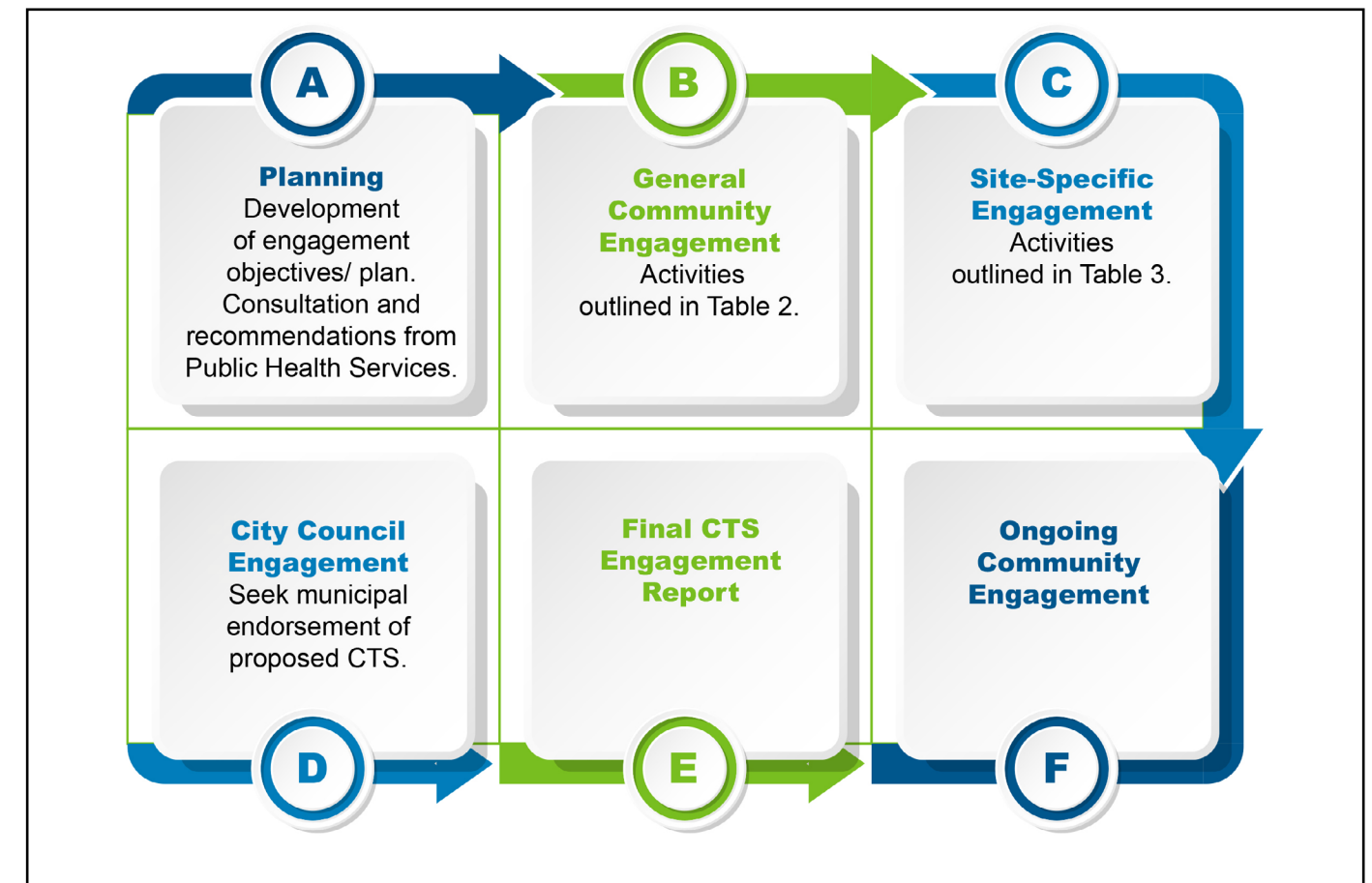
General community consultation / engagement should be made clearly distinct from engagement with any stakeholders located within proximity of the proposed CTS location(s). Therefore, there should be separate or specific consultation with parties near the proposed site location(s).



FRAMEWORK FOR COMMUNITY CONSULTATION

The process indicated below provides a high-level overview of a robust community consultation / engagement. For transparency, it is recommended that the ward City Councillor (relevant to the proposed CTS location) is engaged at several stages of the CTS community engagement process. **Ongoing consultation with Public Health Services will also allow for adjustments to be made to the community engagement process based on community feedback and emerging concerns.** Note that there should be record/ documentation of all engagement activities that are conducted throughout this process.

The stages of engagement indicated below may change based on the status of the CTS location search (ex. if a site is already selected in advance of engagement) and the capacity of the applicant organization.



GENERAL COMMUNITY CONSULTATION

General community consultation / engagement can include any local stakeholder groups that may or may not live or work within proximity (i.e. 200m) to the proposed CTS location. Engagement at this stage will not involve any proposed site location. Please complete the template in **Appendix B** in order to provide an overview of completed engagement activities.

Table 2: General Community Engagement Activities

Engagement Method	Objective	Target Audience	Description	Outputs	Example(s)
Public Health Services and City Councillor Engagement*	Inform and Consult	<ul style="list-style-type: none"> City Councillor Public Health Services 	Prior to community engagement, a CTS community engagement plan should be completed with feedback from Public Health Services on the proposed engagement process. Consultation with Public Health Services should be ongoing and the ward City Councillor should also be engaged early in the process.	<ul style="list-style-type: none"> Final Community Consultation Report 	n/a
Webpage	Inform and Educate	<ul style="list-style-type: none"> All stakeholders 	<p>The CTS webpage should include, at minimum:</p> <ul style="list-style-type: none"> Local data demonstrating community need for a CTS A CTS description including plans for operation/ wrap-around services A breakdown of the CTS application and timeline A clear avenue for feedback (ex. CTS email account) Evidence (in plain-language) for safe-consumption FAQs and responses Links to reports including completed public consultations 	<ul style="list-style-type: none"> Completed Webpage (with ongoing updates) Final Community Consultation Report 	Windsor-Essex Community Opioid and Substance Strategy: CTS Webpage

Community Advisory*	Consult and Involve	<ul style="list-style-type: none"> People who use drugs Service providers Residents 	An advisory group can be formed to provide insight on the CTS application, community engagement, operations, etc. The advisory should be formed with focus on engaging people who use drugs (See Appendix C), and other groups disproportionately impacted by the criminalization of people who use drugs (ex. local Indigenous communities, Black, African, Caribbean communities, 2SLGBTQ+ communities etc).	<ul style="list-style-type: none"> Meeting Minutes Final Community Consultation Report 	Region of Waterloo (CTS Community Advisory Group)
Community Survey*	Consult	<ul style="list-style-type: none"> All stakeholders 	<p>A community-wide survey can be distributed online, and should discern the following info, at minimum:</p> <ul style="list-style-type: none"> Perceptions of the usefulness/ benefits of CTS (by stakeholder group) Questions or concerns regarding the proposed CTS (by stakeholder group) Suggested mitigating strategies to address concerns 	<ul style="list-style-type: none"> Survey Summary (Public Report) Final Community Consultation Report 	Windsor-Essex Community Opioid and Substance Strategy: CTS Consultation Report
Media Event and/or Press Release	Inform	<ul style="list-style-type: none"> Local media 	Engagement with local media should be considered at key stages of the CTS application process (ex. community survey launch). See Appendix C for guidance regarding media engagement.	<ul style="list-style-type: none"> Publicized Press Release or Event Final Community Consultation Report 	Windsor-Essex Community Opioid and Substance Strategy: CTS Media Event

SITE-SPECIFIC COMMUNITY CONSULTATION

Survey or Focus Groups for PWUDs*	Consult	<ul style="list-style-type: none"> • People who use drugs 	<p>A survey or focus group(s) for people who use drugs should be conducted mainly in-person, and should discern the following info, at minimum:</p> <ul style="list-style-type: none"> • Whether there is an interest in utilizing a CTS • Perceived benefits of the proposed CTS • Questions/ concerns regarding the CTS • Suggested mitigating strategies to address concerns • Suggestions on services to be offered at the CTS site (ex. counselling, safer supply) • Preferences for safe and comfortable access of the CTS site (ex. location, hours) 	<ul style="list-style-type: none"> • Survey or Focus Group Summary (Public Report) • Final Community Consultation Report 	Peterborough Drug Strategy: CTS Community Engagement Survey Report
Service Provider Key Informant Interviews (KIIs)*	Consult	<ul style="list-style-type: none"> • Service providers 	<p>It is recommended that community services that interface with people who use drugs in the community are engaged to assist with CTS planning. The following information may be collected:</p> <ul style="list-style-type: none"> • Recommendations for CTS site operations • Recommendations for CTS wrap-around services and/or service connections • Perceived benefits of the proposed CTS • Questions/ concerns regarding the CTS • Suggested mitigating strategies to address concerns (ex. staffing) 	<ul style="list-style-type: none"> • Final Community Consultation Report 	Peterborough Drug Strategy: CTS Community Consultation Report

It is recommended that consultation regarding site location options focus on stakeholders located in close proximity to the proposed sites. The applicant should work with stakeholders to identify what is considered to be “close proximity”. Consultation with the relevant ward City Councillor(s) and Neighborhood Association(s) can inform the catchment area for engagement of stakeholders. Please complete the template in **Appendix C** to provide an overview of consultation activities.

Table 3: Site-Specific Community Consultation Activities

Engagement Method	Objective	Target Audience	Description	Outputs	Example(s)
Informational Resources	Inform	<ul style="list-style-type: none"> • Residents • Business Owners • Other Services 	<p>Several methods should be used to inform stakeholders within proximity of the CTS site of the proposed location, including:</p> <ul style="list-style-type: none"> • Informational flyers and posters (door-to-door delivery, posting in public areas) • Social media engagement, with support from relevant neighborhood associations/ ward Councillor • Updated resources (ex. webpage) with information on the proposed location <p>It is recommended that any method used also provides stakeholders with a clear avenue to give site-specific feedback.</p>	<ul style="list-style-type: none"> • Flyers/ posters • Social Media Posts • Final Community Consultation Report 	n/a

*Note: Depending on the status of site selection, any of the indicated stages of community engagement can be used to help locate a feasible site. Stakeholders may be able to provide feedback on where the site would be best suited. Acquiring stakeholder support is typically strengthened by consulting stakeholders in the site selection process which also builds evidence for why a particular site was chosen.

Recommendations for Additional Engagement Methods: Requests for letters of support from stakeholders (site specific), a publicly accessible email contact (for general inquiries about the proposed CTS and feedback), a mailing list or newsletter (parties looking for ongoing CTS application updates can register).

ONGOING COMMUNITY ENGAGEMENT

Stakeholder Specific Focus Groups/ Townhalls	Consult	<ul style="list-style-type: none"> Residents Business Owners Schools Other Services 	<p>Several stakeholder focus groups or townhalls should be conducted to inform site-selection and obtain key information:</p> <ul style="list-style-type: none"> Common questions/concerns about the proposed CTS site(s) Common questions/concerns about the CTS site operations Perceived benefits of the proposed CTS location What mitigating strategies may help to address concerns How stakeholders in close-proximity to the site would prefer to receive CTS-related information 	<ul style="list-style-type: none"> Focus Group Summary and/or Townhall recording (Public Report) Final Community Consultation Report 	Peterborough Drug Strategy: Site-Specific Focus Groups
Board of Health Presentation(s)	Consult	<ul style="list-style-type: none"> Public Health Committee Board of Health 	<p>Members of Public Health Committee and Board of Health should be engaged following community engagement activities. Prior to approaching the board, applicants should engage Public Health Services for consultation regarding the delegation process.</p> <p>Applicants should be prepared to provide Public Health Committee and Board of Health with the provincial CTS application, engagement report(s), along with additional documentation indicated in Appendix A and Appendix B.</p> <p>At this point, the committee and Board should be given enough information on community perceptions of the CTS site to decide on whether to endorse the proposed location.</p>	<ul style="list-style-type: none"> Meeting Minutes 	n/a

As previously indicated, CTS applicants must also submit a community engagement and liaison plan with the provincial CTS application, which outlines how the community will be engaged on an ongoing basis (ex. If approved / once the site is opened). The plan may include: follow-up(s) after initial consultations, public education about CTS, and engagement mechanisms to identify and address community concerns on an ongoing basis (ex. engagement post-site implementation to address new concerns).

The following strategies are recommended for ongoing community engagement:



Webpage/ Informational Resources:
ongoing updates and information sharing on the dedicated CTS webpage, through the applicant organization's social media, etc.



Email:
a CTS specific email account for public inquiries regarding the CTS site, which is clearly listed on the CTS webpage and additional resources.



Data/Evaluation Sharing:
public distribution/ record of key evaluation data related to the CTS site operation, shared with support of the City of Hamilton Public Health Services.



Community Advisory:
the CTS Community Advisory (See General Community Engagement) should continue operation post-site implementation and should be available to address ongoing community inquiries or concerns.



CTS Site Tours and Public Events

APPENDIX A: CTS APPLICATION CHECKLIST

Please provide **an overview of completed CTS application activities using the checklist** below. Please include additional detail on activities completed/ to be completed in the “Description” column. This checklist will be provided as part of an informational package for the Board of Health for consideration regarding CTS endorsement. **Additional documents or reports** (ex. completed CTS application) should be included to accompany this checklist and to provide more detail regarding the application activities completed.

Application Item	Checklist	Description
(1) Local Conditions/ Need	<p>Have you demonstrated local need for the proposed CTS based upon the CTS Application requirements/ additional considerations? Yes/ No/ In Progress</p> <p>Have you obtained local data from Hamilton Public Health Services to support this process? Yes/ No/ In Progress</p>	
(2.1) Capacity to Provide CTS	<p>Have you demonstrated organizational/ local capacity for operation of the proposed CTS based upon the CTS Application requirements/ additional considerations? Yes/ No/ In Progress</p>	
(2.2) Service Delivery Model	<p>Have you outlined a clear service delivery model for the proposed CTS based upon the CTS Application requirements/ additional considerations? Yes/ No/ In Progress</p> <p>Is there a completed evaluation plan or overview for the proposed CTS? Yes/ No/ In Progress</p>	
(2.3) Site Requirements	<p>Will the proposed CTS meet the following CTS site requirements: local/ bylaw accessibility standards, ministry design standards? Yes/ No</p> <p>Is there a completed floorplan for the proposed CTS? Yes/ No</p>	

(3.1) Proximity to Similar Services	<p>Is the proposed site less than 600m from another CTS/ comparable service? Yes/ No</p> <p>If yes, is there indicated rationale provided for this proximity? Yes/ No</p>	
(3.2) Proximity to Parks, Schools and Child Care Centres	<p>Are there any parks, schools, and/or childcare centres within close proximity (e.g. 100-200m) of the proposed CTS? Yes/ No</p> <p>If Yes, have consultation plans been outlined with the services located in proximity to the proposed CTS? Yes/ No/ In Progress</p> <p>Has community/ stakeholder support to the proposed site location been documented? Yes/ No/ In Progress</p>	
(4) Community Support and Ongoing Engagement	<p>Has a CTS consultation report been completed based upon the CTS Application requirements/ additional considerations? Yes/ No/ In Progress</p> <p>If Yes, have all required stakeholders according to the CTS Application Guide been consulted? Yes/ No</p> <p>Has Public Health Services been consulted regarding the community engagement process? Yes/ No</p>	
(4) Community Support and Ongoing Engagement (Continued)	<p>Have plans for ongoing community engagement been outlined according to the CTS Application Guide? Yes/ No/ In Progress</p>	
(5) Accessibility	<p>Will the site meet the following accessibility criteria: compliance with AODA, equity considerations, and strategic location (ex. near transit)? Yes/No</p>	

APPENDIX B: COMMUNITY ENGAGEMENT SUMMARY

Please provide an **overview of completed CTS community engagement activities** using the prompts below. This summary will be provided as part of an informational package for the Board of Health regarding the proposed CTS, prior to delegation. **Additional documents or reports** (ex. community consultation report) should be included to accompany this summary and to provide more detail regarding the engagement activities completed.

1. Please indicate the following:

Name of CTS applicant organization:

Name of partners for the proposed CTS (if applicable) and their roles:

Planned date for local council delegation regarding the proposed CTS:

2. Please provide a summary of CTS community engagement activities that have been completed and include the following information:

- Which stakeholders have been engaged as part of the CTS application process (ex. residents in proximity to the site, people who use drugs, healthcare providers, etc.).
- The number of individuals that have been engaged within each CTS stakeholder group.
- The strategies/ methods that have been utilized for engagement with each stakeholder/ group (ex. interviews, focus groups, surveys, meetings).
- The date/ timeline when key engagement activities occurred.
- The engagement objectives addressed through each engagement activity.

3. Where applicable, **please provide a summary of the results of the CTS community consultation activities** that have been completed, including quantitative and qualitative findings (ex. survey results, focus group/ key informant interview findings or themes).

Please include the following detail:

- The date(s)/ timeframe of each engagement activity.
- The number of participants/ respondents and the relevant stakeholder(s) represented in the results.
- Consultation activities undertaken to support site selection
- Which results were specific to the proposed CTS site location (with address indicated).

4. Please indicate the **key concerns** relevant to the CTS location identified by stakeholders, and a summary of mitigating strategies to address each of the indicated concerns.

5. Please provide a summary of **plans for ongoing community engagement** (prior to and after implementation of the proposed CTS). Please be specific about the strategies that will be used to continuously collect feedback from key stakeholders beyond the engagement activities already completed.

6. Please list any **additional documents or reports that will be submitted with this summary** to provide detail around completed CTS engagement activities for Board of Health consideration.

APPENDIX C: SUGGESTED RESOURCES

The below resources may be of use throughout the CTS community engagement process.

Understanding and Defining Types of Community Engagement

- [The Handbook on Citizen Engagement](#) (from the Canadian Policy Research Networks) provides an overview of types of community engagement that can be applied and benefits for each.

Engagement with People Who Use Drugs (PWUDs)

- [Guidelines for Partnering with People with Lived and Living Experience of Substance Use and Their Families and Friends](#) (Canadian Centre on Substance Use and Addiction)
- [Peer Engagement Principles and Best Practices](#) (BC Centre for Disease Control)
- [Hear Us, See Us, Respect Us: Respecting the Expertise of People Who Use Drugs](#) (Canadian Association of People Who Use Drugs, Canadian Drug Policy Coalition)

Media Engagement

- [Engaging with the Media](#) (University of Waterloo)
- [Sample Press Release and Template](#) (Washington State Department of Health)



hamilton.ca/city-council/plans-strategies/strategies/consumption-and-treatment-services