


Vital Service Disruption Plan			
Building Address:	12, 14, 16 East Avenue North		
Owner:	Hamilton East Kiwanis Non-Profit Homes Inc.		
Version:	1.00	Date:	

Purpose

The purpose of this Vital Service Disruption Plan is to establish procedures for managing planned and unplanned disruptions to vital services in order to protect the health, safety, and well-being of tenants. This Plan outlines notification protocols, response measures, and preventative actions to minimize the impact of service disruptions and ensure compliance with applicable municipal and provincial requirements.

Legislative and Regulatory Framework

This Plan is developed in accordance with:

- City of Hamilton Vital Services By-law 23-161
- City of Hamilton Property Standards By-law 23-162
- Ontario Fire Code (O. Reg. 213/07)
- Applicable emergency management and public safety guidelines

Definition of Vital Services

In accordance with the City of Hamilton Vital Services By-law, vital services include:

- **Hot and Cold Water:** A continuous and uninterrupted supply of potable water, including hot water at a minimum temperature of **43°C**, in sufficient quantity for normal use in kitchens, laundry, and bathrooms
- **Fuel**
- **Electricity**
- **Gas**
- **Heat:** A minimum indoor temperature of **20°C** between **September 15 and May 15**
- Any interruption to one or more of the above services constitutes a **vital service disruption**.

Types of Vital Service Disruptions

Vital service disruptions may be:

- **Planned:** Scheduled maintenance, repairs, upgrades, or capital work
- **Unplanned:** Equipment failure, utility outages, weather events, fire, flooding, or other emergencies
- Disruptions may result in:

- Tenants sheltering in place without access to one or more vital services; or
- A partial or full evacuation of the building, depending on the severity and duration of the disruption

Communication with Tenants

Planned Disruptions

For planned disruptions, building management will:

- Provide **advance written notice** to affected tenants, including the nature of the disruption, anticipated start and end times, and any required tenant actions;
- Post notices in common areas and distribute notices using additional methods as appropriate (e.g., email, tenant portals, or hand delivery); and
- Provide updates if timelines change.

Unplanned Disruptions

For unplanned disruptions, building management will:

- Notify tenants as soon as reasonably possible using available communication methods;
- Provide regular updates on the status of the disruption and expected restoration times; and
- Communicate any safety instructions, temporary measures, or evacuation requirements.
- Special consideration will be given to **vulnerable tenants**, including seniors, persons with disabilities, and households with medical or mobility needs.

Response and Mitigation Measures

In the event of a vital service disruption, HEK will take reasonable steps to mitigate impacts, which may include:

- Contacting utilities, contractors, or emergency services immediately;
- Implementing temporary measures (e.g., temporary heating, water supply, or power where feasible);
- Coordinating access for emergency repairs;
- Supporting tenants during shelter-in-place situations; and
- Coordinating evacuations when required in consultation with emergency services.

Fire Safety and Emergency Preparedness

HEK and staff will ensure compliance with applicable **Ontario Fire Code** requirements. Where a vital service disruption impacts fire protection systems, life safety systems, or emergency lighting, appropriate compensatory measures will be implemented in coordination with the Hamilton Fire Department, as required.

Additional emergency preparedness resources provided by the City of Hamilton will be reviewed and shared with tenants, including guidance on preparing for emergencies where utilities or services may not be available.

<https://www.hamilton.ca/home-neighbourhood/emergency-services/emergency-preparedness>

Preventative Measures

To reduce the likelihood and severity of vital service disruptions, building management will:

- Conduct regular inspections and preventative maintenance of building systems;
- Include major building systems in long-term capital planning and Building Condition Audits;
- Coordinate timely repairs and replacements of aging infrastructure; and
- Maintain emergency contact lists and response procedures.

Roles and Responsibilities

HEK: Overall responsibility for maintaining vital services and implementing this Plan.

Property Coordinator and Site Staff: Day-to-day monitoring, tenant communication, coordination of repairs, and documentation.

Contractors and Service Providers: Prompt response and compliance with safety and regulatory requirements.

Tenants: Cooperation with instructions provided during disruptions and reporting issues promptly.

Review and Updates

This Vital Service Disruption Plan will be reviewed periodically and updated as required to reflect changes in legislation, building systems, emergency response practices, or operational needs.