



Housing Services Division  
 The Regional Municipality of Halton  
 690 Dorval Drive, 7<sup>th</sup> Floor, Oakville, ON L6K 3X9  
 Tel (905) 825-6000 1-866-442-5866 Toll Free  
[www.halton.ca](http://www.halton.ca)

## Community Housing Program Directives

### Directive No. 14

### Subject: Serious Incident Reporting

The Directions in this notice are to be implemented by the housing providers administered by the Region of Halton under the following programs.

<input checked="" type="checkbox"/>	Provincially Prescribed Non-Profit and Co-operative Housing Programs, including Public Housing
<input type="checkbox"/>	Federal Non-Profit Housing Programs
<input checked="" type="checkbox"/>	Rent Supplement
<input type="checkbox"/>	Halton Access to Community Housing (HATCH)
<input type="checkbox"/>	Other

#### Effective Date:

January 1, 2021

#### Authority:

Service Agreement with Halton Region

#### Purpose:

To outline the process for reporting serious incidents to Halton Region.

#### Background:

Housing Providers funded and administered by Halton Region may experience serious incidents in their communities that may result in death, serious injury or attract media attention due to police involvement.

It is important that Halton Region staff are notified of the serious incident so that the necessary resources can be offered to the housing provider and appropriate Regional management staff can be advised.

## Directions:

Housing Providers shall ensure that every occurrence of a serious incident is reported to Halton Region within **24 hours** of the occurrence.

### Types of incidents to be reported

- Fire
- Death of a resident (where suspicious circumstances are suspected)
- Severe injury at the housing provider location
- Major incident involving police and/or emergency services
- Incidents that the media have reported on or are likely to
- Other incidents where there is a potential for bringing the community housing program into disrepute in the public's eye

### How to report

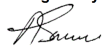
- During normal business hours
  - Contact a Housing Programs Administrator (905-825-6000 ext. 4430 or 4444)
  - If not available, Call Access Halton 311 or 905-825-6000 and ask for the Manager or Director of Housing Services.
- After hours
  - Call Access Halton 311 or 905-825-6000
  - You must identify yourself, the name of your housing community and indicate that you wish to report a serious incident.

### Supports that will be provided

Halton Region staff will review the incident with the housing provider and help them to assess whether any additional steps or regional resources are required. Media relations advice will be made available. Halton Region staff will also advise senior staff and the Regional Chair's office of the incident, as appropriate.

### Within 48 hours of the serious incident occurrence

The housing provider is required to submit a written summary of the incident and mitigation, as appropriate, to your Housing Programs Administrator within 48 hours of the occurrence in all cases.

DocuSigned by:  
  
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Alex Sarchuk

Commissioner, Social and Community Services Department

Replaces: Program Directive No. 9
Date Released: December 18, 2020
Revised: N/A



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