

EC7.10

Attachment 1

Coroner's Jury Recommendations and City Actions for Faulkner:

Developed collaboratively between Shelter, Support and Housing Administration and City Divisions noted in the chart

Reference Number	Recommendation	City Division	Actions Taken
1	Develop communication strategies to improve the distribution of and access to information for people who are homeless as to the services available to them in their communities, such as through the internet, software applications, telephone, text messages, and public building noticeboards (e.g., libraries). Information presentation should be accessible to all users, for example, visuals, fonts, languages, etc.	Shelter, Support and Housing Administration (SSHA)	<ul style="list-style-type: none"> SSHA has focussed on improving communication of service information and extreme cold weather alerts to clients and the public, as well as with service providers within the homelessness service system. Current information about City-funded services for people experiencing homelessness is found on SSHA's mobile-friendly Homeless Help website at toronto.ca/homelesshelp SSHA also uses social media to share information about homelessness services such as Facebook at www.facebook.com/homeiswhereitstarts An extensive network of community partners and homelessness service providers are connected via mass email communications from SSHA to over 1000 email addresses. Publicly available information is fully AODA compliant (Accessibility for Ontarians with Disabilities).
2	Improve coordination and information sharing, including information on best practices, regarding services related to homelessness and substance use within and between Toronto and its divisions, Ontario's ministries (including the Ministry of Community and Social Services, Ministry of Health and Long-Term Care, Ministry of Housing, and Ministry of Municipal Affairs), community service partners working directly with homeless individuals, and the Government of Canada.	SSHA	<ul style="list-style-type: none"> Following the Coroner's Inquest in 2018, SSHA's mobile-friendly Homeless Help website was updated and now serves as a central point for publicly accessible information on homelessness services. SSHA has been working over the last year with Toronto Public Health to take additional action in recognition of the vulnerability of overdose and substance use for people who experience homelessness. <p><i>Naloxone access and overdose training</i></p> <ul style="list-style-type: none"> ➤ In spring 2018, SSHA surveyed shelter providers and determined that the majority of all SSHA funded shelter and 24-hour respite sites have staff trained to recognize and respond to overdoses, and have naloxone on-site as part of their first aid kits;

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			<ul style="list-style-type: none"> ➤ Expanded training in overdose prevention and response was conducted, and it is estimated that approximately 280 SSHA directly-operated shelter staff have now been trained. ➤ In November 2018, released the Toronto Respite Standards, which included a requirement for all respite centres to have staff trained to respond to overdose, naloxone on-site, and a harm reduction policy and procedures with a section on preventing and responding to overdoses. ➤ The Toronto Shelter Standards have been updated to meet the same requirements outlined in the Toronto Respite Standards for all 65 shelter sites funded by SSHA. ➤ Expansion of naloxone distribution to clients at Seaton House, the Streets to Homes Assessment and Referral Centre at 129 Peter St, and through street outreach. ➤ Developed a harm reduction module as part of orientation for all new SSHA staff. <p><i>Harm reduction and other support services in Shelters and drop-ins</i></p> <ul style="list-style-type: none"> ➤ As part of implementing the Harm Reduction Framework, SSHA continues to support shelter providers to meet requirements under the framework. In 2018, SSHA staff developed indicators and a survey to measure the progress and to inform the ongoing supports needed for implementation of this framework in shelters. ➤ In early 2019, SSHA developed and issued a bulletin to all shelter and respite site providers on actions to increase client safety related to drug use in washrooms, including a detailed tip sheet for posting

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			<p>on-site. A total of 400 posters have been distributed to shelters and 24-hour respite sites.</p> <ul style="list-style-type: none"> ➤ Development of an action plan for implementation of harm reduction framework in drop-in services is also underway, in collaboration with SSHA's Harm Reduction Advisory Group, the Toronto Drop-in Network and a working group of peers and frontline staff from various drop-ins across Toronto. Development of the action plan will include 10 drop-in participant feedback sessions.
3	Ensure meaningful consultation with people who have lived experience of homelessness in the development and evaluation of programs and policies, including employment programs to assist homeless people	SSHA	<ul style="list-style-type: none"> • SSHA conducted consultations with people with lived experience of homelessness in the development of the permanent respite standards released in November of 2018. • Additional consultations contributed to the ongoing development of the Coordinated Access tools (e.g. client eligibility form, common assessment tool). • Continue to work with the Toronto Alliance to End Homelessness on engagement with people who have lived experience of homelessness. • Since February 2017, seventeen Torontonians have been using their personal lived experience with the realities, conditions and impacts of living with poverty to inform the effective development, implementation, and monitoring of the City's Poverty Reduction Strategy.
4	Encourage the employment of people with lived experience of homelessness in the delivery of services to the homeless.	SSHA	<ul style="list-style-type: none"> • SSHA, in collaboration with Toronto Employment and Social Services (TESS) and four community agencies providing shelter services funded by the City, created a committee to plan a targeted recruitment event in fall 2018 to assist shelter service providers in hiring individuals with lived experience.

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			<ul style="list-style-type: none"> Additional targeted employment events are being planned with the Toronto Shelter Network to expand the hiring initiative beyond the original four shelter service providers. A peer support pilot program is being developed by SSHA focussed on providing peer support service in shelter sites as part of the new shelter service model.
5	Ensure adequate funding to the Street Outreach program that connects service workers to the homeless, specifically mobile services.	SSHA	<ul style="list-style-type: none"> For the winter of 2018-2019, SSHA's Streets to Homes service increased the number of street outreach teams from two to four. This allowed for additional city-wide coverage during extreme cold-weather events. Starting in March 2019, 3 additional outreach teams are now available from 7pm until midnight. To sustain this enhanced level of service, additional funding for these services will need to be included in the 2020 Budget. The 2018 Council-approved budget for Streets to Homes (including street outreach) was \$6.08M. In addition to street outreach services, the Streets to Homes budget also includes housing access and housing follow-up services.
6	Consider honouring Grant Faulkner's memory by establishing a permanent memorial in Scarborough, such as a parkette in his name, in order to provide the important ongoing public safety message that the protection of the homeless in Ontario is every citizen's responsibility.	Parks, Forestry and Recreation	<ul style="list-style-type: none"> To be carried out by Parks, Forestry and Recreation who is considering these opportunities and will bring forward for appropriate approval under the Cities Naming policy.
	<u>Rooming Houses</u>		
14	Take steps to consider, in consultation with community members, possible measures to	City Planning	

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	increase and standardize access to safe rooming houses in the City, including Scarborough.		
35	Consider zoning that might increase the availability of housing, such as rooming houses, inclusionary zoning, laneway houses, single family use conversions, etc.	City Planning	<ul style="list-style-type: none"> In 2015 and 2017, City Planning and Municipal Licensing & Standards (MLS) completed a series of community and stakeholder consultations as part of the multi-tenant houses review. The consultations explored a proposed zoning approach and licensing strategy for multi-tenant houses in areas of the City where they are not permitted, as well as consideration of fraternities and sororities. Through the consultations, a number of opportunities for expanding zoning permissions for multi-tenant houses, improving multi-tenant house licensing requirements and program administration have been identified, and will be considered in a report to Council in Q4 2019. In 2018, City Planning engaged over 280 people through public and stakeholder consultations to obtain feedback on proposed draft Official Plan policies to address the loss of dwelling rooms by requiring replacement and tenant assistance where they are lost to redevelopment. Further consultation on the revised policies was undertaken in Q2 of 2019, and a Final Recommendation Report with a citywide Official Plan policy framework for addressing the loss of dwelling rooms was presented to the Planning and Housing Committee on May 28, 2019 and adopted by City Council on June 18th and 19th, 2019. A similar policy framework (adopted by Council in May 2018) to address the loss of dwelling rooms is also included in the TOcore: Downtown Plan Official Plan Amendment. A follow-up report on Inclusionary Zoning Official Plan Policy Directions will be presented to Council in the Fall 2019 to update on achieving at least 20 percent affordable housing on lands being surplus by city agencies and boards where the City of Toronto is the sole shareholder.

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	Services		
15	Establish an implementation committee to ensure the recommendations made in the Laying a Foundation report are implemented in a timely manner. This should include reviewing the recommendations made in Laying a Foundation, assessing how the recommendations may be implemented, and the priority and feasibility of particular recommendations. The implementation committee should have appropriate representation, including responsible levels of government, people with lived experience of homelessness, and service providers.	SSHA	<ul style="list-style-type: none"> SSHA provides funding (\$15k annually) to the Scarborough Centre for Healthy Communities to chair the Scarborough Housing Stabilization Planning Network who released the Laying the Foundation Report. SSHA will be collaborating with the Toronto Alliance to End Homelessness to explore the development of an implementation committee with community representation to review the recommendations.
16	Continue to operate both shelters and low-barrier overnight accommodation in Scarborough and, when considering opportunities to open additional services of this nature, consider the geography of Scarborough with respect to the location of new sites.	SSHA	<ul style="list-style-type: none"> There are currently 7 shelters operating in Scarborough; including two recently opened in 2019 at (Youthlink at 747 Warden Ave and Scarborough Village at 3306 Kingston). SSHA continues to operate a 24-Hour Respite Centre at 705 Progress Rd. Plans are underway to open two new shelters at 705 Progress Rd and at 4117 Lawrence Ave.
17	Conduct a review of street outreach service levels in the City and Scarborough specifically, including reviewing the existing service levels for evenings, overnight, and during Extreme Cold/Heat Weather Alerts. As part of this review, determine how best to work with, and provide additional funding to, community service partners.	SSHA	<ul style="list-style-type: none"> City-wide street outreach services were enhanced this past winter. City Streets to Homes staff now have at least two teams on the road overnights. During extreme cold weather alerts there are four teams operating during the evening and overnight. Additional funding is now provided to three community agencies [Agincourt (in Scarborough), Albion Neighbourhood Services and Native Men's Residence], to provide three additional street outreach teams operating until midnight.

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			<ul style="list-style-type: none"> To sustain this enhanced level of service, additional funding for these services will need to be included in the 2020 Budget. Starting summer 2019 residents are able to access cool spaces through the City's Heat Relief Network by visiting one of 300+ air conditioned locations throughout the city. Participating organizations include community centres, libraries, civic centres, YMCA centres and some mall locations. The City's website also has an interactive map to help residents locate a nearby air-conditioned public space. https://www.toronto.ca/community-people/health-wellness-care/health-programs-advice/hot-weather/cool-spaces-near-you/#location= Access to cooling for people who are experiencing homelessness continue in all services that already serve vulnerable populations such as shelters, drop-ins and respite centres.
18	Determine whether service can be improved by enhanced use of case management services to work with the homeless population in Scarborough.	SSHA	<ul style="list-style-type: none"> Additional funding has been awarded to community agencies to enhance existing case management services, through Provincial and Federal funding streams. SSHA's New Shelter Service Model is a housing-focussed service model that will be implemented in all new shelters that includes a standardized assessment of needs and development of client-centred, strengths-focussed service plans which focus on supporting clients to move to permanent housing as quickly as possible with the supports to maintain it. The new service model includes: <ul style="list-style-type: none"> ➤ a new staffing structure to increase staff to client ratio, ➤ enhanced tools for client assessment, ➤ improved data collection, and ➤ increased outcome monitoring and evaluation. There are currently 3 shelter sites in Scarborough (Homes First Society at 702 Kennedy Rd. and Youthlink at 747

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			Warden Ave, Scarborough Village at 3306 Kingston) piloting the New Shelter Service Model.
19	Review the process for following-up on incomplete applications for social housing from homeless individuals.	SSHA	<ul style="list-style-type: none"> The City is currently reviewing the application process for rent-geared-to-income social housing. The review will include exploring alternate forms of communicating decisions to homeless applicants including those with no fixed address. When the City determines that an application for rent-geared-to-income social housing is not complete a letter is sent to the applicant to notify them and identify what is required in order to complete the application.
20	Expand the application of harm reduction principles and services in the shelter system for individuals who use alcohol.	SSHA	<ul style="list-style-type: none"> The Toronto Shelter Standards (section 10: Case Management, Supports and Services) includes required standards for the application of harm reduction practices throughout all shelter services. SSHA has developed a Harm Reduction Framework to support the removal of barriers to housing for people who use substances.
21	Revise its existing policies to allow the provision of "survival" equipment and/or supplies (e.g. sleeping bags, fire retardant blankets, safe heat sources) and/or safety information to individuals who stay outside rather than accessing shelter/low-barrier overnight services. While finding appropriate housing is always a high priority, there must be enough flexibility to respond to individual needs and circumstances.	SSHA	<ul style="list-style-type: none"> As of November 15, 2018 SSHA's Streets to Homes Program began acquiring sleeping bags and blankets for distribution. These resources are available during extreme cold weather alerts and especially when an individual has continually declined offers of support to seek shelter indoors. The sleeping bags were donated by the Office of Emergency Management and blankets were purchased with existing funding. There is a cost pressure to continue the same service next year. This past winter a total of 83 sleeping bags and 175 blankets were distributed.

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			<ul style="list-style-type: none"> To sustain this enhanced level of service, additional funding for these services will need to be included in the 2020 Budget.
	<u>Transportation</u>		
22	Advocate to the Toronto Transit Commission and Metrolinx to emphasize the importance of ensuring appropriate access to transportation for individuals who are homeless, and consult with members of the Scarborough community when it is considering these issues to ensure that the transition to Presto technology does not create barriers.	SSHA	<ul style="list-style-type: none"> The new Poverty Reduction Strategy will outline a transit fare equity approach that offers reduced fares for those on ODSP, OW, as well as single-use options available to service agencies. SSHA has advocated with Metrolinx/TTC for the creation a single fare card as part of the Presto roll out to replace tokens.
23	Enforce sidewalk snow removal in areas affecting vulnerable populations who are accessing services, including at locations run by community partners.	Transportation Services	<ul style="list-style-type: none"> To be carried out by Transportation Services. Effective December 1, 2015 levels of service for sidewalk clearing have increased to 2 cm on high pedestrian volume sidewalks and 8 cm on low pedestrian volume sidewalks. Previous to December 1, 2015, and at the date of death, levels of service for sidewalk clearing were set at 8 cm in December & March and 5 cm in January & February. Effective December 1, 2015 levels of service for sidewalk clearing are based on pedestrian volumes using an approach similar to road classification which is used to develop the levels of service for roadway winter services. Mechanical sidewalk clearing levels of service are provided equitably to all areas of the city wherever it is possible to mechanically deliver the service. There is a by-law in place that requires property owners to clear the sidewalks adjacent to their property wherever the City does not undertake to deliver the service.

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			<ul style="list-style-type: none"> • There is a senior's sidewalk clearing program in place for those residents who are seniors and/or disabled and are not able to clear the sidewalk themselves. • The combination of mechanical sidewalk clearing, by-law and seniors program complies with AODA requirements for municipalities to have a plan in place to clear sidewalks of snow and ice. • All mechanical sidewalk and bus stop clearing equipment is equipped with GPS technology for improved contract management. The real-time location of all sidewalk equipment is displayed on a public facing website www.toronto.ca/plowTO • All winter maintenance contracts for sidewalk clearing include Liquidated Damages penalties that may applied against contractors for sub-standard performance. • Through the Vision Zero Road Safety Plan, Transportation Services has introduced specific initiatives intended to protect vulnerable road users such the establishment of Senior Safety Zones, School Safety Zones and Pedestrian Safety Corridors. These initiatives have included new safety signs, enhanced traffic signal walk times, school zone pavement stencils, speed limit reductions and pedestrian crosswalk markings. A complete listing of Vision Zero Safety Initiatives and Pilot Projects can be found at www.toronto.ca/visionzero
24	Notify Toronto Bike Share that homeless people in Scarborough use bicycles for transportation, to consider program expansion.	SSHA	<ul style="list-style-type: none"> • Toronto Parking Authority, in collaboration with Toronto Public Health, Employment and Social Services and "Bikes Without Borders" Charity, have been working on developing an equity bike share program intended to serve low income people across the City. Low cost (and potentially free) memberships would be subsidized by the City similar to the TTC, "Fair Pass Discount Program" for low income people.

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			<ul style="list-style-type: none"> Bike Share has been conducting research on improving access and knowledge of Bike Share for low-income and marginalized community members including the homeless population. A pilot project will be launched to test the implementation of an equity program and results will help inform the initial steps of an equity pilot-program at Bike Share Toronto.
<u>Access to Information</u>			
25	Encourage the availability of wifi at any site providing services to the homeless, including shelters, respite centres, drop-ins, etc.	SSHA	<ul style="list-style-type: none"> Shelter clients at most City-operated shelters, plus the Streets to Homes Assessment and Referral Centre (SHARC) and the Adelaide Resource Centre for Women, have access to complimentary Wi-Fi. 24-Hour Respite Sites and 24-Hour Women's Drop-Ins also offer complimentary Wi-Fi for client use.
26	Consider the feasibility of providing secure cell phone charging services in shelters, respite centres, drop-ins, etc. "Secure" here means that clients feel confident their phone will not be used or stolen while charging.	SSHA	<ul style="list-style-type: none"> SSHA is exploring the addition of cell phone charging stations in shelters and 24-hour respite sites.
<u>Data Collection</u>			
27	In consultation with community agencies, the Province, academics, and members of the community (including those with lived experience of homelessness), determine how the collection of objective, reliable, and useful data about homeless individuals can be improved to assist in developing appropriate policies and programs, as	SSHA	<ul style="list-style-type: none"> The Provincially legislated Street Needs Assessment occurs every two years and is a main point of data collection regarding homeless individuals. It is now also a requirement of the Reaching Home Federal funding stream. SSHA continues to work on enhancing policies and programs with the data collected from this division-wide

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	well as measuring outcomes, with particular emphasis on identifying data for Scarborough.		<p>activity as well as using it to inform the creation of new policies and programs.</p> <ul style="list-style-type: none"> • Enhancements to SSHA's Shelter Management Information Systems (SMIS) to enhance data collection are underway including the development of the Coordinated Access system and the Common Assessment Tool to better understand the needs of those seeking services. • SSHA is currently working with Toronto Public Health to explore options to improve data collection on homelessness and health needs.
	<u>Standards</u>		
28	Develop, in consultation with community partners and service users, appropriate final standards for respite centres in terms of facility management, health and safety, and other services to be available.	SSHA	<ul style="list-style-type: none"> • New 24-Hour Respite Site Standards are in effect https://www.toronto.ca/community-people/community-partners/24-hour-respite-site-operators/24-hour-respite-site-standards/ • Interim Standards were developed and posted for respite sites in April 2018. Extensive consultation of permanent standards was conducted with service users, respite service providers, health care providers, drop-in providers, shelter providers, agency networks and advocates. The 24-Hour Respite Site Standards were finalized and released in November 2018. Areas addressed by these standards include: access requests and customer service, basic needs and services, supports and programs, health and safety. Assessment of compliance with the standards are conducted regularly by SSHA's Quality Assurance Team.

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	<u>Training</u>		
29	Deliver information on fire safety tips prepared by the Ontario Fire Marshal to outreach workers and community partners.	SSHA	<ul style="list-style-type: none"> • SSHA has reviewed existing materials from the Ontario Fire Marshal website to determine what available content may be provided to outreach workers and community partners. • SSHA has reached out to the Ontario Fire Marshal's office requesting additional fire safety information guides and safety tips regarding homeless encampments. • A list of commonly encountered fire safety hazards/situation has been compiled by Streets to Homes street outreach workers and will be provided to the Ontario Fire Marshal to assist in developing information guides and safety tips.