Ombudsman Toronto Enquiry Report

Cold Weather Drop-In Services
City of Toronto
2016-17 Winter Season

Date: June 27, 2017
To: City Council
From: Susan E. Opler, Ombudsman
Wards: All

SUMMARY

Ombudsman Toronto recently concluded an Enquiry into the City's Cold Weather Drop-In Services during the 2016-17 winter season. We hereby table the report for information with City Council for its July 2017 session.

RECOMMENDATIONS

The Ombudsman recommends that City Council receive the report for information.

FINANCIAL IMPACT

This report has no financial impact.

DECISION HISTORY

Section 171(1) of the City of Toronto Act empowers the Ombudsman to investigate any decision, recommendation, act or omission made in the course of the administration of the City or many of its agencies, corporations or adjudicative bodies. This function is conferred and exercised independently of Toronto City Council and the City administration.

An Ombudsman Toronto Enquiry is an informal and flexible process for reviewing and addressing complaints and concerns. During an Enquiry, we gather information
and take steps to determine whether we can help to resolve the issue. We also
determine whether a formal Investigation is necessary.

In some cases, Ombudsman Toronto will prepare a concise report summarizing an
Enquiry. We share Enquiry reports with the parties involved, and may make them public
for general information only.

**COMMENTS**

As a result of its Enquiry, Ombudsman Toronto made 3 recommendations to the City's
Shelter, Support and Housing Administration Division ("SSHA") to improve service to
the public. SSHA accepted the recommendations, and has or will be implementing
them.

Ombudsman Toronto will follow SSHA’s planning and execution of cold weather drop-in
services for the 2017-18 winter season.

**CONTACT**

Susan E. Opler
Ombudsman
Tel: 416-392-7061
Email: susan.opler@toronto.ca

**SIGNATURE**

Susan E. Opler
Ombudsman

**ATTACHMENTS**

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