



REPORT FOR ACTION

Ombudsman Toronto Report: Enquiry into City of Toronto Winter Respite Services 2017-18 Season

Date: March 19, 2018
To: City Council
From: Susan E. Opler, Ombudsman
Wards: All

SUMMARY

Pursuant to section 170(2) of the *City of Toronto Act, 2006* (COTA), Ombudsman Toronto has concluded an Enquiry into Winter Respite Services for people experiencing homelessness in the City of Toronto in the 2017-18 winter season. We hereby table the Enquiry Report, dated March 19, 2018, with City Council for its March 2018 session.

RECOMMENDATIONS

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

FINANCIAL IMPACT

This report has no financial impact.

DECISION HISTORY

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

The Enquiry followed a 2017 Ombudsman Toronto Enquiry last winter into Cold Weather Drop-In Services. Earlier this winter, in response to public concerns about communication of services and conditions at Winter Respite sites, the Ombudsman initiated a further Enquiry.

COMMENTS

The report details the issues Ombudsman Toronto addressed in the Enquiry, the steps it took, its findings and recommendations.

The City administration has accepted all of the Ombudsman's findings.

Due to the urgency of the situation and the nature of the issues being investigated, the Ombudsman made nine recommendations while the Enquiry was still ongoing. The City immediately implemented all of those.

The report makes nine further recommendations. The City accepts them and has undertaken to implement them.

CONTACT

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SIGNATURE

(Original Signed)

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Ombudsman

ATTACHMENTS

Ombudsman Toronto Report: Enquiry into City of Toronto Winter Respite Services, 2017-18 Season, March 19, 2018