

## **Update on Community Engagement Processes for Locating new Shelters and Related Services**

**Date:** December 19, 2019

**To:** Economic and Community Development Committee

**From:** General Manager, Shelter, Support and Housing Administration; and Executive Director, Social Development, Finance and Administration

**Wards:** All

### **SUMMARY**

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In 2017, Council approved a new community engagement process and a new approval process for locating emergency shelters. The new process was developed in response to a number of challenging shelter siting processes, in recognition that the existing process was not working well for communities, service providers or service users. Through an expert third party review, a new process was approved by Council in which the focus of the community engagement process is not on where services should be located, but on how to make those services successful in the community. This approach is consistent with a human rights based approach to housing and related services for vulnerable residents.

Over the last 2 years, this new community engagement process has been applied to a number of emergency shelter and 24-hour respite site service locations. Overall, the process has been successful in providing less confrontational and more meaningful engagement with the surrounding community. Through an initial evaluation of the process, a number of areas for improvement have been identified to further enhance the community engagement process for new shelters and related services.

This report provides background on the existing community engagement and siting process for shelters and related services, and outlines what improvements to the process are being made.

This report also responds to direction from Council to report to the Economic and Community Development Committee on projects taking place in the Downtown East area involving City-funded services and facilities and how community engagement processes for those locations can be improved. As well, the report provides updates on key initiatives that support and strengthen cooperation between Shelter, Support and Housing Administration and Social Development, Finance and Administration to improve service coordination and strategic planning through the Downtown East Action Plan.

## **RECOMMENDATIONS**

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The General Manager, Shelter, Support and Housing Administration and the Executive Director, Social Development, Finance and Administration recommend that:

1. Economic and Community Development Committee receive this report for information.

## **FINANCIAL IMPACT**

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The recommendations in this report have no financial impact. The capital and operating costs associated with expanding the shelter system by 1,000 beds and relocating the Adelaide Women's Resources Centre are included in Shelter, Support and Housing Administration's 2020 Recommended Operating and Capital Budgets. All financial impacts resulting from the Shelter Infrastructure Plan will be considered through the annual budget process.

## **DECISION HISTORY**

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At its meeting on October 29 and 30, 2019, City Council adopted MM11.13 "Providing Clarity, Coordination and Transparency in Locating and Re-locating Shelters, Respite, and Drop-In Programs in the Downtown East". The motion recommended that General Manager, Shelter, Support and Housing Administration, and the Executive Director, Social Development, Finance and Administration report to the Economic and Community Development Committee to provide an update on changes to city services and facilities taking place in the Downtown East area and how to improve on public engagement processes with area resident groups and major stakeholders.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2019.MM11.13>

On June 10, 11, 12 and 13, 2014, City Council authorized the General Manager, Shelter, Support and Housing Administration, to issue a Request for Expression of Interest to establish community interest in operating up to two 24-hour low-barrier drop-ins for women, one in the east end and one in the west end of the City.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2014.CD29.1>

At its meeting of April 26, 27 and 28, 2017, City Council adopted CD19.6 "Proposed New Engagement and Planning Process for Emergency Shelters," which provided recommendations to improve the community engagement process for opening new emergency shelters. It also described the further steps needed to change the model for emergency shelters and change the conversation about homelessness in Toronto.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2017.CD19.6>

At its meeting of December 5, 6, 7 and 8, 2017, City Council adopted CD24.7 "2018 Shelter Infrastructure Plan and Progress Report." This report approved a new property development approach to siting shelters, which included authorizing the Deputy City Manager, Cluster A, to approve specific sites for shelters, provided certain criteria are met.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2017.CD24.7>

On February 12, 2018, City Council adopted EX31.2 "2018 Capital and Operating Budgets" and requested the General Manager of Shelter, Support and Housing Administration to expand the number of permanent new shelter beds by 1,000 over three years.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2018.EX31.2>

At its meeting of June 11, 2019, The Economic and Community Development Committee received the report, 2020 Shelter Infrastructure Plan and System Update Report, from the General Manager, Shelter, Support and Housing Administration for information.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2019.EC6.9>

At its meeting on July 16, 17 and 18, 2019 City Council adopted EC6.16 Downtown East 2023 Five-Year Action Plan. The Five Year Action Plan was developed in response to a June 2018 City Council direction to develop a coordinated City response to a number of complex challenges in the area related to poverty, homelessness, housing, community safety, mental health and substance use, particularly opioid related overdoses. In addition to the five year action plan, the report provided a summary of the outcomes of an enhanced 12-month Action Plan (adopted in June 2018), a workplan for the initial 18 months of the five year Action Plan and a proposed framework for measuring success.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2019.EC6.16>

## **COMMENTS**

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This report responds to Council's direction to report to the Economic and Community Development Committee on how to improve public engagement related to locating new shelters, respites and 24-hour drop-ins. The report also provides updates on projects taking place in the Downtown East and key initiatives that support and strengthen collaboration between Shelter, Support and Housing Administration and Social Development, Finance and Administration to improve service coordination and strategic planning through the Downtown East Action Plan.

The report includes the following sections:

- Background on shelter location and community engagement process
- Update on expansion of shelter capacity and locating services outside the downtown core
- Improvements to community engagement process for new shelters and related services

- Accelerated Community Engagement Process for Downtown East shelters and related services
- Update on projects in the Downtown East Area and opportunities to improve coordination

## **1. Background on shelter location and community engagement process**

Prior to 2017, Shelter, Support and Housing Administration and its partners followed the Community Information Process, approved by Council in 2003, for engaging with communities regarding new shelter proposals. Through a number of challenging shelter siting processes, it was identified that the previous Community Information Process often resulted in engagements focused on polarizing complaints of a vocal minority rather than solution-focused discussions.

In 2016, City Council requested that staff engage an external expert to conduct a review of best practices to improve community engagement related to emergency shelter development. The review identified that new shelter sites that comply with zoning by-laws did not require any approval or consultation from local communities and could be developed as-of-right. The review recommended that Shelter, Support and Housing Administration's community engagement and planning process for emergency shelters be refocused away from the specific location of sites, to how communities can support and improve the success of the new service.

In April of 2017, City council approved a new approach to engage the public around new or relocated municipal shelters through CD19.6 "Proposed New Engagement and Planning Process for Emergency Shelters Report". The new process emphasizes communicating project information clearly and encouraging solution-focused discussion in smaller meeting formats once locations had been secured.

In December of 2017, City Council approved a new Emergency Shelter Development Process through CD24.7 2018 Shelter Infrastructure Plan and Progress Report. Instead of Council approving each new shelter, this property development approach authorized the Deputy City Manager, Cluster A, to approve specific sites for new services, provided that certain criteria are met. This updated process strengthened the City's ability to quickly secure properties for shelter sites in Toronto's competitive real estate market. The new approval process is also consistent with a human rights based approach to housing and related services for vulnerable residents.

In March 2019, City Council approved changes to the municipal shelter by-law in order to increase the as-of-right zoning permissions for municipal shelters. These changes removed conditions restricting where shelters may locate by removing the minimum 250-metre separation distance between municipal shelters, as well as the major street locational requirement. These types of location restrictions and separation distances are considered to be potentially discriminatory. The Ontario Human Rights Commission recommends that municipalities consider the Ontario Human Rights Code before drafting zoning by-laws; eliminate minimum separation distances; and monitor for the impacts that zoning by-laws may have that could be seen as discrimination.

## **2. Update on expansion of shelter capacity and locating services outside the downtown core**

Through the 2018 budget process and in response to the unprecedented demand for shelter, Council approved the capital and operational funds required to open 1,000 new shelter beds.

As of December 2019, Shelter, Support, and Housing Administration has opened 401 permanent new shelter beds across 4 sites. Shelter, Support and Housing Administration has also opened 200 temporary beds at one leased site to increase capacity in the shelter system while new permanent sites are being added. An additional 383 permanent beds remain in development and will be opened by December 2022. Shelter, Support and Housing Administration continues to actively work with Real Estate Services and City Planning to secure up to three additional properties for the 216 remaining permanent beds required.

Historically, shelter services have been concentrated in the downtown area. As part of the expansion of shelter system capacity, increasing the number of shelter services available outside the downtown core is a priority. Ensuring that there are shelter services available to people in communities across the city will enable individuals seeking homelessness services to stay in their community while accessing this service. Of the sites secured to date, Shelter, Support and Housing Administration has opened or is currently planning seven new shelter sites in communities outside the downtown core; this includes four services in Scarborough, one in Etobicoke and two in North York.

## **3. Improvements to the community engagement process for new shelters and related services**

Shelter, Support and Housing Administration recently completed an evaluation of the first year of implementation of the new engagement process. The evaluation reviewed the first three new shelter development projects using surveys, focus groups and one-on-one interviews. Feedback was collected from a wide range of stakeholders including community members, service operators, facilitators and service users. The evaluation results were generally positive and demonstrated support for the new approach.

Particularly highly regarded components of the new engagement process included:

- the use of a professional third-party facilitator;
- the use of a shelter operator as a partner in engagement; and,
- the ongoing convening of a Community Liaison Committee.

Areas identified for improvement through the evaluation included:

- earlier notice of planned new services;
- providing more information and with increased frequency about the services planned;
- proactive information for all Toronto residents to better understand the shelter approval and siting process.

One area in particular that has been identified for improvement is the timing of initial engagement with community stakeholders. Once the City purchases or leases a

property, a Delegated Authority Form with details of the property is posted on the City's website by Real Estate Services. In some cases, including the recent relocation of the 24-hour women's drop-in to 233 Carlton St, community members learned of a proposed new service through posting of this form, before the community engagement process had been initiated. While the service often will not open for 12 to 18 months after the purchase or lease is completed and while renovations are underway, earlier initial engagement with key community stakeholders is required to ensure they are aware of the proposed services once the Delegated Authority Form is posted. This new earlier key stakeholder engagement, in coordination with the local Councillor's office, will be implemented for all new sites going forward.

As a result of the evaluation and identified improvements to date, engagement planning going forward will regularly include:

- An increased focus on early information sharing to ensure project details are shared with key stakeholders and community members upon the purchase or lease of the property, and establishing timing of key engagement activities in consultation with local Councillors.
- New properties will have a dedicated web page with key project details and contact information that is updated along with the progress of the project.
- A community newsletter will be developed for each project and will provide intermittent updates about the new shelter development.
- The development of an issue-response protocol to triage and respond to public and media inquiries about the potential site.
- The consistent implementation of Community Liaison Committees at all new sites, generally about three months before the service opens, for ongoing business and community resident involvement.

An overview of the updated community engagement process can be found in Attachment 1.

The community engagement process will continue to be evaluated on a site by site basis, and process enhancements will be identified and implemented on an ongoing basis to ensure continuous improvement.

#### **4. Accelerated Community Engagement Process for Downtown East shelters and related services**

Shelter, Support and Housing Administration is committed to developing a long-term engagement plan to address the unique community concerns about homelessness services in the Downtown East, and more specifically Ward 13. As a result of community interest and council direction, Shelter, Support and Housing Administration will be accelerating early engagement components of the community engagement plans for the services being developed at 233 Carlton St and 67 Adelaide St E.

Shelter, Support and Housing Administration has hired a third-party Community Engagement Facilitator to lead the early engagement for 233 Carlton, and a process is underway to identify a facilitator for 67 Adelaide St E. The Community Engagement Facilitators will develop and implement a customized engagement plan for each of

these sites in collaboration with the Councillor's office and all identified key stakeholder groups (e.g. Business Improvement Areas, faith groups, service providers, residents and associations). The engagement plan will focus on sharing information, addressing community concerns, identifying opportunities for support and ensuring the ongoing success of the service.

Shelter, Support and Housing Administration has also developed an issue response process to triage and respond to public and media inquiries about the relocation of the 24-hour women's drop-in to 233 Carlton St. As of the end of November, Shelter, Support and Housing Administration has responded to more than 114 inquiries regarding the relocation of 233 Carlton St. A flyer and FAQ document will be developed for circulation in the community, providing accurate details on programming, clientele, service providers, and contact information. A dedicated webpage has also been added to the City's website with project details including a full overview, an email address for information or meeting inquiries, and information about future planned community engagement opportunities. This website will be updated as the project progresses and more information becomes available. The facilitators will also host a community information session for 233 Carlton Community in January 2020. This public meeting will provide residents with the opportunity to speak individually with City and agency representatives about the service and future plans and to learn about the service.

The Community Engagement Facilitator will also establish a Community Liaison Committee for each site to ensure the regular and coordinated meeting of the multi-stakeholder group to plan for the new service, address questions, share information, troubleshoot concerns and coordinate offers of support. Community Liaison Committee membership will be derived from the key stakeholder groups who will work together, to ensure that concerns are addressed early, and that solutions are responsive and collaborative. Additional engagement activities will be developed and coordinated by the Community Engagement Facilitator in collaboration with the Community Liaison Committee and the Councillor's office, as needed.

## **5. Update on projects in Downtown East Area and opportunities to improve coordination**

The Downtown East Action Plan defines the downtown east as the area bounded by Bloor Street to the north (including one block of Park Rd north of Bloor), Front Street to the south, Bay Street to the west, and the Don Valley Parkway to the east. This report focuses on the portion of the downtown east area that is located in Ward 13.

Toronto's Downtown East faces a number of complex challenges related to poverty, homelessness, housing affordability, community safety, mental health and substance use, particularly opioid related overdoses. Responding comprehensively to local needs requires collaboration between sectors and across governments and requires coordinated investments in supportive housing, crisis intervention, and actions to address safety concerns in the area.

In response to the heightened need for crisis supports in this area, City Council directed staff to establish an expert team with representation from multiple divisions to develop a

12-month and 5 year action plan addressing the community and service coordination needs. The 12 month Downtown East Action Plan provided enhanced street, laneway, and park cleaning services, improved coordination of outreach to street-involved people, and training and capacity building for City and community agency staff. The 2023 Action Plan continues this work with additional actions to achieve the intended outcomes of safe, inclusive communities, cross sectoral trust and collaboration, stability for people who are marginalized, and the development of a model for a City Response to Complex Issues. The Downtown East Implementation Team has engaged with local residents' groups throughout the development of the plan and are committed to continue this engagement throughout the process. Based on feedback, additional engagement with the Indigenous community will be incorporated through implementation of the Action Plan to ensure needs and voices of Indigenous people and local Indigenous community organizations are included. The Action Plan will continue to be implemented in a way that reflects the City's ongoing commitments to equity-seeking groups, such as the Action Plan to Confront Anti-Black Racism, and with guidance from people with lived experience of homelessness, disability, Lesbian, Gay, Bi-sexual, Transgender and Queer and other forms of marginalization.

### *Current Shelter and 24-hour Respite Site Services in the Downtown East (Ward 13)*

Ward 13 currently has 1730 shelter beds, which is 24% of the City's total shelter capacity of 7214. The majority of these spaces are emergency shelter beds (1373), with some transitional (357) shelter beds. Emergency shelter beds are accessed by individuals or families experiencing homelessness with or without a referral, whereas transitional shelter programs provide specialized programming and are accessed by eligible individuals and families experiencing homelessness, by referral only.

The Ward also has one 24-hour respite site with a capacity of 35 spaces and a 24-hour women's drop-in in with a capacity of 70 spaces. This represents 18% of the 564 total 24-hour respite and women's drop-in spaces in the city. 24-Hour Respite Sites provide essential services to individuals experiencing homelessness in an environment that prioritizes ease of access to safe indoor space. Services provided include resting spaces, meals and service referrals. 24-Hour Women's Drop-ins are a type of 24-Hour Respite Site that provides services to women and transgender or gender-non-binary people who are experiencing homelessness.

Over the next few years, Ward 13 will see a significant decrease in the number of shelter beds. By December 2022, the number of beds in Ward 13 will be reduced by approximately 285. This includes closure of Seaton House by summer of 2021 as part of the George Street Revitalization project, and relocation of those existing shelter beds to other locations. Only one of the planned transition sites is located within the Downtown East neighbourhood, at 354 George St. which will accommodate up to 81 clients from Seaton House. When the new shared facility at 339 George St opens in 2024, it will provide specialized care for vulnerable populations, including a long-term care home, a 100 bed transitional living program, a 100 bed emergency shelter, affordable housing, and a community hub.

An update on shelter, 24-hour respite site and 24-hour women's drop-in programs in the Downtown East is provided in Attachment 2.



### *Coordination of facility and program planning in the Downtown East*

In addition to shelter and 24-hour respite sites, Shelter, Support and Housing Administration offers additional services to ensure vulnerable people have a range of shelter and affordable housing options. There are currently 80 projects in Ward 13 funded through grants to community agencies, including housing help and support services, drop-in services, employment supports, eviction supports and many other related programs. Shelter, Support and Housing Administration is committed to working with its partners including the Downtown East Action Plan implementation Team when service planning, including making any future changes to Shelter, Support and Housing Administration-funded programs in the Downtown East.

The initial areas of focus for the Downtown East Action Plan are Yonge/Dundas and the Sherbourne Corridor. For the Sherbourne Corridor, this work will be guided by a specific neighbourhood revitalization plan which will be developed as a collaboration between the Housing Secretariat, Social Development, Finance and Administration, Shelter, Support and Housing Administration, City Planning and Corporate Real Estate Management in collaboration with Toronto Community Housing Corporation (with a focus on the Dan Harrison Complex at 251 Sherbourne) and local community stakeholders. The neighbourhood plan will guide the ongoing location and delivery of services in the area for the next ten years.

This targeted work, as well as the overall implementation of the Action Plan, will be informed by an inventory of services and analysis developed to pinpoint service concentrations and gaps in the Downtown East.

Shelter, Support and Housing Administration and Social Development, Finance and Administration will continue to enhance coordination and collaboration in implementation of the Downtown East Action Plan to ensure clear communication and community engagement related to any changes to programs and facilities. This will include:

- Ongoing Shelter, Support and Housing Administration operational and policy staff participation in the Downtown East Implementation Team
- Shelter, Support and Housing Administration will work together with Social Development, Finance and Administration to ensure that priorities in Downtown East Action Plan and any impacts on the local community are considered in advance of any new services or proposed changes in location to existing homelessness services in the Downtown East. Given the diversity of the Downtown East, this will include considerations of impact on relevant equity-seeking groups in addition to the broader community
- Shelter, Support and Housing Administration will continue to participate in enhanced coordination of Street Outreach in the area along with Toronto Public Health, the Downtown Yonge Business Improvement Area and local community agencies providing street outreach. This will ensure that there is consistent, supportive engagement with clients who are street-involved and provide opportunities for them to be connected to social, income, and housing supports
- Shelter, Support and Housing Administration and Social Development, Finance and Administration will continue to collaborate on the transition plan for the

George Street Revitalization and ensure that appropriate City services are coordinated in response to changing service levels at Seaton House. In addition, service level needs in the community will continue to be assessed which an important information source guiding the development of the George St Hub.

- Shelter, Support and Housing Administration will work with Social Development, Finance and Administration and other identified divisions on the Sherbourne Corridor neighbourhood revitalization plan including the development of a ten year plan for locating and delivering services in the area

## **6. Next steps**

Shelter, Support and Housing Administration is committed to continuously evaluating and improving the community engagement process for new homelessness services. This includes revisiting the current approach, tools and timelines for communicating with local residents in order to support the successful siting of future shelters and other related services across the city.

The City is committed to ensuring the successful development and operation of services for vulnerable people in the downtown east, including those experiencing homelessness. Staff from Shelter, Support and Housing Administration will continue to work closely with the Councillor's office, the Downtown East Action Plan Implementation Team, and community members to address concerns and plan for service development that supports the directions outlined in the Downtown East Action Plan.

Shelter, Support and Housing Administration and Social Development, Finance and Administration will work closely to ensure that all service planning is aligned with the Downtown East Action Plan. The divisions will work together to ensure clear and consistent communication at relevant tables to provide adequate channels for feedback and engagement. Shelter, Support and Housing Administration and Social Development, Finance and Administration will also continue to partner and work together to identify challenges and concerns at early stages to ensure responsiveness to community concerns. The City will also continue to work closely with community service partners to ensure the successful delivery of programs at all planned new services sites when they open.

## **CONTACT**

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## **SIGNATURE**

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## **ATTACHMENTS**

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Attachment 1: Community Engagement Process Overview

Attachment 2: Update on Shelter, 24-hour respite site and 24-hour women's drop-in programs in the Downtown East

## **ATTACHMENT 1: COMMUNITY ENGAGEMENT PROCESS OVERVIEW**

All new shelter and related services sites developed by Shelter, Support and Housing Administration involve development of customized community engagement plans. The focus of engagement is to address community concerns and build support for new services, not on approving the location of the service. All new shelter development engagement plans include the following stages and key components:

### *Pre-planning*

As soon as a property is considered for purchase or lease for use as a municipal shelter and Real Estate Services begins their due diligence process, Shelter, Support and Housing Administration begins planning for engagement.

City Councillors whose wards either contain or have a boundary located within 250 metres of the proposed shelter location are provided with a briefing. The briefing includes site details and engagement process planning information.

After the service site is purchased or leased, a page is added to the City's website that contains details such as: a project overview; an email address for information or meeting inquiries; and, information about planned information session(s) and other community engagement opportunities.

### *The Community Engagement Facilitator Role*

When a property is purchased or leased, a Community Engagement Facilitator is hired by the City through a procurement process.

The Community Engagement Facilitator is a professional third party community engagement specialist who manages conversations among City and community stakeholders promoting active listening, clear dialogue and a focus on solutions. They have expertise in managing complex and potentially contentious community engagement processes. They represent the City at arms-length and as such facilitate focused and productive conversations.

The role of the Community Engagement Facilitator involves working with the Councillor's office to identify key local stakeholders to engage early in the process and to develop a customized engagement plan for the site. The Community Engagement Facilitator role also includes developing communications resources as required, identifying and regularly engaging key stakeholders and residents, and coordinating and leading public engagement events.

After the new municipal shelter opens, the facilitator and Shelter, Support and Housing Administration hand over the responsibility of community engagement and communications to the shelter operator.

### *Communicating With Communities and Opportunities for Resident Participation*

Shelter, Support and Housing Administration communicates with residents throughout the engagement period, using a number of tools, including information flyer mail-outs, email communication (including e-newsletters) and through a site-specific web page for each site.

There are also opportunities for residents to meet with staff and to actively engage in troubleshooting issues and emergent concerns, as well as ensuring the success of new services in their community.

#### *Information Session*

Approximately six months before the opening of the site, an information session open to the public is held within the ward and organized and hosted by the Community Engagement Facilitator.

Several weeks before the information session, a notice is delivered to properties within a minimum 500m radius of the new service location, with key details including a project summary, a contact email address, the project's webpage, and information session details.

The information session provides residents with the opportunity for residents to ask questions and learn about the specific service planned, how the project can be supported by the community and homelessness more generally. Tables are set up in the format of an information fair, enabling residents to speak directly with a City staff, the service provider, and other community resources, as appropriate (e.g. Toronto Public Library, Toronto Public health, the local Community Health Centre, etc)

#### *Community Liaison Committee:*

Approximately three months prior to a new service opening, a Community Liaison Committee is formed. It is a formal committee comprised of representatives from the community (e.g. residents associations, business groups and local community organizations) who meet on an ongoing basis to address questions, discuss and collectively problem solve community concerns, share information, and link shelter needs with community offers of support. The work of this committee is focused on supporting the success of the new service in the community.

The Community Liaison Committee typically meets for approximately six (6) months, however may continue to meet if desired by the committee and the service operator.

#### *Open House*

Whenever possible, the Community Engagement Facilitator hosts an Open House, an event held on-site at the new service, immediately before the opening. This may include a tour of the facility, welcoming offers of support, additional information about community space in the shelter (if applicable) and specific information on the programming being offered on site.

## **ATTACHMENT 2: UPDATE ON SHELTER, 24-HOUR RESPITE SITE AND 24-HOUR WOMEN'S DROP-IN PROGRAMS IN THE DOWNTOWN EAST**

### **233 Carlton St.**

The 24-hour women's drop-in and related partner services currently located at 67 Adelaide St E. will be relocated to 233 Carlton St in late 2020 or early 2021. This location's proximity to 67 Adelaide St E. will ensure that the service can continue to operate and meet the needs of vulnerable women. As part of the relocation of the 24 hour drop-in services, overnight resting spaces will be reduced from 70 spaces to under 50.

### **67 Adelaide**

As part of the City's 1000 new shelter beds initiative, 67 Adelaide St. E., will be converted into a shelter with approximately 80 beds. The renovation of the site will allow Shelter, Support and Housing Administration to address significant infrastructure deficits in the existing building and meet updated shelter standards and design guidelines. The site is expected to open in Q3 2022.

### **250 Queen St. E.**

The site is currently operated by Sojourn House to provide shelter beds as part of the City's refugee response. To provide more stability in addressing the increased demand for refugee services, Sojourn House has added 24 beds for refugee men.

### **257 Dundas St. E.**

A new 30 bed transitional shelter focused on LGBTQ2S+ youth will open in Q1 2020. The shelter was developed by the Egale Centre as a result of a 2014 Request for Proposals for shelters dedicated to addressing the needs of the LGBTQ2S+ community.

### **323 Dundas St E**

The capacity at the 24-hour respite site at 323 Dundas St E. has been reduced from 50 to 35 spaces as of September 1, 2019. This reduction responds to community feedback about the site and addresses operational issues at the service location. In response to community concerns and facility issues related to aging building amenities, staff are continuing to review options for further changes to this service.

### **339 George St.**

By summer 2021, Seaton House will close as part of the George Street Revitalization project. A transition plan will coordinate the movement of people, programs and services currently at the site to alternate locations while the re-development of the George Street site takes place. The City has secured the new shelter spaces and sites required for the relocation of the 400 shelter beds currently at the site and new programs are being developed with the input of community stakeholders. This will result in a reduction of approximately 300 shelter beds in the ward.

When the new shared facility at 339 George St opens in 2024, it will provide specialized care for vulnerable populations, including a long-term care home, a transitional living facility, an emergency shelter, affordable housing, and a community hub.

**354 George St.**

As part of the George Street Revitalization transition plan, the City is renovating and converting the property into a temporary shelter location that can accommodate approximately 80 clients from Seaton House. The new site is planned to open by Q2 2021 and will be directly operated by the City of Toronto.

**349 George St.**

As part of the George Street Revitalization project, this 47 bed men's shelter program operated by Dixon Hall is expected to be relocated to a still to be determined location. Completion of the relocation process as well decommissioning of the site will be aligned with the George Street Revitalization project timelines.