



# Engagement Summary

SUPPORTIVE HOUSING IN THE  
CITY OF TORONTO

**150 Dunn Avenue**



# Engagement Summary

## SUPPORTIVE HOUSING IN THE CITY OF TORONTO

### 150 Dunn Avenue

This report was produced for the Housing Secretariat by Ideaspace Consulting Inc., August 2021.



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## Purpose

The purpose of this Engagement Summary is to provide an overview of community and stakeholder engagement activities and a summary of feedback received to date for the proposal to build new homes with supports for approximately 51 people at 150 Dunn Avenue.

## Background

There are approximately 7,800 people experiencing homelessness in Toronto.

New homes with supports are urgently needed to ensure everyone has a warm and safe place to call home. To respond to this urgent need, the City of Toronto is proposing to build modular housing at 150 Dunn Avenue. This new four-storey modular building will provide homes for approximately 51 people and support their health and well-being.

Future residents of the new apartments will include women, Indigenous residents, racialized people, seniors, people with disabilities and other people who are experiencing or at risk of homelessness.

The new homes will be studio apartments with a bathroom and a kitchen. Additionally, the site will include amenities such as shared laundry, a commercial kitchen, a dining area, a communal area and programming space.

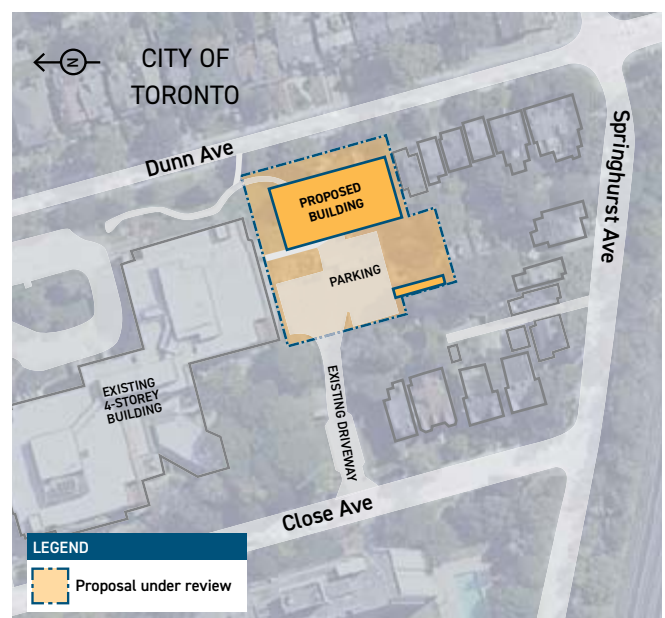
The building will be managed by a qualified and experienced non-profit housing provider that brings professional building management experience and expertise coordinating customized supports tailored to meet the unique needs of each resident.

Experienced staff will be in the building 24/7 to connect residents to a range of supports provided by the building's non-profit housing operators, health care professionals and other community-based programs.

If approved, construction is expected to begin in Fall 2021 and be completed by March 2022.

These homes are funded as part of the Government of Canada's Rapid Housing Initiative (RHI) which is providing \$1 billion in grant funding nationally. In Toronto, this funding can cover the cost of acquisition of land and construction of modular housing; acquisition of land and existing buildings for the purpose of conversion to affordable housing; and acquisition of land and rehabilitation of housing.

This project is delivered in partnership with all levels of government, the University Health Network (UHN) Gattuso Centre for Social Medicine and the United Way of Greater Toronto (UWGT). The support services model for this site will be developed by UHN's Gattuso Centre for Social Medicine, the City of Toronto and community partners. It will incorporate a range of health and social services to be delivered onsite.



## Engagement program

### Goals and objectives

The community and stakeholder engagement program for 150 Dunn Avenue was developed to introduce the initiative to the community, listen to community feedback, and explore ways to support the success of the new supportive housing in the community.

The engagement program was designed to meet the following objectives:

1

**Provide multiple opportunities** for stakeholders and the community at large to learn about the housing proposal, ask questions, and share feedback.



2

**Build awareness of the need** for homes with supports for people experiencing or at risk of experiencing homelessness in Toronto.



3

**Explore ways to build inclusive communities** where everyone has a warm, safe place to call home.



## Ways of providing input



### Virtual community meetings

The City held a virtual community meeting where community members in attendance heard from Mayor John Tory, Councillor Gord Perks, and City staff about the urgent need for supportive housing and the proposal to build new supportive housing at 150 Dunn Avenue. Participants could ask questions, provide comments and offer input on the project.



### Community Liaison

A dedicated Community Liaison was available via phone and email to receive feedback and answer questions from community members.



### Key stakeholder engagement

The Community Liaison sent notifications and an offer to meet to stakeholder groups in the immediate neighbourhood, such as community organizations, schools, child care centres, and resident associations.

The City and the Councillor's office held a virtual meeting with the South Parkdale UHN Tenants' Association (SPUHNTA).

A list of stakeholders is provided in Appendix C.



### Project webpage

The Housing Secretariat created a dedicated webpage ([toronto.ca/150Dunn](https://toronto.ca/150Dunn)) to share information about the proposed homes, the community meetings and how to provide feedback.



## Engagement activities and timeline

The table below describes the notification and engagement activities related to the project.

Date	Activity	Description
June 3	<b>Postcard delivered to immediate neighbours</b>	A postcard was delivered to residents and businesses within an approximately 300-metre-radius around 150 Dunn Avenue to introduce the project. The postcard included information about the supportive housing at 150 Dunn Avenue, the project webpage, the Community Liaison contact information, and an invitation to join the Community Meeting.
	<b>Outreach to stakeholders in the immediate neighbourhood</b>	The Community Liaison sent information and an offer to meet to local stakeholder groups in the immediate neighbourhood, such as community organizations, schools, child care centres, and resident associations.
June 3	<b>Virtual meeting with SPUHNTA</b>	Councillor Gord Perks and City staff met with South Parkdale UHN Tenants' Association (SPUHNTA) to provide information about the proposal to build supportive housing at 150 Dunn Avenue. SPUHNTA members had the opportunity to ask questions about the project and provide input.
June 4	<b>Public announcement</b>	An online public announcement was held with the Honourable Ahmed Hussen, Minister of Families, Children and Social Development and the Minister responsible for Canada Mortgage and Housing Corporation (CMHC), Mayor John Tory, and Councillor Gord Perks. A news release was issued to inform the public about the plans for supportive housing at 150 Dunn Avenue.
	<b>150 Dunn Avenue webpage launch</b>	The City of Toronto launched a webpage to share project information and invite public feedback at: <a href="http://www.toronto.ca/150Dunn">www.toronto.ca/150Dunn</a> .
June 4	<b>Fact sheets delivered to broader community</b>	A fact sheet was delivered to residents and businesses within an approximately 600-metre-radius around 150 Dunn Avenue to introduce the project. The fact sheet included information about the supportive housing at 150 Dunn Avenue, the project webpage, and the Community Liaison contact information.
June 16	<b>Virtual Community Meeting</b>	A community meeting was held with neighbours near 150 Dunn Avenue. Mayor John Tory, Councillor Gord Perks, and City staff provided information about the proposal to build supportive housing at 150 Dunn Avenue. Community members had the opportunity to ask questions about the project and provide input.
June 30	<b>Meeting with the Homeowners Association of South Parkdale</b>	City staff and the Councillor's office met with the Homeowners Association of South Parkdale who had requested a meeting to learn more about the project and ask additional questions.

## What we heard

### Participant snapshot



**20** people participated in meetings with neighbourhood groups (SPUHNTA and Homeowners Association of South Parkdale)



**110** people participated in an open virtual community meeting



**16** emails received from people who shared their comments and asked questions about the project



**16** phone calls received from people who shared their comments and asked questions about the project



**30** local stakeholder groups and organizations were notified either by the Community Liaison or by project partners, United Way of Greater Toronto and the University Health Network (UHN) Gattuso Centre for Social Medicine, with an offer to meet

## Summary of feedback

### Collection of feedback

Feedback on the supportive housing at 150 Dunn Avenue was received in a variety of ways, including:

- Feedback received by email and phone to the Community Liaison
- Meeting notes kept by a project team member at stakeholder meetings and community meetings

### Key themes

#### 1. A desire to know about future tenants

Questions and comments focused on who the future tenants would be and how they would be selected to live in the new housing, how the rental agreement would be managed, and who would be responsible for addressing community concerns once the building was open.

#### 2. Questions about space for Indigenous residents in the building

A few of the inquiries received were from individuals seeking assurance that Indigenous Peoples who are experiencing homelessness would be prioritized for the supportive housing at 150 Dunn Avenue.

#### 3. Clarification on the specific location of the new building on the site

Some of the inquiries received from community members and stakeholders were looking for clarification on the specific location of the proposed building as 150 Dunn Avenue is a large site.

#### 4. Feedback on the site plan and orientation of the building

A few comments provided suggestions on the site plan including changing the orientation of the building and moving the amenity space to the front of the building, allocating the full parking lot to the building's amenity space, and creating a path through the outdoor space to connect the community.

Note: Approximately 30 per cent of the inquiries received related to the supportive housing at 150 Dunn Avenue were from people interested in applying for the new homes.



# Addressing feedback from the community

## Clarifications about tenant identification

Future tenants would include women, Indigenous residents, racialized people, seniors, people with disabilities and other people who are experiencing or at risk of homelessness. The non-profit housing operator and its support service partners will work together to create a healthy and inclusive community to ensure future tenants are connected with supports that best meet their needs.

The residents will be identified and referred through the City's Coordinated Access processes, in partnership with a non-profit housing operator. Coordinated Access is a consistent community-wide approach to assessing, prioritizing, and connecting people experiencing homelessness to housing and supports.

## Questions about space for Indigenous residents in the building

Due to systemic racism and discrimination, Indigenous Peoples are over-represented in the homeless population. Because of this, Indigenous Peoples are a priority group for new supportive housing created by the City, including the new supportive homes at 150 Dunn Avenue.

As part of the HousingTO 2020-2030 Implementation Plan, in 2020 City Council approved an Indigenous-specific goal for affordable and supportive housing. This was co-established with Indigenous partners and includes approval of at least 5,000 affordable rental and supportive homes by 2030 in partnership with Indigenous organizations.

The City works closely with Indigenous housing providers and the Indigenous Affairs Office as the RFPs for new affordable and supportive homes are issued. The RFP for the supportive housing at 150 Dunn Avenue will be issued in Fall 2021 and the call will be posted here: <https://www.toronto.ca/community-people/community-partners/affordable-housing-partners/open-requests-for-proposals/>

## Questions about the specific location of the building

If approved, the modular building would be located on the east side of the site, along Dunn Avenue, specifically the south parking lot and lawn of UHN's EW Bickle Centre for Complex Continuing Care.

## Addressing community concerns about the operation of the building

The City will issue a Request for Proposal (RFP) to select a qualified and experienced non-profit operator for 150 Dunn Ave. The successful proponent will be selected based on a number of criteria including but not limited to: effective in working with the local community; experience managing affordable and supportive housing; strong track record in tenant engagement/communications; experience working with a range of tenants, including marginalized and vulnerable populations. The operator will be in place before the new tenants move in.

Once the non-profit housing operator is selected they will connect with the community and ensure there is a channel for addressing any questions. This includes providing a phone number or email address where the local community can be in touch with the building operator directly. In the meantime, the Community Liaison is available to answer any questions and receive additional feedback.

## Questions about how to apply for housing

People who inquired about applying for housing at 150 Dunn Avenue were informed that there is no application process or waitlist for this building. Tenants for these homes will be identified using a prioritization-based approach to connect people experiencing homelessness and also under-served by the healthcare system to this permanent housing opportunity. The City and the selected non-profit housing provider will coordinate the tenant identification process in partnership with UHN, street outreach, shelter, 24-hr respite, and hotel/motel program providers.

The Community Liaison suggested that people who are in need of housing call the City at 311 or visit the Finding Housing webpage <https://www.toronto.ca/community-people/housing-shelter/rental-housing-tenant-information/finding-housing/>.

## Next steps



# Appendix A: Copy of postcard

## POSTCARD FRONT

### Creating affordable homes with supports for people in need at 150 Dunn Avenue

**There are approximately 7,800 people experiencing homelessness in Toronto. New homes with supports are urgently needed to ensure everyone has a warm, safe place to call home.**

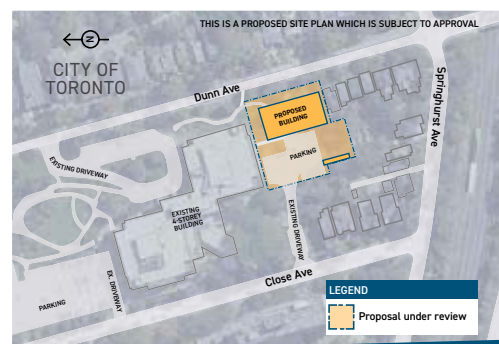
To respond to this urgent need, the City of Toronto is building modular housing at 150 Dunn Avenue. The new four-storey building will provide homes for approximately 51 people and support their health and well-being.

The new homes will be:

- Dedicated to seniors, women, Indigenous residents, racialized people, people with disabilities and other people who are experiencing or at risk of homelessness
- Studio apartments with a bathroom and a kitchen

The building will include amenities such as shared laundry, a commercial kitchen, a dining area, a communal area and programming space.

The building will be managed by a qualified and experienced non-profit housing provider that brings professional building management experience and expertise coordinating customized supports tailored to meet the unique needs of each resident. The housing will have 24/7 supports on-site. The support services model for the site will be developed by UHN's Gattuso Centre for Social Medicine, the City of Toronto and community partners.



## Join us for a Community Meeting

**Wednesday, June 16, 2021 at 7 p.m.**

This meeting will be held virtually | Please visit [www.toronto.ca/150Dunn](http://www.toronto.ca/150Dunn) to access the public link at the above date and time to attend

## Moving forward at 150 Dunn Avenue

The City of Toronto affirms that adequate housing is essential to a person's dignity and worth and is building these homes with supports for people in need as quickly as possible.



For more information on these new homes, please visit: [www.toronto.ca/150Dunn](http://www.toronto.ca/150Dunn)

To provide feedback or to ask questions:

### Contact the Community Liaison:



Phone: **437-684-5857**  
(Monday to Friday 9 a.m. to 4 p.m.)



Email: [communityliaison@bigideaspace.ca](mailto:communityliaison@bigideaspace.ca)

### Contact Councillor Perks' office:



Phone: **416-392-7919**



Email: [councillor\\_perks@toronto.ca](mailto:councillor_perks@toronto.ca)

### IMPORTANT INFORMATION

Please have this translated

For materials in Tibetan, please visit [www.toronto.ca/150Dunn](http://www.toronto.ca/150Dunn)

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# Appendix B: Copy of fact sheet

FACT SHEET (PAGE 1)

## SUPPORTIVE HOUSING IN TORONTO



## Creating affordable homes with supports for people in need at 150 Dunn Avenue

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### INFORMACIÓN IMPORTANTE

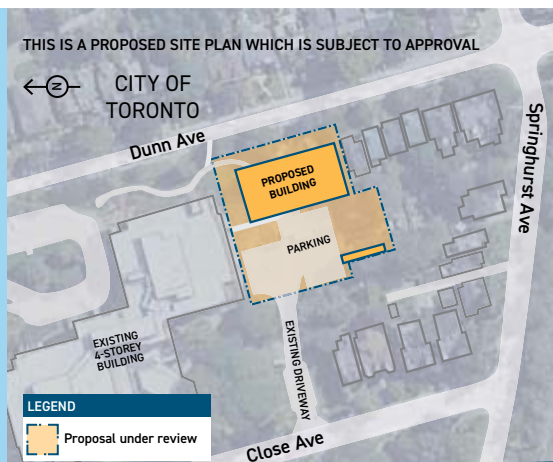
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### MAHALAGANG IMPORMASYON

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### FONTOS INFORMÁCIÓ

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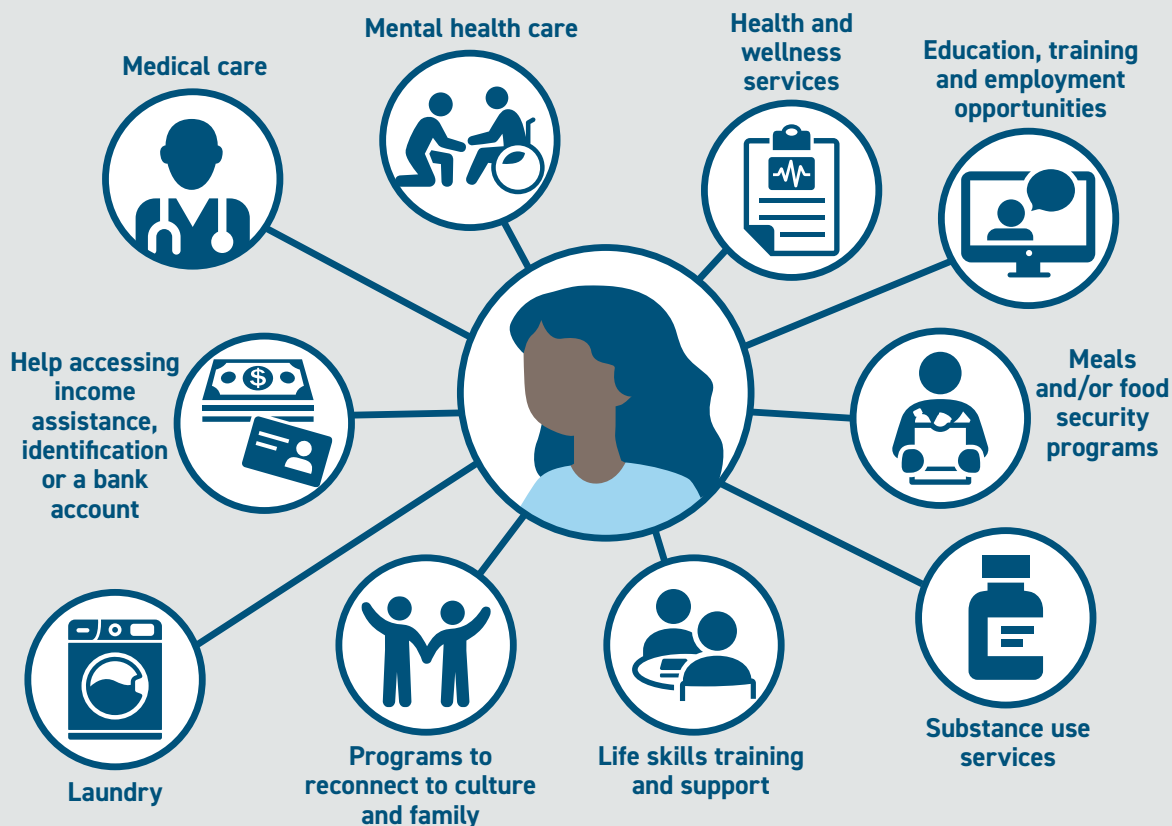
## Providing dignity and supporting well-being

The City of Toronto affirms that adequate housing is essential to a person's dignity and worth and that all residents should have an equal opportunity to thrive and develop to their full potential.

The building will be managed by a **qualified and experienced non-profit housing provider** that brings professional building management experience and expertise coordinating customized supports tailored to meet the unique needs of each resident.

Experienced staff will be in the building 24/7 to connect residents to a range of supports provided by the building's non-profit housing operators, health care professionals and other community-based programs.

## Homes with supports: connecting residents to services and programs



## Building sustainable and inclusive communities

Providing residents with good quality, affordable housing is the cornerstone of vibrant, healthy neighbourhoods. It also supports the environmental and economic health of the city, the region and the country as a whole.

Bringing people inside means there are fewer people outside struggling to survive. When a person chooses to live in homes with supports, they:

- have a warm, safe place to permanently call home
- can access the necessities of life such as food, washrooms and laundry
- can begin to heal from the damage caused by living outside
- strengthen community connections

**Building homes with supports can offer an opportunity for people to come together and create welcoming, safe and inclusive communities for all.**



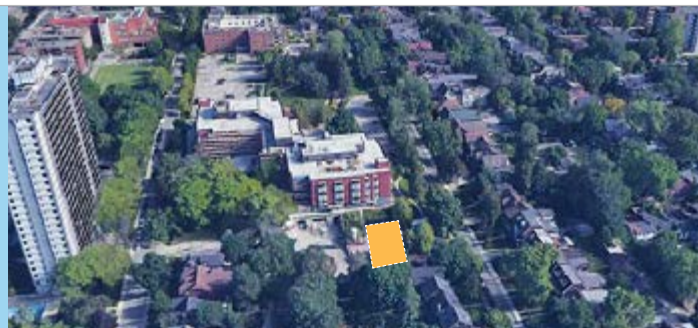
## Working together to address homelessness in our city

Homelessness is a complex challenge that requires everyone's participation including all orders of government, Indigenous communities, people with lived experience of homelessness, persons who are members of equity-deserving groups, service providers, private, non-profit and community groups and neighbours.

**By working together, we can reduce the number of people experiencing homelessness and help save lives.**

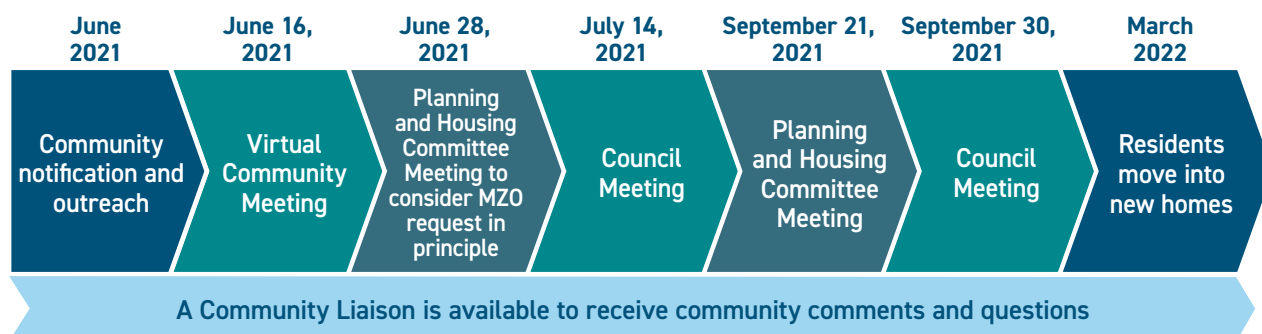


Identified as a priority in the HousingTO Action Plan, homes with supports provide people in need with good quality, safe, affordable and permanent homes.



## Moving forward at 150 Dunn Avenue

The City of Toronto will begin modular building construction to provide homes with supports for people in need as quickly as possible.



*Dates in the timeline are approximate and subject to change.*

To provide feedback or to ask questions:

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Phone: **437-684-5857**  
(Monday to Friday 9 a.m. to 4 p.m.)

Email: **communityliaison@bigideaspace.ca**

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## Appendix C: Stakeholder list

MPP Bhutila Karpoche  
MP Arif Virani  
School Trustee Robin Pilkey  
Queen Victoria Public School  
Holy Family Catholic School  
Parkdale Collegiate Institute  
Sunflower House Childcare Centre  
Parkdale Early Learning Centre  
West Neighbourhood House  
Kababayan Multicultural Centre  
Masaryk-Cowan Community Centre Parkdale  
Toronto Public Library Parkdale Branch  
Parkdale Intercultural Association  
Native Child and Family Services of Toronto  
Mainstay Housing  
Pelletier Teenage Mother Foundation  
Spencer Avenue Co-op  
Sistering - A Woman's Place  
St Felix Centre Respite Site  
More Than Child's Play  
Parkdale Activity Recreation Centre  
Parkdale Neighbourhood Land Trust  
Parkdale Community Food Bank  
Parkdale Queen West Community Health Centre  
LOFT Community Services  
Breakaway Community Services  
Reconnect Community Service  
COTA Health  
Parkdale Village BIA  
Parkdale Residents Association