



**NEIGHBOURHOOD  
HOUSE**

Formerly St. Christopher House

**CONTACT:**  
Reception 416-532-4828  
info@westnh.org  
www.westnh.org

**ADMINISTRATION:**  
588 Queen Street West  
2nd floor  
Toronto, ON Canada M6J 1E3  
Fax 416-504-3047

Attn: Agenda Item 2023.EX9.10

October 31, 2023

Dear Executive Committee,

I am writing on behalf of West Neighbourhood House to show our support for the City-wide expansion of the Toronto Community Crisis Service (TCCS). We also urge you to fund this expansion now, not in 2025, as almost half of the city is still not served by pilots.

West Neighbourhood House is a multi-service organization in that has been serving Downtown West Toronto since 1912. We work serve about 13,000 people of all age groups annually in programs for children and youth, seniors, newcomers, employment seekers, adult learners, people experiencing gender-based violence and people experiencing homelessness. In our programs and community work we support personal and social change towards more inclusive and resilient communities

Community safety and effective strategies to address mental health have consistently been noted as issues for our program participants. Participants in our Meeting Place drop-in and other programs have spoken of unhelpful to harmful interactions with police interactions when in mental health crisis. Furthermore, our recent broad community consultation with over 150 community members and a representative community panel convened by MASS LBP identified alternative mental health supports and alternatives to policing as very important to Downtown West Toronto being a healthy community.

The mismatching of police responses to specific community needs leads us to support with full enthusiasm the city-wide implementation of the TCCS. We urge City Council to use investments in safety to respond effectively and with care to individuals experiencing social and health issues like homelessness and mental health. A community-based service such as TCCS provides an in-depth and skilled response, connecting those in crisis to services and completing follow-ups to assist them in connecting with ongoing supports. For the last year, this service has been

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**The Meeting Place**  
Newcomer Outreach Program

248 Ossington Avenue  
Toronto, ON Canada M6J 3A2  
**Adult Literacy and  
Learning Programs**  
Family and Newcomer  
Programs  
Music School  
Older Adult Centre

1033 King Street West  
Toronto, ON Canada M6K 3N3  
**Employment Services**  
Financial Empowerment  
and Problem Solving  
Adult Learning Programs

1497 Queen Street West  
Unit #103, Toronto, ON  
Canada M6R 1A3  
**Family and Newcomer  
Programs**  
Parkdale Meeting Place



**United Way**  
Toronto & York Region

Charitable Registration No.  
11925 7525 RR0001



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available in parts of the neighbourhoods we work in. It has done excellent work and is a welcome resource.

On October 31<sup>st</sup>, there is an opportunity for you as the Executive Committee to make the impactful decision for the City-wide expansion of the TCCS. Given the City's positive reporting on the community pilots, there is now strong evidence about the need for expansion. We urge you to fund this expansion now, not in 2025, as almost half of the City is still not served by pilots. The delay in phasing rollout not only poses increased vulnerability to residents, it is a missed opportunity to connect those at highest risk in our City to services that could change the trajectory of repeat crises.

We look forward to your support for speedy, appropriately-funded support of Toronto Community Crisis Service.

Yours sincerely,

Director of Community Programs and System Change

On Behalf of

Maureen Fair, Executive Director

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