

City of Toronto Interdivisional Protocol for Encampments in Toronto

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1. Purpose and Objectives

The purpose of the *Interdivisional Protocol for Encampments in Toronto* (IDP) is to outline a clear, transparent, and coordinated process to guide City of Toronto staff in delivering the City's response to encampments on City-owned spaces and enforcement of the City's bylaws and/or other applicable law or policy ("enforcement").

For the purposes of the IDP, an encampment is a structure on a portion of public or private lands that is used as a dwelling, lodging, living quarters or shelter for one or more persons experiencing homelessness and includes supporting structures.

Given the complexity and challenges of the issue of homelessness, the goal of the City's response to encampments is to use a human rights-based approach to support people living in encampments with the ultimate goal of assisting them in accessing indoor space. The City also recognizes its responsibility to ensure that public spaces remain safe and accessible to all residents, including people experiencing homelessness.

The objectives of the IDP are to:

- Clarify the roles and responsibilities of key City Divisions in addressing encampments, including how Toronto Shelter and Support Services' (TSSS) Encampment Office (EO) as lead, will work and coordinate with other Divisions (see Appendix 1, Roles and Responsibilities of City Divisions).
- Outline how the City will support people living in encampments, with the goal of moving people to indoor space.
- Outline the process for initiating and conducting enforcement, including the potential removal of an encampment.

Guiding Principles

In responding to encampments, the City is committed to:

1. Using a human rights-based approach that centres ongoing, meaningful engagement with, and participation of, people living in encampments to understand their needs, involving them wherever possible in decision-making processes that impact them.
2. Treating people living in encampments with the same dignity, respect, kindness, and compassion as it does with all residents, and applying a trauma-informed and culturally-safe approach.
3. A response to homelessness grounded in a Housing First approach that focuses on helping people find permanent housing with the supports they need to live independently.
4. Using available tools and options to help people living in encampments in accessing indoor space and support services that address their identified needs.

5. Offering a variety of service models to meet the diverse needs of people living in encampments, including people with complex needs.
6. Using a coordinated and integrated approach in responding to the needs of people living in encampments that is grounded in best practices.
7. Engaging in ongoing proactive and transparent communication with people living in encampments, service providers, community agencies, the public and other stakeholders.
8. Recognizing the knowledge and experience of, and working with, Indigenous communities to utilize culturally-based approaches to support Indigenous people living in encampments.
9. Ongoing monitoring and periodic review of the IDP. The City recognizes that the IDP will evolve as needed based on relevant emerging issues, stakeholder feedback, legislative amendments, and direction from City Council.

2. Encampment Response Process

Encampments are a complex issue that require a coordinated multi-divisional response. The City recognizes that each encampment is unique and will tailor its approach and supports to meet the needs and conditions of each encampment and the people living in them.

Identification, Assessment and Coordination

The EO will receive and manage all reports of encampments for assessment and coordination. Outside of regular business hours, encampment notifications will be forwarded to TSSS' Duty Office to coordinate services. If notifications regarding new encampments are received by other Divisions, they will be forwarded to the EO for assessment and coordination.

- When an encampment has been reported, within 24 hours upon receiving notification, the EO will notify Streets to Homes (S2H), providing available details about the encampment, and initiate outreach efforts to people living in the encampment.
- Simultaneously, the EO will inform Parks Forestry & Recreation (PFR) to assign Park Ambassadors to parklands or Transportation Services (TS) staff to public right-of-way for review.

If an encampment is located on private property, the EO will notify Municipal Licensing and Standards (MLS) to assess the encampment and make necessary notices to the property owner. Property owners may request S2H to provide outreach assistance through 311.

Outreach and Supports

Outreach services play a crucial role in the City's response to encampments, ensuring that the needs and well-being of all people living in encampments remain a priority and that people are able to participate, where possible, in decisions that directly impact them.

Streets to Homes and its funded partner agencies focus on building trusting relationships and meaningful engagement with people in encampments through ongoing outreach and providing culturally, gender, age-appropriate supports. This will include an assessment of people's unique needs, focused outreach and housing-related follow-up supports to assist people who are experiencing homelessness and sleeping outdoors in finding and keeping housing.

Outreach staff will provide specialized supports and resources that focus on the health, mental health and well-being, including referral to shelter, housing case management, assistance in obtaining identification documents and income supports, referral to harm reduction services and distribution of harm reduction supplies and providing additional wellness checks during extreme cold and heat weather alerts.

When determined appropriate and contingent on the availability of resources, the City will use an enhanced housing-focused outreach and supports approach (the "Enhanced Outreach Model"), used for example at Dufferin Grove Park and Allan Gardens. The Enhanced Outreach Model focuses existing outreach efforts in a heavily encamped public space by having City staff work collaboratively with community partners at the advisory and operational levels, to bring comprehensive social and health service supports directly to the public space to help reduce service barriers and promote people's participation in decisions that impact them. Services and supports in this approach may include enhanced outreach and housing services, income supports, harm reduction supports, health and mental health care services.

The City recognizes that each encampment site is unique and will apply the Enhanced Outreach Model when appropriate and feasible with necessary adjustments. In deciding when to apply the Enhanced Outreach Model, the City may consider factors such as, the size of the encampment, length of time since the encampment was established, degree of vulnerability of people living in the encampment, availability of resources, and impacts on local residents and surrounding community.

The Encampment Steering Committee will play a key role in recommending priority encampments for this enhanced response. The General Manager of TSSS will make the final decision on when an Enhanced Outreach Model will be applied.

Health and Safety

The City of Toronto prioritizes the safety and well-being of people living in encampments, its staff, service providers and the surrounding communities.

Conditions in encampments may create health and safety concerns for people living in encampments and the surrounding community. Open fires, combustibles, proximity of structures to each other, improvised heating sources, accumulation of materials, debris,

drug paraphernalia, excessive noise, unleashed pets, and illegal activity may be more prevalent at encampments and may pose an increased health and safety risk. People living in encampments are also at increased risk of cold weather injuries such as frostbite and hypothermia and may be targets for victimization, human trafficking, violence and assault, and sexual exploitation.

As part of the City's response, the EO will lead a coordinated process, in collaboration with relevant City Divisions such as TS, MLS, PFR, Toronto Fire Services (TFS), and Corporate Security (CS) to assess risks posed by encampments for purposes of allocating resources, prioritizing encampment response and better supporting people living in encampments. The degree of risk at an encampment will be determined by assessing factors such as:

- Physical location of the encampment
- Size of the encampment, including number of people and structures
- Presence of potential safety hazards (e.g. propane tanks, improvised heating sources, etc.)
- Incidents of violence
- Presence of weapons and criminal activity
- Vulnerability of encampment residents
- Incidents of injury or death
- Other identified public health or safety risks

The City will work with people living in encampments to proactively address public safety or health and safety concerns. It is recognized that supporting people's health and safety needs will reduce harm. The City will support people in their health and safety needs through various measures that may include, facilitating access to sanitation and hygiene facilities, waste disposal, wellness and safety checks, fire safety education and information, safety assessments, crisis prevention and intervention supports, provision and safe disposal of harm reduction supplies.

If at any time an encampment is determined to be a public safety or health and safety risk to the people living in the encampment, neighbouring encampments, and/or surrounding communities, the EO and S2H will work closely with appropriate Divisions to address and mitigate the health and safety concerns. The General Manager of TSSS, in consultation with the Encampment Steering Committee, will be the lead for making this determination based on the risk assessment and recommendations of other Divisions.

Where mitigation efforts are not sufficient to address the public safety or health and safety concerns, the City may consider enforcement.

Individuals with Complex Needs

The City acknowledges that it cannot force people living in encampments to accept services and supports. Through outreach, the City engages on an ongoing basis with people living in encampments to understand their shelter and individual support needs and connect them with culturally, gender and age-appropriate services. There may be times when people living in encampments with complex needs decline services, supports, and offers of indoor

space. Outreach efforts are focused on continuing to provide caring and supportive services and facilitating access to a range of enhanced and intensive supports.

The City will take the time needed to develop trusting relationships with people living in encampments and build partnerships with various sectors such as primary health care, mental health, and harm reduction to coordinate an integrated service response to support vulnerable people living in encampments. The City is committed to exhausting reasonable tools and options to support people living in encampments in accessing indoor space that meets their identified needs.

At all times, including if enforcement is required, these services and supports remain available and people living in encampments will be treated with dignity and respect.

Notice of Enforcement

The City will strive to provide prior written notice in all situations requiring enforcement. In most cases, a notice will provide for a minimum of 72 hours for compliance. Where a 72-hour notice period is not feasible, the City reserves the right to issue notices with shorter compliance periods. Whereby their nature, a public safety or health and safety concern requires immediate action, the City further reserves the right to enforce immediately and without prior written notice. The General Manager of TSSS, in consultation with the relevant Division heads will determine when a written notice is not feasible.

A notice includes a *Notice of Violation*, given pursuant to a City of Toronto by-law or a notice given pursuant to the *Trespass to Property Act*. R.S.O. 1990 c. T21. Before issuing a notice, the EO will lead and coordinate with relevant Divisions such as PFR, TS, MLS, and/or CS to engage with people living in the encampment to inform them of applicable City by-laws.

The EO will be the primary contact with people living in encampments to engage with them to provide information related to the written notice, including details on the activities that are contrary to applicable legislation, the period of compliance, and the consequences for failing to do so. In cases where a written notice cannot be provided, the EO will also attend the encampment to provide the above information. In all cases, the EO will be available to answer any questions people living in encampments may have or to direct them to available services and supports.

Throughout this process, S2H will continue to attend at the encampment to assist people living in encampments in accessing indoor space and appropriate supports.

Notices will only be issued when:

- Circumstances in an encampment or encampments pose a public safety or health and safety risk to people living in encampments, other members of the public and/or surrounding communities; or
- People living in encampments have been provided with enhanced and intensive supports, particularly people with complex needs, and other reasonable tools and options have been exhausted and they continue to decline indoor space or decline to meaningfully work on the development of a housing plan.

At the time of issuance of a notice and throughout the compliance period, the EO will make several attempts to meet with people living in encampments in addition to providing them with written information. The EO will outline what may happen on the day of enforcement, and options of services and supports, including shelter, health, and mental health supports, and storage options that are available to them up to and including the day of enforcement.

The City will use plain language and accessible modes of communicating with people living in encampments, including meeting to provide information and answer questions. If for any reason, the City decides not to enforce a notice, the decision will be communicated to people living in encampments using both verbal and written methods prior to the compliance date. Should the City decide to proceed with enforcement at a later date, a new notice and compliance date will be issued.

Enforcement

The City recognizes that enforcement has a significant impact on people living in encampments. If an encampment remains after the compliance period has passed, the City may proceed with enforcement. The General Manager of TSSS, in consultation with the Encampment Steering Committee and senior City leadership, will be responsible for making the final decision to proceed with enforcement and the EO will lead in coordinating with other City Divisions.

Prior to enforcement:

- EO staff will confirm that people declining indoor space or declining to meaningfully work on the development of a housing plan have been provided with enhanced and intensive supports, particularly people with complex needs, and that other reasonable tools and options have been exhausted; and
- EO staff will confirm that people living in encampments subject to enforcement were provided with written information outlining what may happen on the day of enforcement, and options of services and supports, including shelter, health, and mental health supports, and storage options that are available to them.

On the day of enforcement, the City will:

- Designate an EO staff member to coordinate the City's enforcement, which includes designating an EO staff member to be available to people living in the encampment who have questions or concerns related to enforcement.
- Offer people living in the encampment a referral to indoor space.
- Offer on-site mental health and other support services to the people living in the encampments.
- Ask people in the encampment to leave the site. Transportation will be offered to all people living in the encampment.
- Offer storage space to store personal belongings for those who accept indoor space referral.
- Clean up encampment site.

S2H and its funded partners and PFR's Park Ambassadors may be present to provide support to people in encampments on the day of enforcement.

The City will ensure that people living in the encampment are provided with adequate time to sort and collect personal belongings on the day of enforcement. Whereby their nature, a public safety or health and safety concern requires immediate action, the City reserves the right to shorten the time to sort and collect personal belongings. In these situations, the City will communicate an alternative process.

The presence of CS and/or Toronto Police Services may be necessary to keep the peace, to support City staff in the safe performance of their work or to assist in enforcement of City by-laws and trespass notices. Unless a public safety issue arises, the EO will lead the encampment response.

Storage of Personal Belongings

The City is committed to treating people living in encampments and their belongings with respect and dignity as it does for any other residents. The EO engages with people in encampments to identify their storage needs and provide them with options in accordance with the City's Belongings, Storage, and Retrieval Overview policy. The City offers storage space for personal belongings and vital documents for people living in encampments who accept a shelter referral or will be transitioning into housing imminently. People living in encampments on private property can also access the City's storage services if they are actively working with S2H.

All property collected is photographed on site and secured and appropriately tagged with a time and location of storage on each bag. The property will be delivered to a storage facility where the property is logged and stored.

Site Clean-Up

PFR and TS clean-up crews engage in routine maintenance at parks and right-of-way where encampments are located. Crews work with people in encampments to remove unwanted items and garbage and ensure that parks and right-of-way remain safe and accessible for all. Following enforcement, PFR and TS clean-up crews will remove all remaining items at an encampment site. For occupational health and safety reasons, the City may use large equipment to assist in clean-up efforts.

At times, Solid Waste Management Services (SWMS) will be asked to provide support by providing Roll-off Bins and removal of smaller litter and debris.

Clean-up crews will not enter an encampment site for clean-up until:

- People living in the encampments have gathered their belongings and verified that nothing they wish to retain has been left behind;
- EO staff survey the area in and around the encampment after people have vacated, or at abandoned encampment sites. Should EO staff locate any items that appear to be of importance they will collect and store these items in accordance with the storage policy; and

- EO gives the clean-up crew the clearance to enter encampment site.

Site clean-up on private property is the responsibility of the private property owner.

Continued Outreach and Supports

It is the City's intention to maintain communication with people leaving encampments who wish to remain in contact in order to provide ongoing supports and services, recognizing that some may not immediately accept support after enforcement. The EO will provide information on accessing City services to people leaving encampments, ensuring they have the resources available should they require assistance at any point after leaving the encampment.

The City will continue to offer supports to people who have left an encampment which may include providing information on resources, assistance in accessing temporary shelter, facilitating access to permanent housing, providing comprehensive case management services, and ensuring access to healthcare and mental health services.

Encampment Prevention and Restoration

Encampment prevention plays a crucial role in the City's response to encampments. The most effective means of encampment prevention is the City's efforts to increase permanent deeply affordable and supportive housing with a range of support services to help people live independently and with dignity.

The City may implement prevention and restoration measures for a period of time to manage encampment growth or prevent the establishment of new encampments at identified locations to ensure that public spaces are restored and accessible to all. Measures may include fencing, re-seeding, and landscaping as well as animating public spaces. In these circumstances, the City will provide information and signage may be posted at parks or public spaces advising that prevention and restoration measures are being taken.

3. Engagement with Stakeholders and Partners

People Living in Encampments

The City is committed to meaningful engagement and participation of people living in encampments in decision-making processes that impact them.

“Meaningful Engagement” refers to the ongoing and purposeful participation of people with lived experience that fosters genuine participation, robust collaboration, and contribution. It values the experiences and perspectives of participants, striving to integrate feedback into decision-making processes.

Meaningful engagement in the context of outreach includes working with people to build trust and allowing them to define their immediate needs. It also includes working with

people to define their social determinants of health such as income and other social and health supports to meet those needs. Meaningful engagement ensures that people living in encampments are able to participate in decisions that directly impact them. Outreach staff will provide resources and opportunities to support those decisions.

The City will continue to develop ongoing opportunities for meaningful engagement of people with lived experience of encampments in the encampment response process as well as broader strategic policy and program development work, including but not limited to:

- Expanding advisory groups
- Community engagement opportunities including place-based meetings with people living in encampments when this can be facilitated
- Service user surveys and feedback
- Street Needs Assessment survey of people experiencing homelessness
- Employing peer workers and harm reduction workers

In addition to the above, a Community Working Group will be established at each encampment site where the Enhanced Outreach Model is utilized, along with a process unique to each site to centre the voices of people living in that encampment.

The City is committed to meaningful engagement with Indigenous, Black, racialized, 2SLGBTQ+ and other equity deserving people living in encampments and will work with them to ensure their unique needs are represented. The City will collaborate with groups such as the Toronto Indigenous Community Advisory Board and the City's Confronting Anti-Black Racism teams around culturally appropriate methods of engagement.

In addition, the City's Housing Rights Advisory Committee may provide a mechanism for strategic engagement to ensure that the City's response remains grounded in a human rights-based approach.

Indigenous People with Lived Experience and Indigenous Service Providers

Indigenous people are persistently overrepresented among people experiencing unsheltered homelessness in Toronto. This is the direct result of historical and ongoing colonialism, systemic racism, government policies and practices, dispossession of lands, and intergenerational socio-economic inequities and trauma.

The City acknowledges that Indigenous communities are best positioned to determine the needs and solutions for the other members of their communities. The City is committed to supporting and advancing Indigenous-led solutions to unsheltered homelessness in Toronto. The City recognizes the critical role Indigenous homelessness service organizations play in supporting Indigenous people living in encampments through trauma-informed outreach and assistance to access culturally based shelter, support services and housing that meets their needs.

In 2018, TSSS co-developed the [*Meeting in the Middle Engagement Strategy and Action Plan*](#) (*Meeting in the Middle*) with the Toronto Aboriginal Support Services Council and Toronto Indigenous Community Advisory Board to foster a respectful relationship and identify actions to address Indigenous homelessness in Toronto.

Sacred Fires

The City recognizes the practice of some Indigenous peoples to engage in a cultural/religious practice commonly referred to as a Sacred Fires. As such, it is noted for clarity that Designated Sacred Fire sites are not encampments and therefore not within scope the IDP.

Service Providers and Community Partners

Service providers and community partners working in the homelessness and housing sector play a crucial role in supporting the City's response to encampments. Their on-the-ground expertise and relationships with people experiencing homelessness can increase the likelihood of a successful response.

Service providers and community partners contribute specialized knowledge based on their experience in delivering services; identify the needs and challenges of the service users they serve to help the City understand the issues on the ground; and provide specialized services and supports to people living in encampments, such as culturally appropriate supports for Indigenous, Black, racialized, 2SLGBTQ+ and other equity deserving groups.

In situations where the City applies an Enhanced Outreach Model to an encampment site, the City will work with service providers through mechanisms such as Community Working Groups to obtain strategic and operational input around the City's response and to align and coordinate services and supports.

4. Information and Communication

Collection of Personal Information

The City will ensure that any collection, use and disclosure of personal information in its encampment response is in accordance with legislation and associated regulations, standards, and other City policies.

Communication with People Living in Encampments

The City will use multiple communication methods, in clear and plain language, to ensure people living in encampments are informed about its encampment response. EO and S2H staff will act as a primary source for information sharing. Information regarding notices and enforcement will be communicated to people living in encampments through both verbal and written means. City staff will also verbally inform people living in encampments about the updated IDP and provide an information sheet and, if requested, a copy of the IDP.

People living in encampments who have questions and concerns can contact 311 and/or outreach staff to be connected to the EO.

Communication with Service Providers and Community Partners

The City will continue to communicate updates to partner service providers and other community agencies on its response to encampments through TSSS Directives, Bulletins, and webinars. The City and its outreach partners will provide an information sheet including the URL link and an outline of the IDP.

Communication with Business Improvement Areas, Resident Associations, and the Public

Information on the City's approach to encampments, the IDP, and specific encampment-related data will be posted on the [City's website](#).

The City may provide the following information publicly, provided it does not put the safety of staff and people living in encampments at risk:

- Notices and compliance periods provided
- Roles and responsibilities of relevant City Divisions
- Services and supports available to the people in the encampments and how to access them

Business Improvement Areas (BIAs) and Resident Associations (RAs) play an important role in notifying the City when there is an encampment in their area and concerns of surrounding communities. This can include safety and maintenance of encampment areas, noise, unsafe needle disposal, waste, and fire hazard removal. The City will endeavour to communicate with BIAs and RAs to provide updates and resources as needed to assist them in supporting the City's response to encampments.

5. Service Request Information and Complaints

Reporting Encampments

Anyone in Toronto including City staff and City Councillors can report new encampments or concerns about existing encampments such as noise, animal welfare or hazardous waste related to encampments to the City by contacting 311 or emailing TSSS at homeless.support@toronto.ca. The relevant City Divisions will collaborate with 311 to ensure that information is available to the public and that public complaints are received and addressed promptly.

Complaints and Compliments

Details on how to submit complaints and compliments on the City's response to encampments and encampment-related City services are on the City's [Toronto Shelter & Support Services – Complaints & Compliments](#) webpage. If it is determined that a complaint can be more effectively addressed by other City Divisions, it will be forwarded to and responded by those respective Divisions.

6. Monitoring and Review

The City recognizes that the IDP may need to evolve and adapt to emerging issues and trends. The IDP will be maintained by TSSS with a commitment to ongoing monitoring and periodic review and evaluation of its implementation. The General Manager of TSSS may, from time to time, make any necessary clarifications, refinements, minor modifications, or technical amendments to this IDP.

Monitoring and evaluation are critical parts of tracking and assessing performance to identify areas for improvement and adjustments and ensuring that the goals and objectives of the City are being achieved. Key performance indicators will be developed to support ongoing monitoring and evaluation. Ongoing feedback from City staff, people with lived experience in encampments, community service providers, Indigenous people with lived experience and Indigenous service providers, and other key stakeholders will be critical for informing this evaluation. Reviews will also take into consideration any changes in any applicable legislation, Council direction, and any policy or procedural changes.

Nothing in this protocol purports in any way to limit or fetter the responsibilities, discretion, duties or powers of the Fire Chief, Medical Officer of Health, Chief of Police or any other statutory or other office or power holder in relation to anything that may fall within their respective purview or jurisdiction, including the enforcement of any law.

Appendix 1: Roles and Responsibilities of City Divisions

Toronto Shelter & Support Services (TSSS)

TSSS is the shelter service system manager for Toronto. TSSS oversees and coordinates shelter, support services and outreach. Its mission is to connect people experiencing homelessness with supports and housing. TSSS leads the City's response to encampments.

Encampment Office (EO): Leads and coordinates the City's interdivisional response to encampments. The EO works with other stakeholders to provide public, social, and health-related supports to people living in encampments.

The EO coordinates the City's response to encampments by:

- connecting people living in encampments with outreach services provided by Streets to Homes.
- facilitating access to spaces within the shelter system.
- coordinating with multiple City Divisions and community partners to address the complex health and safety risks in and around encampments.
- ensuring City of Toronto public spaces such as parks, greenspaces and right-of-way are accessible to all.

Streets to Homes (S2H): Engages people experiencing street homelessness to address their self-identified needs in obtaining and sustaining housing. S2H provides street outreach services seven days a week and 365 days a year, facilitating shelter referrals and providing additional supports such as health, mental health, harm reduction, income and identification, and distribution of harm reduction supplies, naloxone kits, blankets, sleeping bags and cold weather clothing. The S2H program is comprised of both City staff and partner community agencies that work together across the city to deliver specialized services and supports, including Indigenous-specific, mental health and youth supports.

Community Safety Teams (CSTs): Third party contractors who are trained to monitor encampment areas on a regular basis and provide on-site support, including wellness checks and information and resources. CSTs have expertise in de-escalation, conflict resolution, and crisis prevention and intervention supports.

Encampment Steering Committee

The Encampment Steering Committee meets to provide executive leadership oversight and strategic decision-making and direction on the City's encampment response. The Encampment Steering Committee is chaired by the General Manager of TSSS and includes senior executives from across City Divisions to enable discussion specifically on the topic of encampments and areas impacted by encampments. The committee's goal is to support interdivisional collaboration and accountability with a common vision, goal, and resource plan for responding to encampments.

The Encampment Steering Committee will support the General Manager of TSSS, in determining priority encampments for the Enhanced Outreach Model, when an

encampment poses a public safety or health and safety risk, and when enforcement will proceed.

Encampment Working Group

An interdivisional Encampment Working Group, led by the EO meets to ensure coordination in the City's response to encampments. The Encampment Working Group focuses on operational issues and service delivery coordination and is comprised of interdivisional units whose frontline staff are tasked with encampment related response and is aligned with best practice approaches. Diversity in Divisions/units ensures subject matter expertise and specific insights and considerations to support continual improvement to frontline encampment operations. Additionally, the Encampment Working Group provides space for information to be shared across Divisional staff, including priority updates to support the needs of people living in encampments and ensure locations impacting public safety are addressed by all relevant Divisions. The Encampment Working Group is represented on the Encampment Steering Committee to ensure operational issues are brought-forward to the Encampment Steering Committee and decision-making is applied and implemented at the working group level.

Parks, Forestry and Recreation (PFR)

Parks Ambassadors and Clean-up Crews are responsive, mobile crews whose day-to-day work contributes to ensuring all parks remain welcoming for passive and active recreational use.

Parks Ambassadors: Perform safety and wellness checks, provide supplies, and connect people to street outreach services and support agencies and referrals to programs and services offered by the City and partner agencies. Identification of new encampments in parks are referred to the EO.

Clean-up Crews: Remove abandoned items, garbage, debris, firepits and combustibles identified as potential fire hazards and work with people in encampments to remove unwanted items and garbage from parks. Assist to collect, store, and facilitate return of personal belongings that adhere to City storage policy guidelines. Ensure that parks remain safe and accessible for all by restoring parkland and removing hazards.

Transportation Services (TS)

Responds to encampments on the City's right-of-way such as roadways, boulevards, bridge easements, and sidewalks. TS refers encampments to the EO for support before determining next steps. TS will also remove abandoned items, garbage, debris, firepits and combustibles in the public right-of-way.

Municipal Licensing and Standards (MLS)

Investigates noise, animal welfare and by-law complaints and issues associated notices of enforcement where appropriate. MLS refers encampment related issues to the EO. When necessary, MLS can assist to declutter encampments in situations of hoarding and provides supports to help people living in encampments manage clutter.

Toronto Fire Services (TFS)

TFS provides fire safety education and information, including how to prevent a fire from occurring, and what to do in the case of a fire to people living in encampments. TFS also participates in fire safety assessments upon complaint or request and responds to calls for service for fires in encampments. TFS will exercise its authority under the *Fire Protection and Prevention Act*, 1997, S.O. 1997, c. 4 to address any circumstance that may constitute an immediate threat to life such as generators, gasoline, heaters, and open flames.

Solid Waste Management Services (SWMS)

Assists in cleaning encampments and encampment sites or items that have been abandoned.

Toronto Paramedic Services (TPS)

Works with Streets to Homes to conduct outreach in parks and provides medical care and advice to people living in encampments.

Corporate Security (CS)

Supports the safe delivery of City services and helps to enforce the *Trespass to Property Act*, when required. The City may contract third-party security whose responsibilities include but are not limited to:

- reporting new encampments to the EO
- connecting people living in encampments to outreach as needed
- assisting Corporate Security and MLS to enforce the *Trespass to Property Act*, when required
- provide general security services at City properties

311 Toronto (311)

311 provides residents, businesses, and visitors with easy access to non-emergency City services, programs, and information 24 hours a day, seven days a week. The City's 311 system is a resource for members of the public to report encampments, or inform the City of concerns such as noise, animal welfare or hazardous waste related to encampments. The various City Divisions will collaborate with 311 to ensure that information is available to the public and that public complaints are received and addressed promptly.