

Expression of Condolence for Five Members of the Toronto Public Service from Toronto Shelter and Support Services by Toronto City Council

Moved by: Councillor Alejandra Bravo

Seconded by: Councillor Ausma Malik

The Mayor and Members of Toronto City Council are deeply saddened to learn of the passing of the following five staff from Toronto Shelter and Support Services Division between January and July 2024:

- Susan Bascombe, Shift Leader, who passed away on January 9, 2024;
- Maria Pereira, Dietary Service Worker, who passed away on February 17, 2024;
- Nicole McKenzie, Agency Review Officer, who passed away on March 6, 2024;
- Brent Kitagawa, Street Outreach Supervisory Officer, who passed away on July 15, 2024; and
- Natasha Rodrigues, Shift Leader, who passed away on July 16, 2024.

Susan Bascombe was an extraordinarily kind person who always put the needs of the clients she served at Seaton House first. She was very empathetic, ensuring her service and response to her clients met them where they were at. Her compassion and support were a guiding light for all who knew her.

Maria Pereira was known for her calm and composed nature in providing healthy meals to hundreds of men experiencing homelessness at Seaton House. She was highly organized and hard-working with a contagious laugh that filled the room with joy.

Nicole McKenzie will be remembered for her beaming smile and the positivity, warmth, and generous spirit she brought to the workplace. She was a tireless advocate who supported countless clients in becoming employed and supported the division's funded service providers in delivering critical and high-quality services.

Brent Kitagawa's work in the Streets to Homes program was exemplary and transformative. His unwavering dedication to the program and its participants led to the successful housing of numerous individuals experiencing homelessness, including 47 people in just one year. He provided them with much-needed stability and support, playing a pivotal role in mentoring new Street Outreach Counsellors. He also fostered robust partnerships that enhancing the program's effectiveness and reach. His contributions have left an enduring legacy.

Natasha Rodriques was a client-centered person and a great advocate and problem-solver, who compassionately worked with clients in supporting them to achieve housing stability. It was evident that Natasha took much pride in her work and shelter clients benefitted greatly from Natasha's work.

These five individuals are greatly missed by their colleagues in Toronto Shelter and Support Services.

The City Clerk is requested to convey, on behalf of the Members of Toronto City Council, our sincere sympathy to the families of Susan Bascombe, Maria Pereira, Nicole McKenzie, Brent Kitagawa, and Natasha Rodriques.

October 9, 2024