

From: [The Executive Director](#)
To: [councilmeeting](#); [Clerk](#)
Subject: [External Sender] Urgent Request to Fully Adopt Ombudsperson's Recommendations on Refugee Shelter Access
Date: March 25, 2025 5:45:38 PM

Dear Mayor Olivia Chow,

I am writing to you as a concerned [resident/stakeholder/community member/service provider] who is deeply troubled by the City of Toronto's failure to fully adopt the recommendations outlined in Ombudsperson Kwame Addo's report, "*An Investigation into the City's Decision to Stop Allowing Refugee Claimants into Base Shelter System Beds.*"

You can find the report here:

<https://www.ombudsmantoronto.ca/investigative-report/an-investigation-into-the-citys-decision-to-stop-allowing-refugee-claimants-into-base-shelter-system-beds/>

Despite the Ombudsperson's clear findings — including acknowledgment of systemic anti-Black racism in the City's decision-making process — **Item 2025.CC28.2** simply asks City Council to "consider" the report and related communications.

City Council Agenda – Item 2025.CC28.2: <https://secure.toronto.ca/council/agenda-item.do?item=2025.CC28.2>

This lack of formal adoption undermines public accountability and reinforces patterns of exclusion and harm, particularly for Black and racialized refugee claimants who have been disproportionately impacted by this decision.

I respectfully call on you, as Mayor of Toronto, to:

1.

Direct the City Manager to fully adopt and implement all of the Ombudsperson's recommendations, including:

- Transparent and equitable decision-making regarding shelter access;
- Meaningful consultation with impacted communities and service providers;
- A comprehensive policy review to eliminate exclusionary practices; and
- Upholding Toronto's stated commitment to human rights.

2. **Ensure that the Confronting Anti-Black Racism Advisory Committee (CABRAC)** plays an integral role in overseeing this process and advising City Council on next steps.

3. **Honor your public commitment** to meet with impacted communities — a commitment made following the press conference held by the African Canadian Collective and the Crisis in Our City Network in 2024. It is disheartening that such a meeting has yet to take place.

We stand in solidarity with refugee-serving organizations and equity advocates who have raised these concerns and urge you to lead by example in restoring public confidence and advancing justice.

This is not only a matter of policy — it is a test of our city's values.

Sincerely,

Adeola Nwokoye

Project Facilitator/Community Service Counselor
Pronouns: She/her
Executive Director's Office
Equitable Action for Change
Talk To Us Crisis Line: 437-239-6487
Email: executivedirector@equitablenow.ca
University-Rosedale