

From: [Crisis in Our City](#)
To: [councilmeeting](#); [Clerk](#)
Cc: Paul Johnson (City Manager); Kwame Addo; Ombudsman; CABR; Mayor Chow; Councillor Ainslie; Councillor Bradford; Councillor Bravo; Councillor Burnside; Councillor Carroll; Councillor Cheng; Councillor Chernos Lin; Councillor Colle8; Councillor Crisanti; Councillor Fletcher; Councillor Holyday; Councillor Kandavel; Councillor Malik; Councillor Mantas; Councillor Matlow; Councillor McKelvie; Councillor Moise; Councillor Morley; Councillor Myers; Councillor Nunziata; Councillor Pasternak; Councillor Perks; Councillor Perruzza; Councillor Saxe; Councillor Thompson; Kizito Musabimana; Eddie Jjumba; Jonella Evangelista; Waled Khogali; Saleh Sheihk; Mismak Taame; to: Adi Yemane; meserat mulu; Debbie Douglas; tina@jeanaugustinecentre.ca; David Walsh; executivedirector@equitablenow.ca; Nadine Miller; Sherwin Modeste; Faith Greaves; Rick Green; Geoff H; Geoff Kettel; cathie.macdonald@sympatico.ca; Kristyn; Marci - M.P.; Emma Colucci; AfricanCentre4Refugees; Agapi Gessesse; bjhamb@dailybread.ca; Chama@madisoncs.org; charles@chsliving.ca; Cheryl; Chris.Snodgrass@dixonhall.org; cjmccague@gmail.com; Craig Wellington; cstikuts@the519.org; Susan Bender; Demar Hewitt (BLAC); Diane Walter; diewod@oasisfemmes.org; douglas.kwan@acto.clcj.ca; Effie Vlachoyannacos; elisabeth.bruckmann@wtcls.clcj.ca; EMariqlia@woodgreen.org; ewoldeab@ocasi.org; Floydeen Charles-Fridal; flynn@allard.ubc.ca; Francesca Allodi-Ross; Ian.Hamilton@chrc-ccdp.gc.ca; Haydar.Shouly@dixonhall.org; marie-josee.houle@chrc-ccdp.gc.ca; janlovell28@gmail.com; ingridwp2000@yahoo.ca; jmabaka89@gmail.com; Jennifer Garvan; Jennifer Stone (NLS); Jessica.Losier@chrc-ccdp.gc.ca; jabbensetts@margarets.ca; Pastor Judith James; Judy.Virgo@communiticare.org; kira@taeh.ca; latonya@maketheshift.org; Leonie; Leslie@toshelternetwork.ca; Lorraine Lam; margaretw@margarets.ca; MSinghJennings@the519.org; matthew.cooke@torontomu.ca; Maura Lawless; Maya Bras; MPanchaud@woodgreen.org; Michelle Pang; Mina Mawani; Mind Matters; moira.daly@cssp.clcj.ca; OMugisha@uwgt.org; nderouche@think2.org; nemoy.lewis@torontomu.ca; housing-logement@chrc-ccdp.gc.ca; Priest-St. Margaret New Toronto; Racqueltaylor13@gmail.com; rfrederick@the519.org; rbutler@dailybread.ca; sbeyer@housingrightscanada.com; savhanna@taeh.ca; seema.kawar@utoronto.ca; sjama@covenanthouse.ca; talia.wolfe@halco.clcj.ca; TAllen@ywcatoronto.org; tsawyer@alivehouse.org; vpeters@sistering.org; dannay@oasisfemmes.org; lori-ann; Crisis in Our City; 230fightback; Denise Andrea (S DFA) Campbell; Abigail Bond; Patrick Matozzo; Allan Boesak; ANCHOR; Finch Ave Community Center; Isaac Oppong; Collins Boakye; Jonathan Okubay; Shequita Thompson; Tolani T.; JOY KADDU; GEORGE WILLIAM WILBOQ; CABR Advisory Committee; Diana Alli; myatelier55@gmail.com; Anne Sophie Roy; Bri-anne Swan; Bruce Davis; Deana Dudley; EOTC of Canada Saint Mary Cathedral in Toronto; Ejay Tupe; Ledia5_vim@yahoo.com; Loly Rico; Samara Lijiam; Yahoo mail; athenamatt@gmail.com; colourofpoverty@gmail.com; Fitz-Roy Gordon; helen abebe; ikov2@yahoo.ca; info@elcic.ca; info@cmtq.org; Jacky Tuinstra; jasonmattheou@gmail.com; kalbelay@gmail.com; Maggie Abebe; Marie-Lauren Gregoire Drummond (Alliance); Mawordi Mohamed; mesele gebremedhin; miriam kutesa; Nigist Kebede; peter kairu Kagotho; Sara Hildebrand; sguerra@dfrc.ca; stephen milton; tengyeling@tengyeling.ca; zanora9698@yahoo.ca; zul@1naas.com; Mwesigye patrick sewa; janephernabaterega@gmail.com; Waihin Chan; Adi Yemane; selam_y@outlook.com; info@blac.clcj.ca; anil.philip@blac.clcj.ca; alana.weekes@blac.clcj.ca; Srna Stambuk; Alex Kruger; Wendy DeSouza; Safia Hirsi; Angie Hocking; Aakanksha Mathur; Astha Priya
Subject: [External Sender] Request to Circulate and Post Correspondence for Item 2025.CC28.2 – Urgent Call to Fully Adopt Ombudsperson’s Recommendations
Date: March 26, 2025 10:58:12 AM
Attachments: [Coalition Letter to Mayor Chow and City Council – Urgent Request to Adopt Ombudsperson Recommendations \(PDF\).pdf](#)
[R2HTO submission - Identifying and Addressing Pressures in the Refugee and Emergency Shelter System.pdf](#)

Dear City Clerk,

I hope this message finds you well.

On behalf of the [Crisis in Our City Network](#), the African Canadian Collective, and our coalition of community stakeholders, I am writing to respectfully request that the attached letter be posted and officially included in the public correspondence related to **Item 2025.CC28.2 – “City Council Consideration of Communications and Reports Regarding Access to Toronto's Shelter System.”**

[City Council Agenda – Item 2025.CC28.2](#)

The attached letter expresses deep concern regarding the City of Toronto’s current response to the Ombudsperson’s findings following his investigation into the City’s decision to exclude refugee claimants from shelter access. Specifically, we urge City Council to move beyond "considering" the Ombudsperson's report and instead **fully adopt** and implement all of the recommendations outlined in **Kwame Addo’s investigative report:**

[Ombudsperson’s Investigative Report](#)

Key requests in the letter include:

- Directing the City Manager to fully adopt and implement the Ombudsperson's recommendations;
- Ensuring transparent and anti-racist decision-making regarding shelter access;
- Engaging the Confronting Anti-Black Racism Advisory Committee (CABRAC) in an oversight role; and
- Fulfilling Mayor Olivia Chow's commitment to meet with impacted communities.

We respectfully request that this letter be shared with Mayor Chow and all Members of City Council in advance of this week's Council meeting.

Should you require any additional information or file formatting, please don't hesitate to reach out.

Warm regards,

Walied Khogali Ali
On behalf of the Crisis in Our City Network
crisisinourcity@gmail.com
416-625-7712

Attachments:

- Coalition Letter to Mayor Chow and City Council – Urgent Request to Adopt Ombudsperson Recommendations (PDF)
 - R2HTO submission - Identifying and Addressing Pressures in the Refugee and Emergency Shelter System
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March 26, 2025

Mayor Olivia Chow

City Hall, 2nd Floor, West Tower
100 Queen Street West
Toronto, ON M5H 2N2

Members of Toronto City Council

City Hall, 100 Queen Street West
Toronto, ON M5H 2N2



Subject: Urgent Request to Fully Adopt Ombudsperson's Recommendations on Refugee Shelter Access

Dear Mayor Olivia Chow and Members of Toronto City Council,

We are writing to you as deeply concerned community stakeholders, including members of the Crisis in Our City Network, the African Canadian Collective, Right to Housing Toronto (R2HTO), refugee-serving organizations, equity advocates, and impacted community members. We remain profoundly troubled by the City of Toronto's ongoing 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 review the report here: [🔗 Ombudsperson's Investigative Report](#)

Despite the Ombudsperson's explicit findings—including the acknowledgment of systemic anti-Black racism embedded in the City's decision-making processes—Item 2025.CC28.2 on the City Council's current agenda merely proposes to "consider" the report and related communications, rather than explicitly adopting and implementing its recommendations.

[🔗 City Council Agenda – Item 2025.CC28.2](#)

This insufficient response severely undermines public accountability, transparency, and reinforces historical patterns of exclusion and harm, disproportionately impacting Black and racialized refugee claimants. The community has waited long enough, and further delays are unacceptable.

We respectfully yet urgently call on you, Mayor Chow, to immediately:

1. **Direct the City Manager to fully adopt and implement all of the Ombudsperson's recommendations** without further delay, prioritizing:

- Transparent, equitable, and anti-racist decision-making processes regarding shelter access;
 - Meaningful and ongoing consultation with impacted communities, stakeholders, and refugee-serving organizations;
 - A comprehensive policy review explicitly designed to eliminate exclusionary practices; and
 - Commitment to upholding Toronto’s declared human rights standards.
2. **Ensure the Confronting Anti-Black Racism Advisory Committee (CABRAC)** plays an active and integral oversight role in the implementation process and provides informed advice to City Council on effective next steps.
 3. **Honour your previous public commitment** made in December 2024, following the joint press conference held by the African Canadian Collective and the Crisis in Our City Network, to meet directly with impacted communities and equity advocates. This meeting is overdue and vital for restoring public confidence and demonstrating true leadership on this issue.

We request that full adoption and initial steps toward implementation occur by April 30, 2025, aligning with the City's new fiscal year and demonstrating genuine commitment to addressing systemic racism and human rights violations within Toronto’s shelter system. Should the City Council fail to act decisively, we will be compelled to continue advocacy through public awareness campaigns, media engagement, and community mobilization.

This matter transcends mere policy—it tests our collective commitment to human rights, racial justice, and equity within the City of Toronto.

Respectfully and urgently,

Reverend Eddie Jumba
 Co-Chair, [Crisis in Our City Network](#)
 crisisinourcity@gmail.com | 416-837-1790

Kizito Musabimana
 Chair of the African Canadian Collective
 kizito@rchc.ca | 647-704-4800

CC:

- Paul Johnson, City Manager
 - Kwame Addo, Toronto Ombudsperson
 - Advocacy and Community Organizations
 - Members of Toronto City Council
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Identifying and Addressing Pressures in the Refugee and Emergency Shelter System

Submission to Toronto City Council

March 25, 2025

Submission by: Right to Housing Toronto



right2housingto.ca | [@R2HTO](https://twitter.com/R2HTO)

City Clerk
Toronto City Hall
100 Queen Street West
Toronto, ON M5H 2N2

Dear Mayor Chow and Members of Toronto City Council,

Re: CC28.2 - Identifying and Addressing Pressures in the Refugee and Emergency Shelter System

We are representatives of the Right to Housing Toronto (R2HTO), a network of organizations and individuals working to support the implementation of the right to housing by the City of Toronto. We are writing in response to item [CC28.2](#) regarding the Mayor's recommendation that City Council consider several reports and communications on equitable access to Toronto's shelter and housing system. Chief among these reports is the December 2024 [Ombudsman Toronto report](#), which investigated the City's decision to stop allowing refugee claimants into base shelter system beds.

While we are encouraged that City Council is revisiting the critical topic of access to the City's shelter and housing system, we remain concerned about the lack of action to accept and implement the recommendations from the Ombudsman's report, particularly as it relates to confronting anti-Black racism and advancing the right to housing. As we outlined in our [previous letter](#) to City Council on the Ombudsman's report, the City's commitments around anti-Black racism and the right to housing are not "aspirational" and must be implemented meaningfully through concrete actions and investments.

Reflecting recent [comments](#) from the City's Housing Rights Advisory Committee, this means taking tangible steps to follow through on the City's commitments by "setting targets, measuring progress, ensuring non-discrimination, enabling participation, acting transparently, and being accountable to its outcomes." This must include taking seriously and acting upon recommendations put forward by key accountability bodies, like the Ombudsman, and meaningfully engaging with communities most impacted by anti-Black racism and the housing and homelessness crisis, like refugee claimants.

R2HTO strongly supports the [ongoing advocacy](#) of the African Canadian Collective and Crisis in Our City Network, who represent many of the organizations that responded to meet the needs of refugee claimants that were excluded from the City's shelter system. As such, we echo calls from those groups for the Mayor and City Council to:



right2housingto.ca | @R2HTO

1. **Direct the City Manager** to fully adopt and implement the recommendations from the Ombudsman's report, including:
 - a. Transparent and equitable decision-making regarding shelter access;
 - b. Meaningful consultation with impacted communities and service providers;
 - c. A comprehensive policy review to eliminate exclusionary practices; and
 - d. Upholding Toronto's commitment to human rights, including the right to housing.
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. **Honour the Mayor's public commitment** to meet with impacted communities, made following the press conference held by the African Canadian Collective and the Crisis in Our City Network in December 2024. Community members have expressed disappointment and frustration that such a meeting has yet to take place.

Alongside the Housing Rights Advisory Committee, R2HTO and our network of community partners have significant experience and expertise in providing training on housing as a human right, and we would be pleased to coordinate training opportunities with City staff to provide a thorough understanding of the right to housing, including concrete actions the City can take to address the housing and homelessness crisis through a rights-based approach.

Thank you,
On behalf of Right to Housing Toronto (R2HTO)



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