

ONLINE / TELEPHONE INFORMATION SESSION BOND PLACE HOTEL PROGRAM

Thursday, September 10, 2020

6:00pm to 8:00pm



Acknowledgement



I acknowledge the land we are on is the traditional territory of many nations including the Mississaugas of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee and the Wendat peoples and is now home to many diverse First Nations, Inuit and Métis peoples. I also acknowledge that Toronto is covered by Treaty 13 signed with the Mississaugas of the Credit and the Williams Treaty signed with multiple Mississaugas and Chippewa bands.

We also acknowledge all Treaty peoples – including those who came here as settlers – as migrants either in this generation or in generations past - and those of us who came here involuntarily, particularly forcibly dislocated Africans, brought here as a result of the Trans-Atlantic Slave Trade and Slavery.

Introduction of Panelists

Joe Mihevc, Community Engagement Facilitator

Councillor Wong-Tam, Ward 13

Justin Lewis, Director, Shelter, Support and Housing Administration

Monica Waldman, Manager, Shelter, Support and Housing Administration

David Reycraft, Director, Dixon Hall



PURPOSE & AGENDA FOR TODAY'S DISCUSSION



Purpose

- Provide a **status update** on the **City's COVID-19 Response** for people experiencing homelessness.
- Provide an **overview** of the **Bond Place Hotel** and **services and supports** currently in-place and planned for the site.
- Respond to **questions and concerns** from the community.
- Begin the successful **integration** of the shelter into the community

Agenda Items

1. Welcome Remarks	45 Mins
2. Presentation on the Bond Place Hotel Program	
3. Q&A and Feedback	70 Mins
4. Closing and Wrap Up	5 Mins

Welcome Remarks

*Presented by Councillor Wong-Tam
Ward 13 Toronto Centre*



Code of Conduct



- Participation in an online engagement event is not like participating in an in-person event. All participants have an even greater role to play to achieve a successful online engagement event.
- One voice at a time. Be direct and frame questions to specific speakers.
- Be brief and limit yourself to one question or comment at a time, there will be other opportunities to engage.
- Be a good listener and keep an open mind.
- Be respectful. The City of Toronto is an inclusive public organization. Racist or other forms of discriminatory, prejudicial, or hateful comments and questions will not be tolerated.

Webex + Accessibility



- **For individuals who require an accessibility-related accommodation to participate in the information session, using adaptive technologies may work best with the telephone.**
- Panelists will be describing content on the slides during the presentation
- The City has become aware of some accessibility limitations within the Webex platform and has escalated these issues to Cisco, the platform developer.
- The City is committed to swiftly addressing these accessibility concerns and are currently collaborating with Cisco to mitigate them.
- Future updates to Webex will enhance access for all online engagement participants.
- The City will provide updates as they become available.

Using the Webex Q&A Function



- Click the “...” button at the bottom of the video window and select “Q&A”.
- Type your question in the box to the lower right hand of your screen + click send.
- Only staff will be able to see your questions.
- Your question will be directed to relevant panelist(s) + answered during Q&A period (after presentation)
- To verbally ask your question on the phone press the star feature and then the number 3.

Project Overview

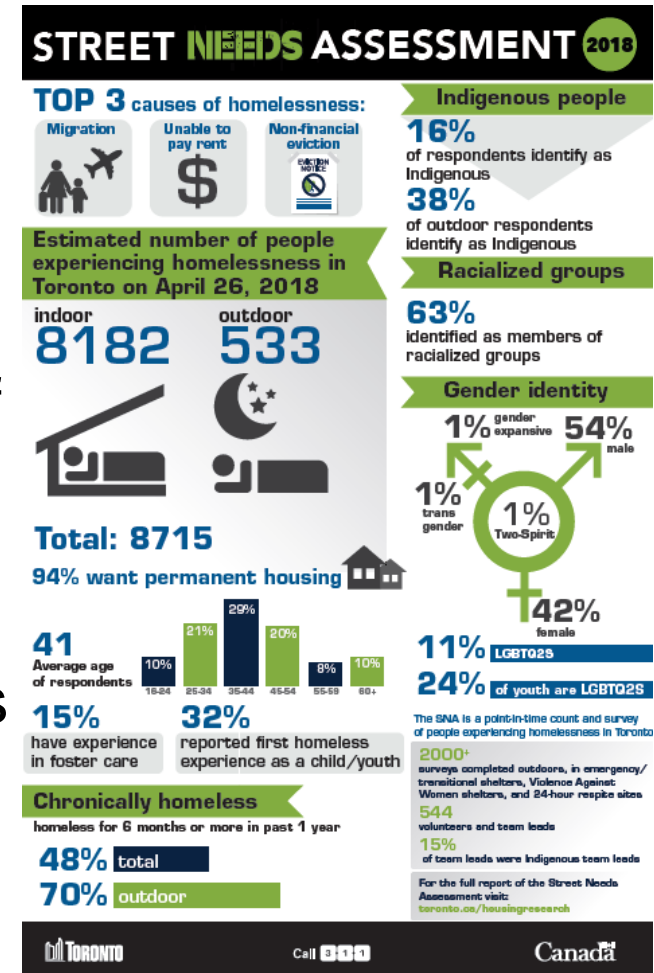
Justin Lewis, *Director, Infrastructure Planning and Development*
Shelter, Support and Housing Administration



Context of Homelessness in Toronto



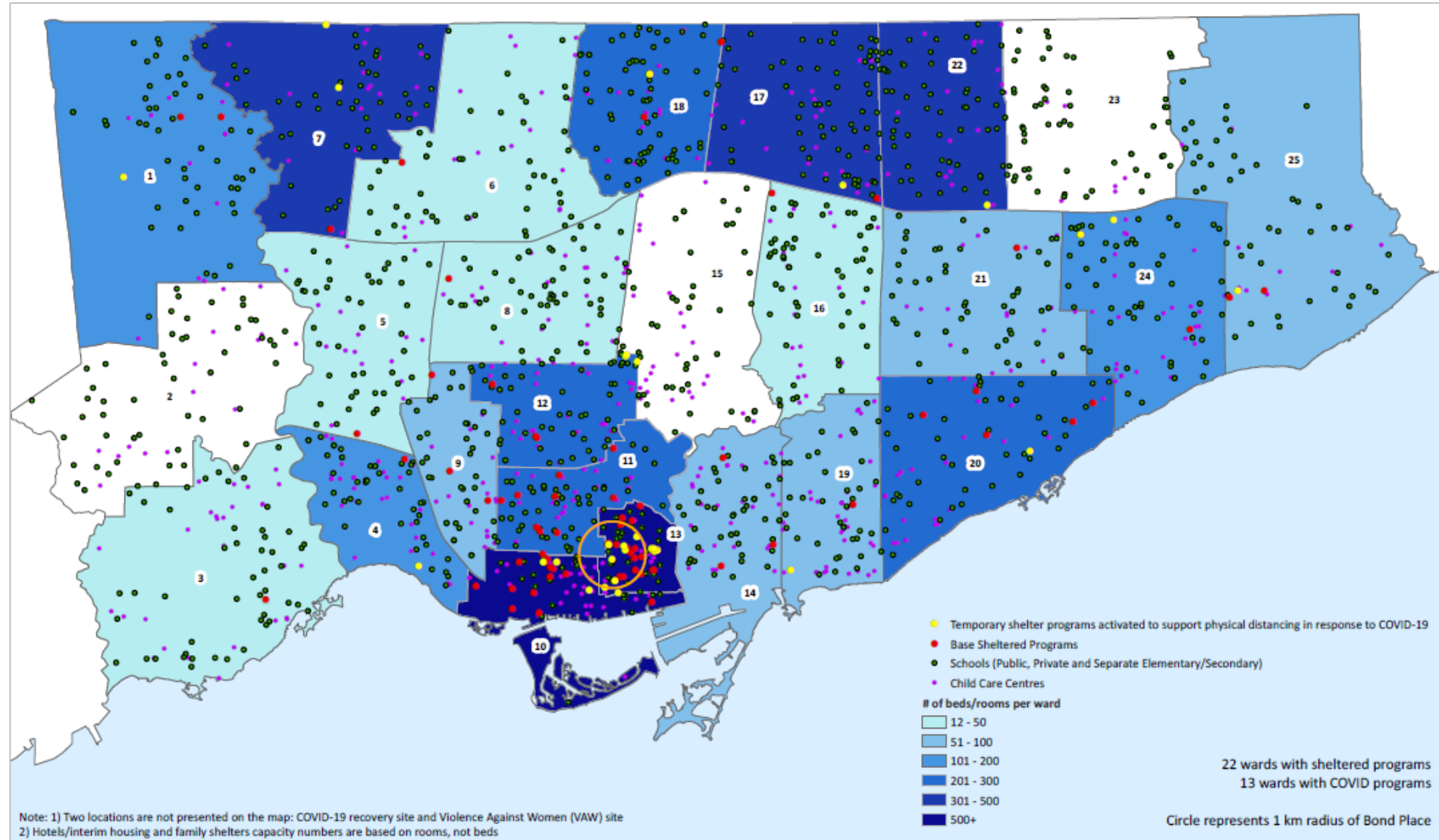
- Each night there are an estimated 8,715 people in Toronto who are homeless – 533 sleeping outdoors (2018 Street Needs Assessment).
- Use of the City-funded shelter system is on the rise with more demand and people staying in shelters longer (roughly 48% of total considered chronically homeless (i.e.) homeless for 6 months or more in past 1 year).
- Compounded by opioid crisis with the highest recorded deaths in the month of July and pressures on the shelter system exacerbated due to COVID-19.



Programs are located within communities



- Providing emergency shelter to people who are experiencing homelessness is an important community service that is offered in neighbourhoods across the city.



Shelter Programs in DTE



- Ward 13 has always had the most shelter beds in Toronto
- Significant changes required in existing programs to adhere to TPH guidance during COVID-19

Pre-COVID Bed Count	Current Bed Count at Pre-COVID sites
18 programs with 1933 beds	18 programs with 1189 beds

- New programs in Ward 13

New Programs Opened	Total Current Bed Count
7 programs with 426 beds	25 programs with 1615

Criteria for Selecting a Shelter Location



The City's goal is to open new shelters in neighbourhoods across Toronto so that people can stay within their communities.

Under normal circumstances, when searching for a new **shelter location**, staff will:



- Site shelters in locations that meet City by-laws (in locations that allow shelters as an as-of-right use)
- Support Toronto's Housing Charter – Opportunity for All (2017)
- Work with Real Estate Services Division to find feasible buildings and locations that are accessible and will provide adequate space
- Seek out sites that are in close proximity to community services (such as libraries, public parks, pharmacies, and health care services) and public transit



City's COVID-19 Response for People Experiencing Homelessness



30⁺ new facilities
opened



700 people sleeping
outdoors moved to
interim housing units

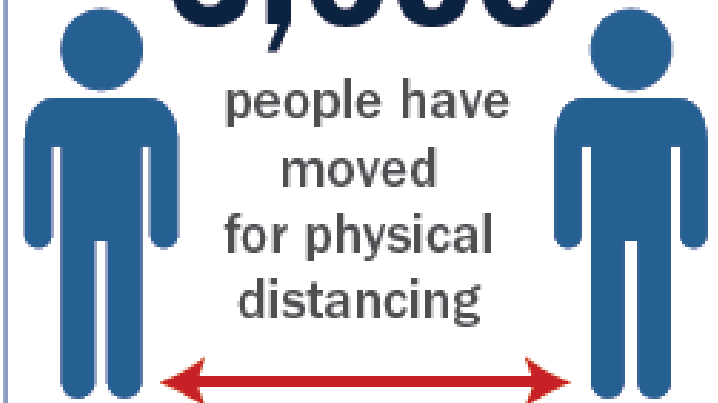
1,960 people
moved into hotels



20 hotel locations are
operational

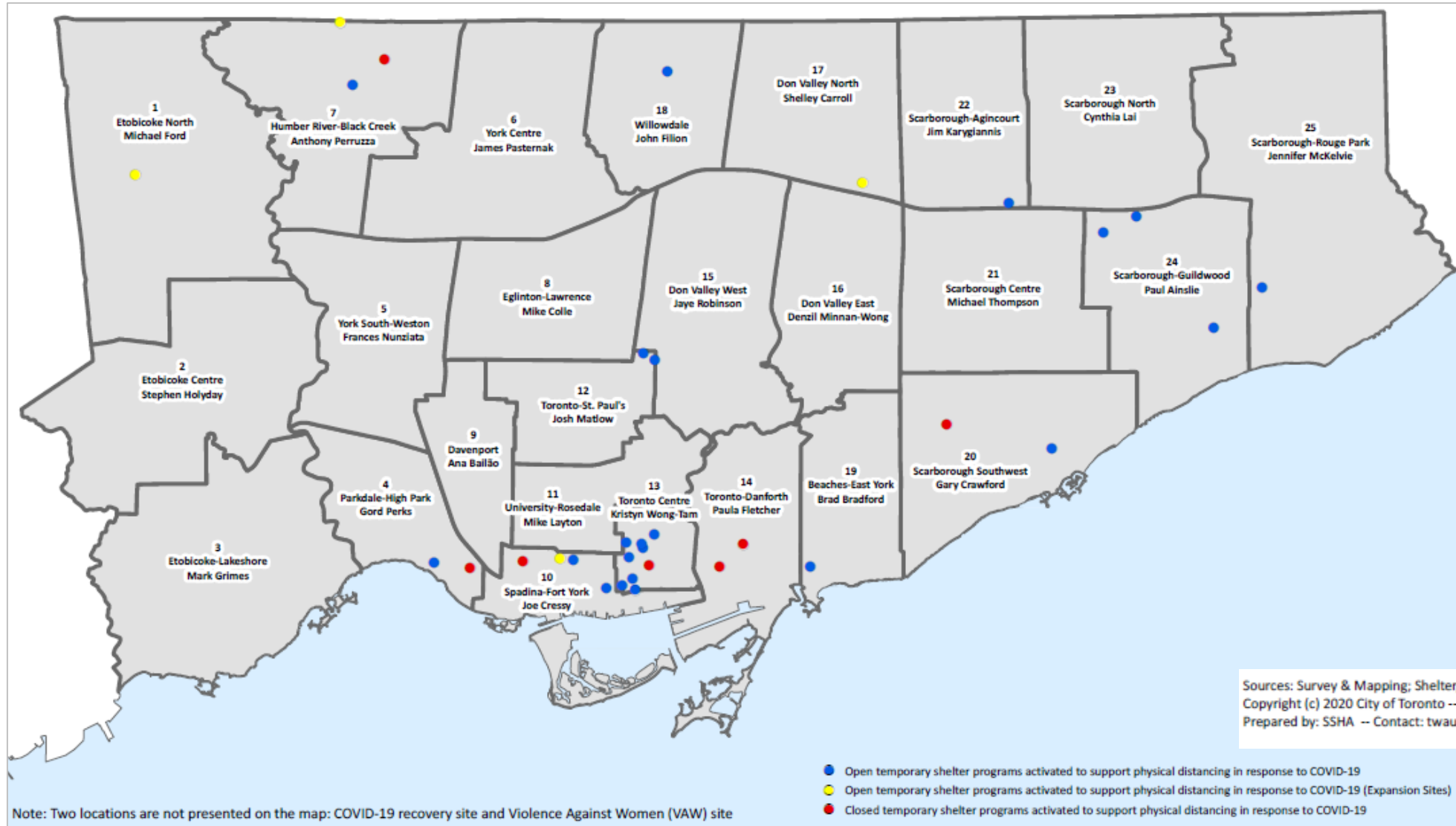
3,600

people have
moved
for physical
distancing



2m

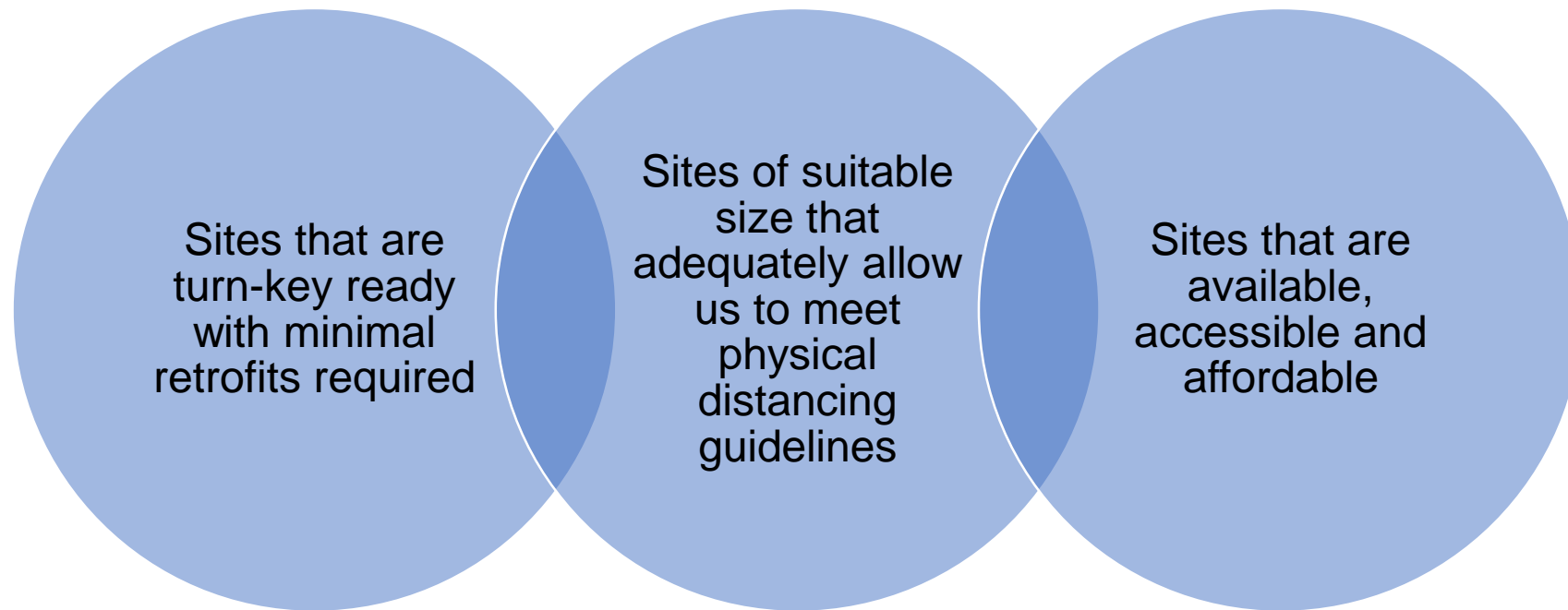
Temporary Shelter Programs Activated in Response to COVID-19 by Ward



Additional Criteria for Site Selection During COVID-19



During the pandemic, in addition to the criteria used when selecting a location for a new shelter, the City also looked for:



Community Engagement During COVID-19



- While an engagement process for the community in advance is preferred, the rapid nature of the response and critical need to protect people experiencing homelessness during the pandemic did not allow for engagement before the shelter opened.
- Actions now underway:
 - Retained Community Engagement Facilitators
 - Tracking of community concerns – action and follow up
 - Information Session (Sept 10th) – today
 - Community Liaison Committee – at the end of September

Program Overview of Bond Place Hotel Program

David Reycraft
Director, Housing Services
Dixon Hall



Bond Place Hotel



- The Bond Place Hotel at 65 Dundas Street East is one of the City's interim shelter programs opened on August 21, 2020 to clients as part of the City's COVID-19 response.
- The City leased this property until the fall of 2020 with an extension likely through to next spring.
- The shelter is run by Dixon Hall Neighbourhood Services and offers case management (assessment and referrals to community services/resources), housing search help, meals, harm reduction and recreational programming.



Dixon Hall



- Dixon Hall Neighbourhood Services runs a diverse range of integrated services for residents of east downtown Toronto.
- Years of experience operating two year round shelters:
 - Heyworth House - 83-bed co-ed shelter
 - Schoolhouse - 47-bed men's shelter
- Harm Reduction is a central tenet and principle
- Long established partnerships with housing providers ensures effective transitions to stable housing



Our Residents

- Provides services to adult couples and singles of all genders.
- Some residents come from an existing temporary program operated by Dixon Hall at 188 Carlton St., and some are transitioning from the 55/65 Broadway Avenue program that recently closed.
- Outreach to people currently experiencing homelessness in the Yonge and Dundas neighbourhood to offer them shelter.



Rights and Responsibilities



- Residents are equal citizens of the city and have the same rights, freedoms and responsibilities as other residents of the city.
- There are conduct expectations and rules for all clients that must be followed when staying in shelter programs.
- Regular resident meetings are held to remind clients of rules, policies and guidelines.



Site Operations



Case Management



- Dixon Hall will provide case management and housing support for clients in partnership with Streets to Homes
- Community space for programming and engagement

Services and Programming



- Harm reduction supports available onsite.
- Regular Shelter Resident Meetings to go over the Good Neighbours Policy and client responsibilities planned.

Community Safety Teams (CST)



- 2 Community Safety Teams (CST) doing outreach in the area on a 24/7 basis to pick up hazards such as needles, and help to address inappropriate activity.
- 2 CST members per shift indoors

Security



- 6 Guards available 24/7 to respond to security issues and conduct perimeter patrols of the area immediately surrounding the Bond Place Hotel.
- Cameras have been installed.

Health Partnerships



- Inner City Health Associates onsite providing physical, nursing, and psychiatric supports.
- Multi-Disciplinary Outreach Team (MDOT) will provide additional outreach, case management, and medical support

Community Engagement

Joe Mihevc

Community Engagement

Facilitator



Community Engagement



- Ongoing meetings with the Councillor, Ryerson University, Downtown Yonge BIA and other community stakeholders to share information and address pressing concerns
- Creation of a Community Liaison Committee (CLC)
 - advisory body, with interested representatives of the community (condo boards, residence associations, businesses or local community organizations)
 - meet semi-regularly
 - address questions, share information, discuss and collectively problem solve community concerns
 - begin successful integration of the shelter into the community
- The Dixon Hall will have a robust community engagement team to support the CLC.



Questions and Comments



Using the Webex Q&A Function

- Click the “...” button at the bottom of the video window and select “Q&A”.
- Type your question in the box to the lower right hand of your screen + click send.

To verbally ask your question online:

- Click on the Participants Panel button
- Use the Raise Your Hand Option (an icon of a raised hand will be on screen next to your name)

To verbally ask your question on the phone:

- Press the star feature and then the number 3.

1. Once your hand icon is “raised” (selected), your name will be placed into a queue based on the order of who raised their hand first.
2. The Host will select and individually unmute participants with their hand raised icon by announcing their name or the digits of their telephone number.
3. When you are selected and unmuted, you will hear two beeps. This means you can ask the City staff and team your question.
4. Community members will be given 2 minutes to ask a question or to comment



Feedback and Questions

Email: clc.bondplace@gmail.com

- Use email for expressions of interest to be a part of the CLC

Website: www.toronto.ca/physicaldistancingshelters

A short survey link is available in the Q&A section for feedback. This survey is optional but will help us improve the information session experience.