

Community Bulletin #5

The Roehampton Residence
September 28, 2020

This is the fifth Community Bulletin for the temporary shelter activated to support physical distancing in response to COVID-19, the Roehampton Residence at 808 Mount Pleasant Avenue. These bulletins are intended to share key information and updates about the sites based on the frequently raised community comments, questions, and concerns shared via project e-mail, voicemail, and the online feedback form at www.toronto.ca/physicaldistancingshelters. Please note that they are not intended to answer every community submission.

This Bulletin was developed by City staff and Swerhun Inc, a third-party community facilitator retained by the Shelter, Support, and Housing Administration Division at the City of Toronto as part of the community engagement process for the Roehampton Residence.

This Bulletin contains three sections and provides the following info:

1. **Important Notices**
2. **Updates from the Roehampton Residence and 55/65 Broadway Avenue**
3. **FAQs based on community feedback**

These community bulletins will be issued regularly and posted on the project website.

Community Bulletin #4 is available [here](#).
Community Bulletin #3 is available [here](#).
Community Bulletin #2 is available [here](#).
Community Bulletin #1 is available [here](#).

If you'd like to sign up to receive the Bulletins and/or share your questions, comments, and/or feedback with us:

- Send us an email to: clc.roehampton.residence@gmail.com;
- Shelter information and updates can be found at: Toronto.ca/PhysicalDistancingShelters

1. Important Notices

Community Liaison Committee

The Roehampton Residence Community Liaison Committee (CLC) has been formed and the Draft Terms of Reference have been finalized. The first CLC Meeting was held on Thursday, September 17th, 2020.

The facilitation team and the City received 20 applications from organizations and 20 applications from individuals. The applied individuals were offered to be connected with each other and form a new CLC subgroup. All group applications have been accepted.

Members of the CLC include the following groups:

1. Central Eglinton Community Centre
2. Church of the Transfiguration
3. Eglinton Park Residents' Association
4. Eglinton Place Condo Corp – 123 Eglinton Ave E
5. Lawrence Park Community Church
6. Lytton Park Residents' Organization
7. Manor Road United Church

8. Midtown Community Alliance
9. Midtown Safety Group
10. Midtown's Tiny Tots
11. Midtowners
12. Mount Pleasant Village BIA
13. Newly formed CLC sub-group based on individual applications (name TBA)
14. Norther Secondary School Parent Council
15. Republic Residents' Association
16. South Eglinton Ratepayers' and Residents' Association
17. SPRINT Senior Care
18. St. Monica Catholic School
19. The Living Room Church
20. TSCC 1433 Board of Directors
21. TSCC 1987 – 900 Mt Pleasant

Meeting summaries, once reviewed and finalized by the CLC, will be made publicly available on the project website so that everyone can stay updated. The Terms of Reference for the CLC, the membership, and the members' publicly available contact information will also be made available on the project website.

Ways to Continue Staying Engaged

We encourage everyone to continue / start being engaged through the following channels:

- Join one of the CLC organizations to represent your interests, experiences, and ideas. You can get in touch with the member organizations via their public contact information available on the [project website](#). The CLC will meet on a monthly basis over the next year and will serve as a primary channel to review community comments, questions, and ideas related to the Roehampton Residence.
- Connect with your parent-council representative and/or your TDSB trustee to provide feedback regarding the School Safety Plan. The school-focused stakeholder group, which includes representatives of local school parent councils, principals, trustees, and TDSB administration will continue meeting to review and refine the School Safety Plan as necessary.
- Submit your feedback and questions by email to clc.roehampton.residence@gmail.com. Important to note that while all submissions may not receive an individual response (depending on the number of the submissions), the most commonly raised topics will continue to inform Community Bulletin Newsletters. All feedback received through the project email will continue to be tracked and shared with City staff for awareness and consideration.
- Sign-up for Community Bulletin Newsletters. Moving forward, the City will be issuing a Community Bulletin in a newsletter format, providing key shelter-related updates. If you have not yet indicated interest in being added to the Roehampton mailing list and want to receive the Community Bulletin Newsletters going forward please email clc.roehampton.residence@gmail.com.

Please note Swerhun Inc.'s work, the third-party community engagement team, has come to an end on this project and the engagement process will be overseen by City staff moving forward through the channels described above.

2. Updates from the City of Toronto SSHA team

- **Interim housing program at 55/65 Broadway Avenue is now closed.** 55/65 Broadway Ave. closed at the end of August. A total of 24 people from Broadway found permanent housing with a further 28 in progress. People living at 55/65 Broadway Avenue who were not able to secure housing by the end August were offered referrals to other shelter locations across the city.
- **Over the course of the pandemic, through our Rapid Re-Housing initiative, which includes housing allowances and rent-geared-to income supports, we have helped over 2,000 people from across the shelter system find permanent housing.** To read more about how the Broadway interim housing and the Roehampton Residence have helped those who need housing, click [here](#) or visit the City's social media channels: <https://www.facebook.com/cityofto> and on twitter [@cityoftoronto](#).
- **On September 22, 2020 City Council endorsed the Housing and People Action Plan and the COVID-19 Interim Shelter Recovery Strategy** as the framework for prioritization of the City's Intergovernmental advocacy work on housing and homelessness over the next 24 months. City Council urgently request that the Federal and the Provincial governments support the City's 24-month plan to deliver 3,000 affordable rental and supportive homes to help address housing and homelessness issues in Toronto. More information is available [here](#).
- **Although not required under Public Health requirements, the City of Toronto's Shelter Support and Housing Administration (SSHA) Division wanted to take every infection prevention precaution as we see a resurgence of COVID-19. As of October 1st, it will be mandatory for people to wear face covering in the common areas of their shelter.** More information is available here: <https://www.toronto.ca/news/city-of-toronto-to-require-shelter-system-clients-to-wear-masks/>
- **The City continues working hard to bring more services and supports to the Roehampton Residence.** Starting in September:
 - In partnership with the Inner City Health Associates (ICHA), people staying at the Roehampton now have access to an on-site primary care clinic that includes, counselling, mental health support/services & referrals, addiction support/counselling, and referrals for on-going health care services in the community.
 - Construction of the onsite outdoor space for the Roehampton residents will begin the week of October 5th and will take approximately 2 weeks to complete with contingency for weather allowance, as the structure cannot be built in the rain. It is estimated that the onsite outdoor space will be complete by the end of October. Temporary fencing has been installed to allow for the rooftop to be used but the rooftop will have to be closed for an approximately two-week period during the final construction of the rooftop space.
 - In partnership with Toronto Employment and Social Services, Roehampton residents are able to access employment programs. For many people, returning to the workforce is the first step in their financial and housing plan.

- **School Safety Plan** – To-date, the City has had four meetings with the local school partners, including principals, trustees, parent council representatives, and superintendents, to develop and implement a School Safety School Plan. For more information on the School Safety Plan, read [Bulletin #4: School Safety Plan edition](#) or [click here to read the Plan](#).
- **Currently, there are 140 people staying (singles/couples) staying at the Roehampton Residence.** As vacancies become available they will be filled through Central Intake and by referral from other programs. Those who are experiencing homelessness can access Central Intake by calling 311 to inquire about available shelter space.
- **The City of Toronto and our shelter residents would like to thank everyone who has donated items and continue to reach out with offers of help and support to the Roehampton Residence.**

3. Frequently Asked Questions

This section summarizes frequently submitted comments, questions, and concerns shared by community members that have not been addressed in the previous Bulletins. Responses from the City of Toronto are noted in *italics*. The feedback from the community is summarized and organized into key categories below. Click on the topic of your interest below to read more:

A. Data and metrics	5
B. Criteria for site selection and examples of successful shelter integration	5
C. School Safety Plan	7

Important to note that many questions and concerns received continue to be about community safety. Information on this topic has been provided in the previous Bulletins. Please refer to [Community Bulletin #1](#), [Community Bulletin #2](#), [Community Bulletin #3](#), [Community Bulletin #4](#) for more information on:

TOPIC	BULLETIN & PAGE
Community safety	Bulletin 1, Page 3 Bulletin 2, Page 9
Urgent need for temporary housing programs, lack of community engagement and notice prior to opening the sites, City's legal authority	Bulletin 1, Page 6 Bulletin 2, Page 3
Information about the people who access our programs	Bulletin 1, Page 8
Shelter resident rights, responsibilities, and enforcement, including COVID-19 and public health recommendations	Bulletin 2, Page 5
Services and supports available to residents in our programs	Bulletin 2, Page 8
Donations and community support	Bulletin 2, Page 11
Serving populations with different needs	Bulletin 3, Page 4
Cost-related questions	Bulletin 3, Page 5
School Safety Plan	Bulletin 4

Please note that the following documentation from community feedback does not assess the merit or accuracy of any of the perspectives shared, nor does this documentation of community feedback indicate an endorsement of any of these perspectives on the part of the City of Toronto.

A. Data and Metrics

Many submissions highlighted the importance of data and provided suggestions on metrics that may be helpful to finding and assessing solutions. Some of the comments and suggestions received from the community include:

- Review the information collected by the Toronto Police Services in the 53 Division and assist the local residents in addressing crime concerns.
- Establish performance metrics to measure the effectiveness and sustainability of actions taken to alleviate issues in the shelter and community.
- Categorize data into the categories that can be reported on regularly and reliably of 1

Thanks to all those emphasizing the importance of data and sharing ideas on what would be helpful to measure and share from the public perspective. We are working with our community partners to identify and develop processes to report data the City collects.

B. Criteria for Site Selection and Examples of Successful Shelter Integration

A number of submissions were about the criteria for site selection. Several people highlighted that transparency about the criteria for the decision making around the shelter location would improve accountability. There were requests for examples of successfully integrated shelters in the city, particularly around schools and daycares.

- Can you please provide clarity on how the criteria was decided on for selecting the shelter location, and what checks and balances for that criteria are in place?
- Has the selection process of the shelter undergone an independent review, and who is accountable?
- During the August 19 meeting, SSHA said that they often place the shelters near schools. How was this determined, and have there been studies after the fact to determine if that choice is correct?
- What criteria will inform the choice on whether or not to extend the lease beyond two years?

There are many reasons for homelessness and when someone becomes homeless, it is better for them to remain as close to their own community as possible. To accomplish this, shelters, like all other community services, must be accessible in every area of the City. The map that shows locations of shelters in the City is available at the bottom of the project website at www.toronto.ca/physicaldistancingshelters or [here](#).

Under normal circumstances, when searching for a new shelter location, the City's Real Estate division leads the search for new locations. The main criteria include:

- *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 \(2017\)](#)
- Walking distance to public transit
- close proximity to community services.

The building must be within the allotted budget and must meet:

- The Toronto Shelter Standards; and
- Accessibility Standards.

The siting process summarized above was approved by City Council in 2017. Before 2017, each shelter location had to be approved by Council and required public engagement prior to sites being purchased or leased.

In 2017, Council approved a new community engagement process and a new approval process for locating emergency shelters. The new process was developed in response to a number of challenging shelter siting processes, in recognition that the existing process was not working well for communities, service providers or service users. Through an expert third party review, a new process was approved by Council in which the focus of the community engagement process is not on where services should be located, but on how to make those services successful in the community. This approach is consistent with a human rights based approach to housing and related services for vulnerable residents.

To read more about this decision, click [here](#) or search the agenda item CD24.7 and to learn more about the new engagement process click [here](#) or search the agenda item 2017.CD19.6 at the City of Toronto Council and Committees Meetings, Agendas and Minutes website: <http://app.toronto.ca/tmmis/index.do>. The most recent report on the engagement process is available [here](#) (agenda item 2020.EC11.5).

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

- Sites that are turn-key ready with minimal retrofits required
- Sites of suitable size that adequately allow us to meet physical distancing guidelines
- Sites that are available, accessible and affordable

As mentioned in Bulletin #2, most shelters in the city are located close to schools and other children's services and are good neighbours. A few examples include - Fort York Men's Residence is co-located with a City-run daycare; St. Paul's Catholic School is across the street from the Good Shepherd Ministries shelter. The Salvation Army's 124-bed men's shelter operated next door to Ronald McDonald House and one block from Orde Street Public School for 40 years. When that shelter relocated, it formed a good relationship with the four Leslieville schools located within three blocks of the shelter, where some of the students prepared welcome packages for the new neighbours.

The City's decision on whether to proceed with the available option to extend the Roehampton lease for the third year will be based on whether or not public health requirements for physical distancing are still in place and if there is need for shelter space at the time of the lease review.

C. School Safety Plan

A significant number of submissions were around the School Safety Plan. Some of the general questions and comments include:

- Is the School Safety Plan just dealing with the consequences or with prevention?
- Your current measures do not stop the problem, they only clean up after it. What is going to be done to stop these issues?
- What do the security guards [Community Safety Team members] have the ability to do? If they witness an assault or crime will they intervene or just call the police?
- Are any of the non-TDSB/TCDSB schools and daycares being incorporated into the community safety planning and safety efforts?
- What is the protocol if someone is found trespassing on any school property?

The School Safety Plan was developed to respond to the key community concerns shared with the City prior to the start of school. Its purpose is to proactively help prevent incidents through active measures, such as checking and sweeping area school yards and hot spots around schools in the morning before school starts for hazards and having safety teams present during peak times, as well as to immediately and effectively address any incidents that might occur through a clear line of communication between the school, the Community Safety Team (CST), the shelter staff, and the police if required.

In off hours, school grounds are often open to the public for use by local residents, including people who are staying at the Roehampton. If a resident of Roehampton is on school grounds when the space is not open to the public the CST will be available to re-direct them from the property. If a resident of the Roehampton is on school grounds during a time when the space is open to the public, they are expected to use the space appropriately and the CST will be available to assist if there is any unlawful or disruptive behavior; unlawful activity should be reported to the police.

Two incidents were reported during the first two weeks of school:

- *An individual staged a protest at the Eglinton Junior Public School. The CST and local police worked together to remove the individual who was subsequently charged by police and placed under court conditions not to return to the area.*
- *While on patrol, on September 22, 2020 the CST observed a man leaving a package by Eglinton Junior Public School. The CST inspected the package and because the contents included unused needles, they immediately contacted the police. The police have since made an arrest, no one was hurt, and it was reassuring to see this collaboration and implementation in accordance with the School Safety Plan.*

Community Safety Teams currently work within the boundaries shown below and provide proactive safety walks through all of school and daycare properties in the listed zones. This, however, may be reviewed and adjusted depending on safety concerns and response requirements when schools re-open.

Community Safety Team Safety Walk Boundaries

