

MEETING SUMMARY

Wednesday, August 19, 2020

6:00 – 8:00 pm, WebEx (Online + Telephone call-in)

OVERVIEW

On Wednesday August 19th, 2020, The City's Shelter, Support & Housing Admiration (SSHA) Division hosted an Information Session to share information and answer questions about the temporary shelter at the Roehampton Hotel (Roehampton Residence) and the interim housing at 55/65 Broadway Ave. The Information Session was held online and by phone in an effort to reduce the spread of COVID-19 and protect the health and safety of Toronto residents and City staff.

The session was advertised by the City through a flyer, which was mailed out to over 30,000 residents and businesses within a 750 m radius of 55/65 Broadway Ave and the Roehampton Residence. The session was also promoted on the project website(www.toronto.ca/physicaldistancingshelters), through the project Community Bulletins, and through the local Councillors' offices. Over 1,100 people logged on online and/or called in over the course of the public information session using the WebEx platform, and a total of approximately 800 people watched the YouTube Live stream online during the session. A link of the recorded session is available online for the public to access.

The meeting included:

- Opening remarks from Mayor John Tory, Councillor Josh Matlow, Rachel Van Fraassen (on behalf of Councillor Jaye Robinson), and Councillor Michael Colle. A summary of remarks provided by elected officials is attached to this summary as Appendix A.
- A presentation from Mary-Anne Bédard, General Manager, Shelter, Support & Housing Administration. The presentation is attached to this summary as Appendix B and is also available on the project website.
- A question and answer period was facilitated by Yulia Pak, a 3rd party Community Engagement Facilitator with Swerhun Inc. Responses were provided by SSHA staff and Superintendent Shaun Narine, Toronto Police Service. Details on how the questions were selected are attached to this summary as Appendix C. A follow-up note submitted by the participant who asked a question but got interrupted is attached to this summary as Appendix D.
- Closing remarks and next steps from elected officials and SSHA staff.

Swerhun Inc. facilitated the Information Session and prepared this summary. The summary is not intended to serve as a verbatim transcript. A recording of the Information Session is available at www.toronto.ca/physicaldistancingshelters.

Note: The intent of this summary is to capture the range of perspectives that were shared at the meeting. It does not assess the merit or accuracy of any of these perspectives, nor does it indicate an endorsement of any of these perspectives on the part of the City of Toronto.

COMMENTS & QUESTIONS RECEIVED AT THE INFORMATION SESSION

Following the opening remarks and presentation by SSHA, participants asked questions and shared comments during a Q & A.

The points below summarize the questions and comments shared. The feedback has been grouped under the following themes: Community Safety, Shelter Services & Supports, Shelter Planning & Public Engagement, Operations & Maintenance, and Information about people living at the Roehampton Residence. Responses from the City staff and Toronto Police are noted in *italics*.

COMMUNITY SAFETY

A question frequently received from the community is how was the proximity to schools and daycares and seniors housing considered in siting the midtown shelters, if at all? *Locating shelters close to schools and childcare centers is not unusual. In fact, we even have a location where they're co-located, a childcare center and a men's shelter together. We've found in all of the locations across the city, shelters have been very good neighbors with schools and childcare centers. We are aiming to be a good neighbour in this community as well. We do know that there are, within a 1km proximity to this location, 11 schools and 12 childcare centers. Being located near a school or childcare center is part of being a community service.*

We've seen a lot of crime in the area. There are concerns about students going to school -- how will they protect themselves or be prevented from getting hurt by discarded drug paraphernalia? Why is it now the community and educators' responsibility to worry about this? *We are connecting with representatives from the local schools on a regular basis to develop a School Safety Plan. The School Safety Plan will identify the resources the City is able to provide to help promote a safe environment for students while they are at school and going to/from school. Safety is everybody's responsibility, but it's not going to be just on the school. We are taking on a very active role.*

There were a number of people that were released from provincial remand facilities that were still on active charges before the court. Are of the shelter residents part of this group? If so, are they being screened for offenses that would be inappropriate in close proximity to schools? Such as sexual offenses, human trafficking, or child pornography. *We don't vet people who require shelter. However, we find out information about them through our case management. If they are on remand with parole conditions, we would fully expect that the provincial parole office would manage that and ensure that they were not residing at a location that violated any of those parole conditions.*

I want the Chief of Police to ensure that police have parameters in terms of how they deal with the community, that they act with compassion, and don't increase harassment or harm of people in crisis. People who are in mental health crisis being harmed or ticketed by police is a waste of resources. *The tone is set for fair, ethical, and unbiased policing. The members in the shelter need to be treated like members of the community. One of the initiatives that we're trying to expedite in the 53 Division is a Focus Hub Model which has been used throughout the city. Through this*

model, the City of Toronto, the United Way and the Toronto Police Service work together to identify issues or concerns normally related to police resources and deployment, and realign them with mental health care workers, addiction workers, employment and youth support, etc. We also have a number of foot patrol officers out in the area, and we are looking for a long-term solution of having that as a permanent basis so our officers get to know the entire community.

Participants shared a range of thoughts on personal safety. Below are some of the comments shared during the session.

- Safety also has to do with feeling safe to express ourselves. It's not in any way hatred of poor people. It's a sudden and big change. And the change is hard for everyone, both in the shelter and for the community. It seems that what we're fearing is a criminal element, a lot of drug activity.
- I have lived in the vicinity for a very long time, and I just would like to say that I don't feel unsafe at all. The thing that I find very strange is that nobody's mentioned all the construction that has been going on and the narrow alleyways. That has been more unsafe in the last past three years. There were a lot of break-ins and things happening on Yonge Street, it's not something completely new.
- I live in the neighborhood and talk to businesses. Yonge Street is full of pedestrians, I don't think people are living in fear and disagree with that characterization.
- While these people are equal citizens and expected to follow conduct, there is fear for a lot of people. I understand that maybe it'll take some time. There doesn't appear to be action taken on regular, minor criminal offenses to business or people.

The information that was circulated by the concerned residents earlier stated that there has been a huge escalation in crime in the area since the shelter opened. I'd like to know if the police data does actually confirm if that is the case? And I'm hoping that this data available to us and that it will be made public on ongoing basis. *These specific statistics will be available in our Crime Data Portal, which can be easily accessed on the internet (<https://data.torontopolice.on.ca>). In regards to an escalation in crime over the last several months, our crime analysis and our intelligence-led policing have seen a bit of an uptick in the general area within a 500 meter radius of Yonge and Eglinton. Whether it comes back to the Roehampton or not, a lot of them are nuisance or petty crimes that we look at. Because of the repetitive occurrence, it can create fear that crime has gone amok and has gone rampant within the area - which is not necessarily true. We've had B&Es (break and enters) and auto theft on Yonge Street before the shelters were in place. This is not all particular to the shelters and should not lay blame towards shelter residents.*

SHELTER SERVICES & SUPPORTS

Some participants said they were strongly in favor of the Roehampton being used as a shelter, while also increasing resources and long-term solutions, such as permanent housing and harm reduction supports. Below are the comments shared by participants.

- It is important long-term to invest more in housing, in harm reduction, and in better addiction recovery. The public system offers them about one week of detox, and then they're back out with very little support.
- Shelters are supposed to be temporary measures, but they have become a permanent aspect of the city. We really have to focus on housing, only then can

people experiencing homelessness focus on getting better mentally, dealing with addictions, and be able to care for their families and have jobs.

- I was really happy to see a reallocation of the police budget to more appropriate city programs. These programs are what make our community safe.

What are the next steps in terms of supporting the shelter residents? What kinds of other institutional supports are going to be put into place to help them? *We will continue to work with local communities through the Community Liaison Committee to monitor the ongoing issues in the community and problem-solve together what some common solutions might be. We now have onsite medical support, mental health supports, harm reduction support and added security. We will continue to engage the other levels of government and the healthcare sector to make sure that their supports are also provided to the residents into the community. Please see page 8 of Community Bulletin 2 for additional detail on the supports being offered at the Roehampton Residence – [available here](#).*

You have caseworkers and people involved from health care, but what about mental health supports? Mental health, not just homelessness, a big issue that we have to address in this city. *We started with weekly harm reduction support and addiction support at the location, it is now being offered on a daily basis. We receive help from Toronto Public Health and have engaged with Toronto North Support Services, who come on site and provide ongoing support for the residents who have mental health issues. We've also started a partnership with Inner City Health Associates, which is a body of physicians and psychiatrists that work specifically in serving people experiencing homelessness who are also experiencing trauma and other mental health concerns.*

Is there an opportunity to open a safe injection site right at the Roehampton? I think would alleviate a lot of the problems that we're seeing in the neighborhood. *A number of people have raised questions about the addition of supervised consumption for residents of Roehampton as part of our onsite harm reduction services. If the City does pursue this service – and no decisions have been made – it would NOT be a publicly accessible program. In other words, it would be a discrete health service for people who are staying at Roehampton and not available to members of the public. A harm reduction program is a medical service, delivered by medical professionals, not shelter staff. There are many benefits to a health service like harm reduction, particularly as we see an alarming increase in opioid overdoses and deaths, not just in Toronto, but across Canada. Availability of this type of program may also reduce substance use in public areas in the community, which has been a concern for many. Should the City pursue this health service at Roehampton, we will advise the community well in advance, and fully outline and explain how the program will work.*

I'm wondering if you could talk a little more about the specific strategies and supports that are being implemented to help the residents with curbing addictions and drug use both in the shelter and in the community? *There are certain shelters in the City that are designated to be abstinence-based, so that they're not co-located with people who are active users. However, we run our shelters on a harm reduction continuum. We work on intensive case planning with the people that are accessing our services, to identify what their goals are. A lot of work around addictions is not just around the substance use, but it might be anything around financial management,*

income support, or trauma support. They're able to meet with physicians who have specializations in addictions and can talk about different options for them.

I want to know how we can help? This community is full of artists and musicians and doctors and other professionals. I would love to see from the City how community members can provide meaningful support. *We do offer recreation for people at the shelter, so there can be opportunities to volunteer those services. At Seaton House, we had local musical artists come in and do a recording and musical program with our residents. We have baseball leagues set up where people come out and play recreational sports with people who are in shelters. There are a myriad of opportunities for people to come and support the people who are there and to give back to their communities, and we welcome people's ideas; this is one of the purposes of the Community Liaison Committee.*

SHELTER PLANNING & PUBLIC ENGAGEMENT

Many participants provided comments on the time it took for the City to consult the public on the Roehampton Shelter project. Comments shared include:

- I am disappointed, there wasn't an opportunity to at least engage with the community before opening as the Roehampton just opened in July.
- The community consultation is obviously an issue.
- I would request to have a similar form of communication as the meeting on a monthly basis.
- There needs to be some trust rebuilt with the neighbourhood and more education is needed.
- I can certainly appreciate why folks had to move so quickly on this, but it's been five months now. It's a good opportunity to iron out the wrinkles.
- We always want consultations and raising awareness and transparency. There was an emergency here. Many advocates would say that the City took too long to take people experiencing homelessness out of parks.
- With COVID-19, we've had to move very fast. A lot more of us would have gotten COVID-19 if it had not been controlled. I know behind the scenes that the people who are employed really do a very good job.
- Engagement is the key to overcoming otherness.
- I was hoping there would be additional meetings like this in coming weeks. Not in coming months. We have over 900 people listening tonight, and we've barely been given an hour for us to have our comments. I think more meetings are definitely needed.
- What is unusual about Yonge and Eglinton is that the density of people has increased by 2000% in the last 10 years. There are large amounts of construction and people moving in. I think it's a shame to have people experiencing homelessness in an area without the support services that could be available elsewhere.
- The total lack of advanced planning to support both the people using the shelter, the staff in the shelters, and a consideration of the safety of the community is very disturbing. There's been a lot of good actions taken since the opening of the shelters, but those have all been reactive to the community outcry and to the seriousness of the various incidents that took place.

How are we going to measure the effectiveness and the sustainability of some of these measures? Would you consider adding hard metrics to your bulletins as to how improvements have been made, both in the support of the residents, the staff safety, and the community safety? There has to be credibility and accountability.

Metrics are extremely important, and the use of data is the way that we're telling our story and identifying ways in which we're actually making progress. We are absolutely happy to talk about metrics. If there are specific things that the community would like reports on, those are great ideas to bring forward.

A note with more details from the participant asking the question is included as Appendix D.

OPERATIONS & MAINTENANCE

Consider getting the Community Safety Teams that pick up needles to go around perimeters of residential buildings in addition to the sidewalks, since stairwells and nooks may be used by residents for privacy. The Community Safety Teams should also have candid conversations with neighbours. Doing so will help avoid repetitive cleaning. *The local feedback from people is incredibly helpful. Identifying where those hotspots are, and where would be most effective to deploy our services like our Community Safety Teams. We will follow up on this.*

Have you started outsourcing third party facility management companies that specialize in shelter needs? I'm just wondering if you're taking that into consideration as part of the long-term metrics and operating costs. *There are no plans at the moment to outsource property management of the Roehampton; we have our own staff. We do outsource cleaning and security. A lot of our services are third-party because the City can't do it alone. Everybody is in a tight position when it comes to staffing and resources.*

There is one very large garbage bin in front of the site, and it was overflowing today and is a health hazard. Can we get more bins or more frequent removal of garbage? *We have noticed that those garbage bins are very full. These bins belong to Metrolinx; we will reach out about having these emptied and maintained. The bins that belong to the shelter are at the back of the building.*

INFORMATION ABOUT PEOPLE LIVING AT THE ROEHAMPTON RESIDENCE

A lot of the residents were in encampments downtown. How do you have a commitment from incoming people to take the help that's available to them and try to improve upon their lives? *We don't choose who we shelter. We provide shelter to anyone who is experiencing homelessness, in line with the City of Toronto being a Sanctuary City, which was enacted in 2013. We work with people at our shelters to provide city services to anybody who requests them. We don't require people to tell us what their residency status is or reasons for homelessness. We do require people to adhere to the rules and the expectations that we have of them when they move into a community. We do hold people accountable for those. We have discharged people at Roehampton because they are not able to adhere to those rules. The majority of people don't have an issue with following those rules and expectations. Note added after the meeting: SSHA staff shared that people are never discharged to the street; they are always provided with an alternative shelter space to go.*

Can the Roehampton shelter be used to serve women and children in need of shelter? *Singles or couples is the population that has the highest demand for shelter use. Our family use of shelters has dramatically decreased over the last few months. The shelter capacity that we need currently is for singles and couples and this is the need we will continue to serve at the Roehampton Residence.*

NEXT STEPS

The project team thanked participants for their continued participation in the process. The team also informed participants they can stay up to date on the process, sign up for updates, and continue to connect with the project team by visiting the project website (www.toronto.ca/physicaldistancingshelters); sending emails to clc.roehampton.residence@gmail.com and leaving a voicemail at 416-479-0243. The team will also continue to send out Bulletin updates to individuals that have signed up for updates. The Community Bulletins are also available on the project website (listed above).

Appendix A – Summary of Remarks from Elected Officials

The information below is a summary of remarks providing by Mayor John Tory, Councillor Josh Matlow, Councillor Jaye Robinson, and Councillor Mike Colle at the August 19 Online Information Session. It is intended to capture key points, and is not a verbatim transcript.

Mayor John Tory:

- I understand that many people in the community have spent a great deal of time on this issue and have concerns about impacts on the community.
- I have been talking to many Midtown residents and I am here to continue listening. I will continue to take a personal interest as Mayor, working with our staff and with the local Councillors to do as much as we can to make things better.
- When COVID-19 began the City's Emergency Management Group, which I as Mayor co-chaired, took many steps to protect our most vulnerable citizens. This included moving thousands of people from existing shelters and encampments to temporary sites to ensure physical distancing.
- We need to do better to make sure that the required supports for shelter residents and the community are in place right away. We have substantially ramped up the degree of assistance that is available to residents on site. We have also ramped up the security and police patrols. Modifications are also being made to the Roehampton Residence to provide outdoor space on site for shelter residents.
- Ensuring the safety of students as they return to school is a very high priority. Planning is underway with the local schools to develop a school safety plan.
- I promise that I will not let up to make sure that we do everything we can to respond to the concerns the community has raised, and to address the priority of maintaining safe, secure neighbourhoods, as well as looking after vulnerable people.

Councillor Josh Matlow:

- A protest and counter-protest were held last Saturday. While I disagreed with the approach, I heard a common message, which was people want to be safe. People want to be safe and want their kids to be safe at school. People also want the shelter residents to be safe.
- This community is a really compassionate and caring group of people. We understand that we are in the midst of a pandemic, an opioid crisis and a housing crisis. Collectively we should be focusing on solutions. We also need space and room to be able to vocalize our concerns and expect that they will be addressed.
- I was disappointed that the normal public engagement process didn't happen because less information means more anxiety. I asked for this meeting to happen to allow residents to express themselves and for the City to provide information about the substantive work that is being done to address community concerns.
- It is great that there will be a security plan for schools. However, the goal should be to have a safe environment in this neighbourhood so that the security plan is unnecessary.
- I feel more optimistic than I did two weeks ago because of the work that I've seen done. Let's continue to be thoughtful and kind to each other, and continue discussing how to make sure we are all safe – shelter clients and residents alike.

Councillor Jaye Robinson (delivered by Rachel Van Fraassen - Chief of Staff):

- The facility should not have been opened without extensive consultation and the proper mental health services, addiction supports and, and case management in place. This meeting should have been held months ago, before a multi-year lease was signed. I am also disappointed that I was not consulted or notified in advance. I believe that the city achieves better outcomes when they work closely and transparently with the neighbourhoods affected.
- I can see how much everyone cares about our Midtown neighbourhood. In recent weeks, I've received close to 500 emails and phone calls about community safety. The challenges associated with the shelter are complex and nuanced. Minimizing or dismissing the community's experiences and concerns is not a constructive way to move forward.
- Recent events and incidents demonstrate clearly that more needs to be done to protect the neighbourhood, shelter residents and employees.
- Many families are already feeling a great deal of anxiety about sending their children back to school in the midst of a pandemic. I've been actively working with the local school trustees to find solutions.
- In recent weeks resources have increased, but it's clear we still have more work to do.
- We've gathered tonight with a common goal of safety; it's important to remember that there is more uniting us than dividing us.

Councillor Mike Colle

- The impact of these shelters is certainly affecting both sides of Yonge Street and spilling over into my Ward.
- I was never consulted or given an update; I've had to rely on private security hired by the Uptown BIA to get information. This has been a total screw-up of lack of communication and informing people. Unless you fix this, you can't help the homeless people.
- I attended the protest on Saturday to hear from people. People are worried about their safety and the safety of their children. They also feel vilified and feel they are being labelled anti-homeless. They are not; they're good, decent people who have been victimized by this as much as the homeless residents who've been thrust into the hotel.
- We need to work with the police to stop the influx of drug dealers that are preying upon the homeless in the area.
- We need to fix this and not just try and make excuses.

Appendix B – Information Session Presentation

ONLINE / TELEPHONE INFORMATION SESSION

ROEHAMPTON RESIDENCE AND 55/65 BROADWAY AVENUE

Wednesday, August 19, 2020

6:00pm to 8:00pm



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 **Roehampton Residence** and **enhanced supports** currently enacted and planned for the site.
- Respond to **questions and concerns** from the community.

Agenda Items

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

Welcome Remarks

Facilitated by Yulia Pak

*Community Engagement Facilitator, Swerhun
Inc.*



Program Overview of Roehampton Residence and 55/65 Broadway Avenue

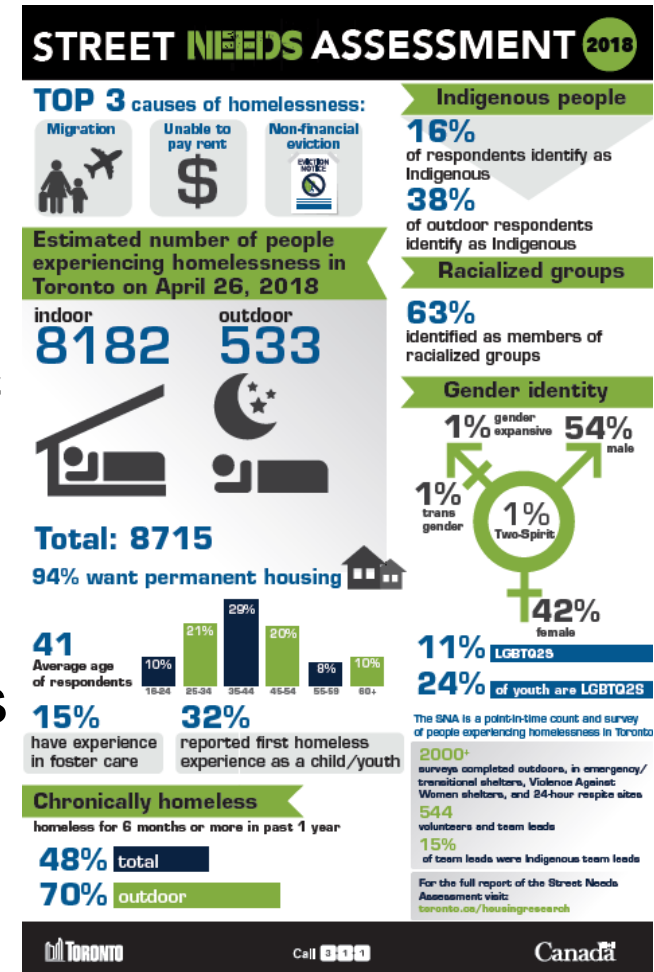
*Mary-Anne Bédard, General Manager,
Shelter, Support and Housing
Administration*



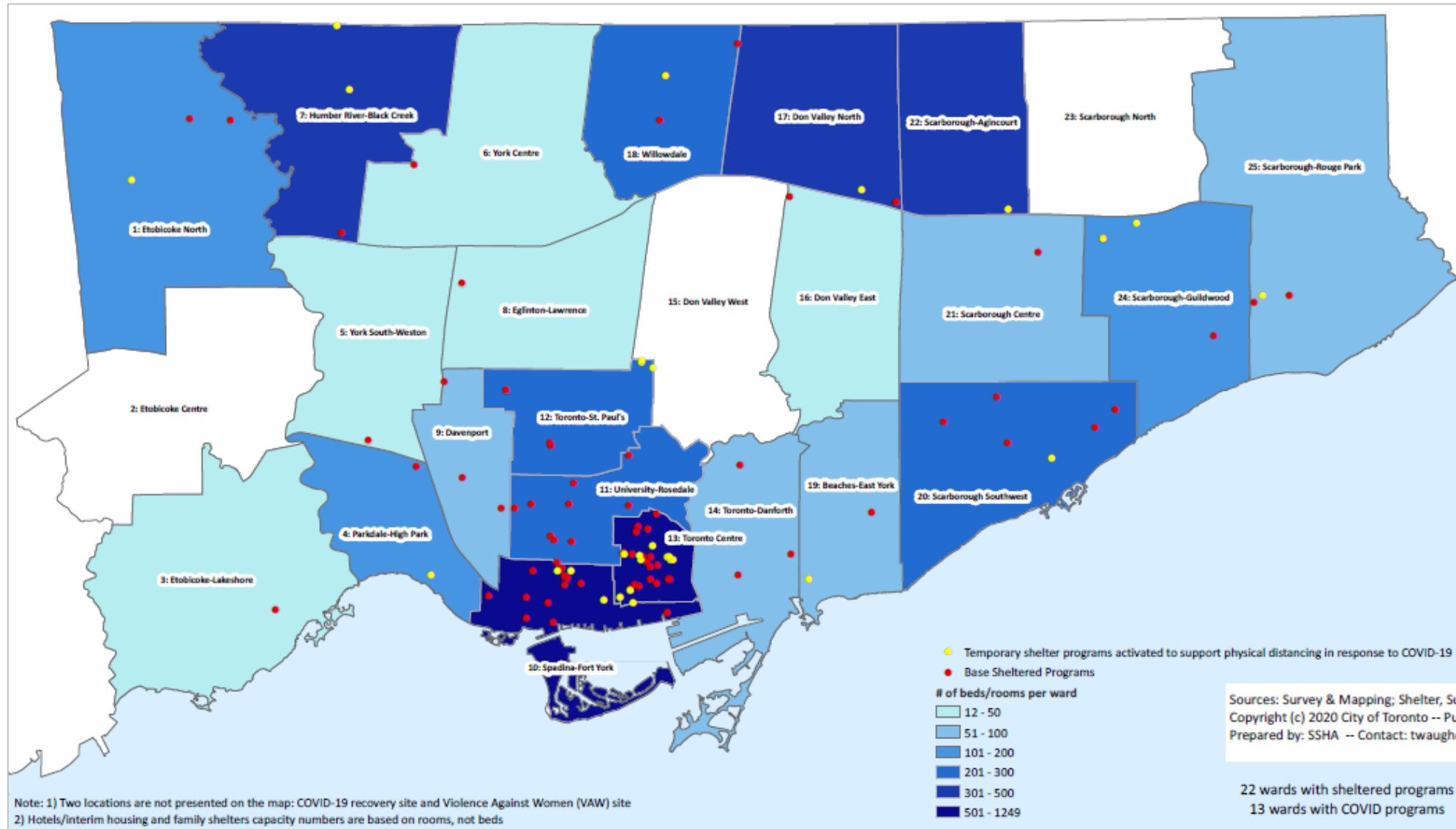
Context of Homelessness in Toronto



- 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.

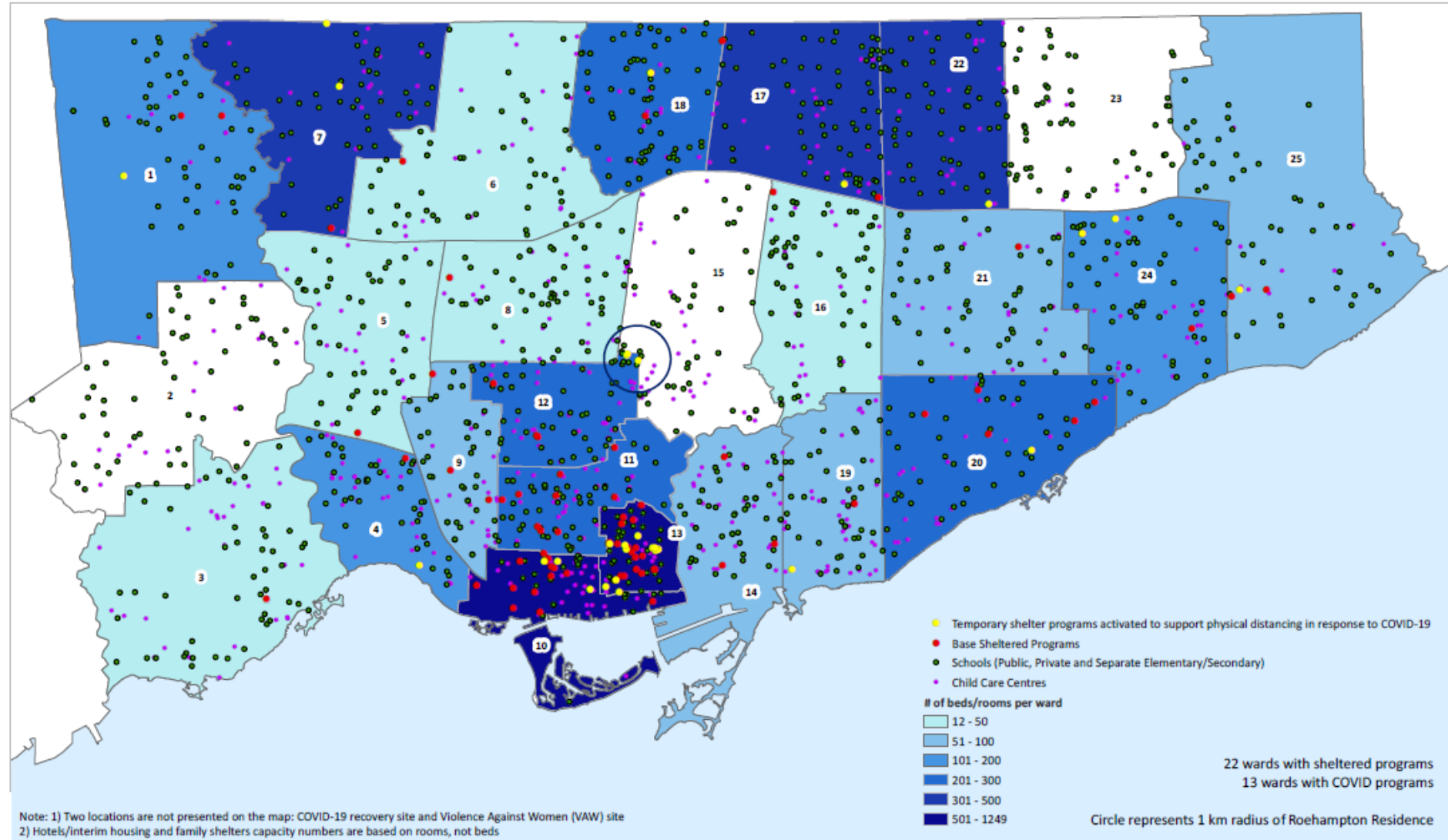


Shelter System by Ward



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.



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:

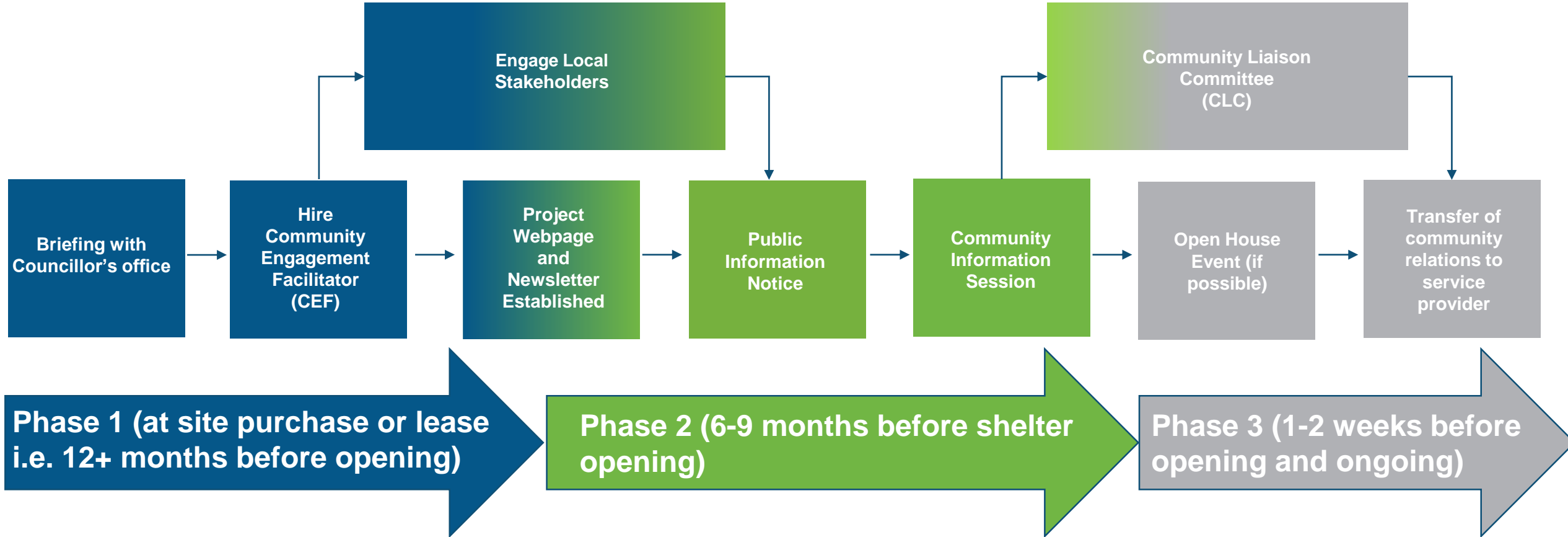


- Site shelters in locations that meet City by-laws (in locations that allow shelters as an as-of-right use)
- Support Toronto's Housing Charter – Opportunity for All (2017)
- Work with Real Estate Services Division to find feasible buildings and locations that are accessible and will provide adequate 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



Building a Welcoming Community

*The process below is a guideline and is subject to modifications based on interdependent factors and site-specific circumstances



- After the City has selected a location for a new shelter, we would usually begin our community engagement process with the community 6-9 months before shelter opening with the goal of supporting the integration of the service in the neighbourhood.

City's COVID-19 Response for People Experiencing Homelessness



30⁺ new facilities
opened



700 people sleeping
outdoors moved to
interim housing units

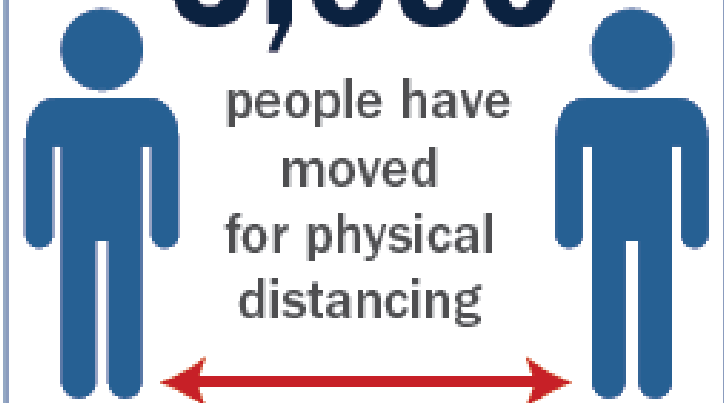
1,960 people
moved into hotels



20 hotel locations are
operational

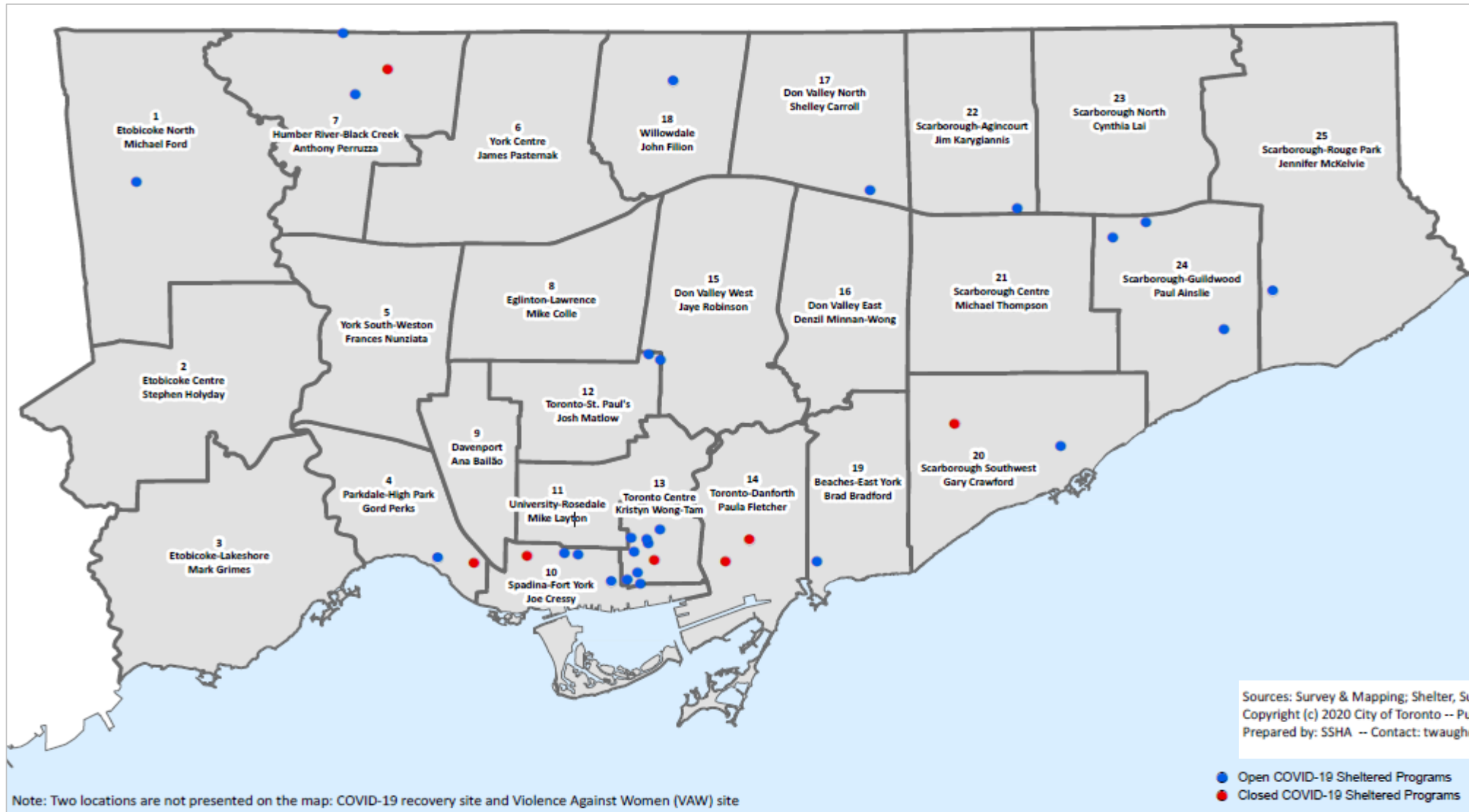
3,600

people have
moved
for physical
distancing



2m

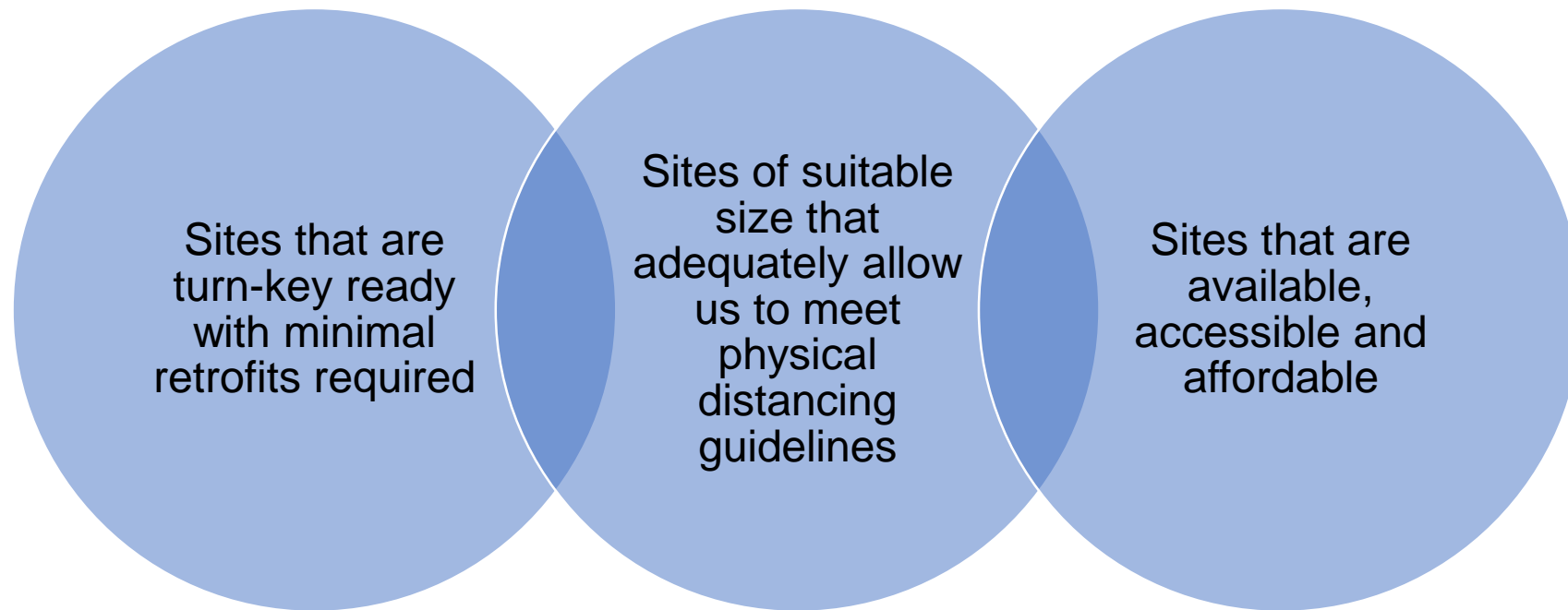
Temporary Shelter Programs Activated in Response to COVID-19 by Ward



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:



How do Ward 12 & 15 compare?



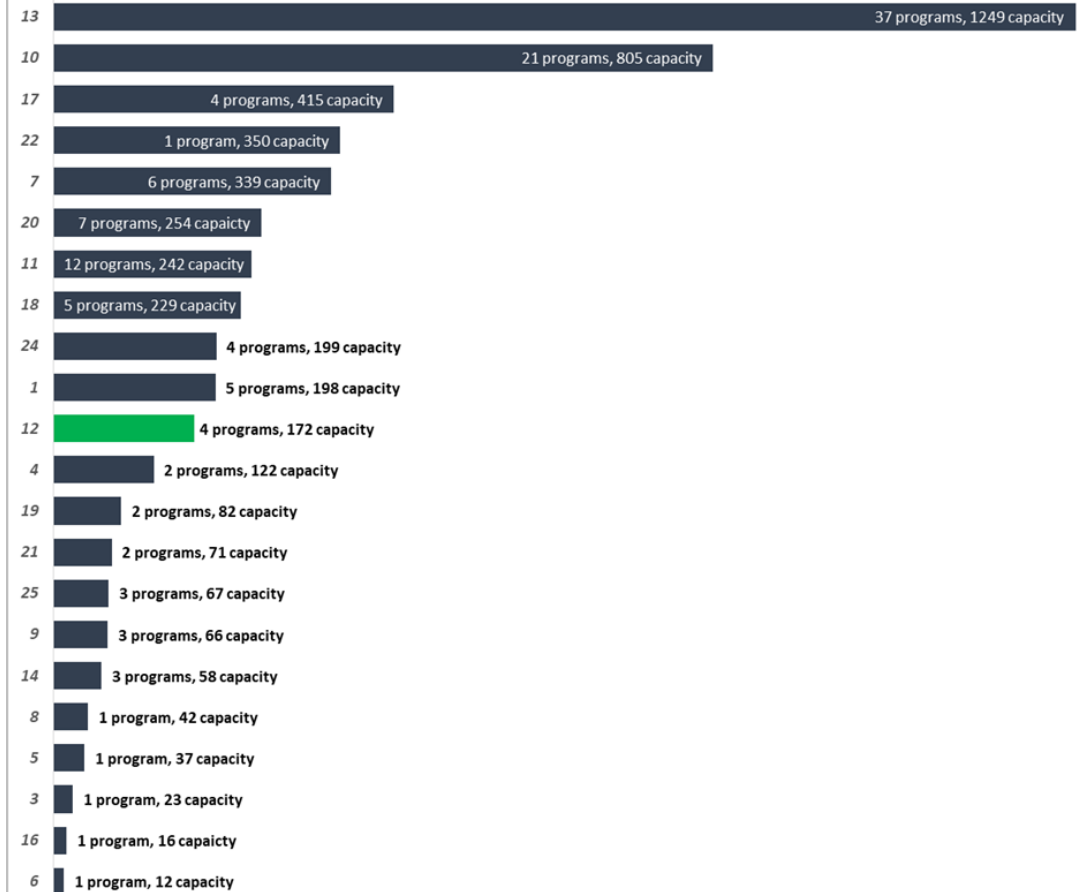
Ward 12 Overview

- 5 shelter programs operational with 290 bed capacity.
- Ward 12 ranking compared to all wards across Toronto.

Ward 15 Overview

- No shelter programs.

Ward ranking based on program numbers and bed/room capacity



Community Engagement During COVID-19



- While an engagement process for the community in advance of a program opening 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
 - Small group and on-one-on community outreach
 - Tracking of community concerns – action and follow up
 - Regular community bulletins for updates and to answer community questions
 - Information Session (Aug. 19th) – today
 - Community Liaison Committee

Broadway Avenue



- 55/65 Broadway Avenue is one of the City's interim housing programs opened at the end of April to clients as part of the City's three-tiered COVID-19 response.
- Designed to be temporary while units were vacant pending redevelopment it will close on **September 6, 2020**.
- Many people were successful in securing permanent housing.
- Anyone not moving to permanent housing will be offered a referral to available space across the shelter system.



The Roehampton Residence



- The Roehampton Residence at 808 Mt Pleasant Rd. opened in early July to assist with meeting Toronto Public Health guidelines for physical distancing.
- Roehampton Residence Program is run by City staff and offers case management (assessment and referrals to community services/resources), housing search help, meals, harm reduction and recreational programming.



Rights and Responsibilities



- People staying at Broadview and Roehampton are equal citizens of the city and have the same rights, freedoms and responsibilities as other residents of the city.
- The City maintains conduct expectations and rules must be followed by anyone staying in the programs
- Regular resident meetings are held to remind people of rules, policies and guidelines.



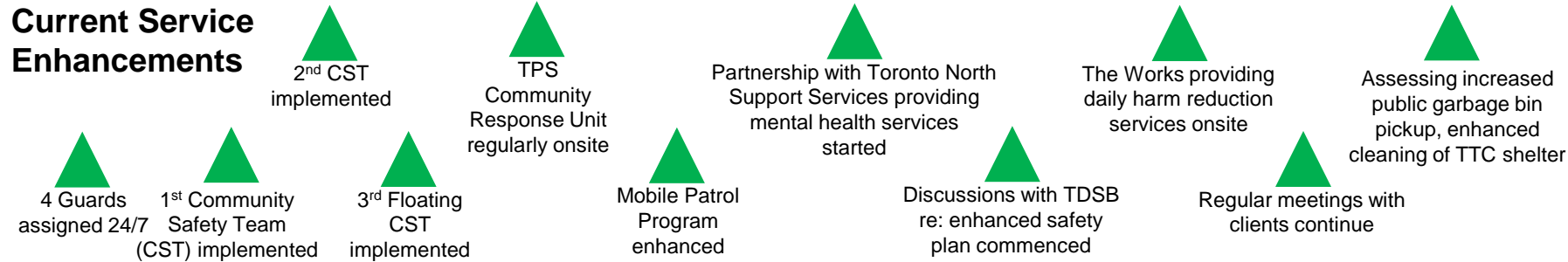
Roehampton Timeline and Service Enhancements



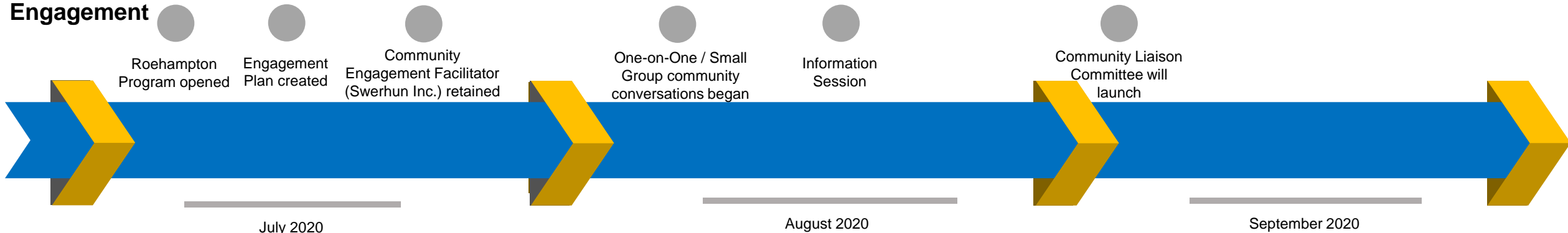
Future Service Enhancement



Current Service Enhancements



Background / Engagement



School Safety Plan



- City is working with local school partners and TDSB school trustees to develop and implement a school safety plan.
- Some steps have already been taken:
 - Cleaning of school premises and alleyways near Roehampton Residence (and 55/65 Broadway)
 - Community Safety Teams available 24/7 to respond to schools', day cares', and community requests
 - 24/7 security mobile patrol conducts proactive patrols of school properties





Feedback and Questions

Voicemail: (416) 479-0243

Email: clc.roehampton.residence@gmail.com

Website with online feedback form: www.toronto.ca/physicaldistancingshelters

Appendix C – How Questions were Selected by the Facilitator

Following the August 19th Information Session, some participants shared feedback about the session by email and voicemail. Some participants raised concerns that it seemed that the individuals were pre-screened and only those supportive of the shelter were selected and that the feedback shared is not representative of the local community. Others shared feedback that the meeting was well organized and share appreciation for the work being done to support residence of the community. Please see below for a detailed explanation of how participants were selected to ask questions and additional ways to continue to share comments, concerns, and questions.

Over 1,100 people logged on online and/or called in over the course of the public information session for the shelter at the Roehampton Hotel and the interim housing at 55/65 Broadway Ave online and by phone and approximately a total of 800 people watched the YouTube Live stream.

During the session the facilitator, Yulia Pak, saw a list of approximately 90 participants that virtually raised their hand, which was indicated by a small icon next to the participants' chosen names or their masked phone numbers on the WebEx platform. The facilitator did not see any of the participants' faces (except the panelists). The facilitator then randomly selected participants and one-at-a-time unmuted them for the participants to ask their questions and/or share feedback. WebEx Events, the software used to host the session, does not allow any pre-screening of the comments or identification of comments by a particular topic. The participants and their questions/feedback were not screened in advance and participants were free to share any question or feedback they wished. No participant or a phone number was unmuted more than once. At the beginning of the meeting, the facilitator asked all participants to keep their questions/feedback to no more than 2 minutes, to be considerate, and to refrain from using any hurtful language.

Not everyone was able to ask their question and/or share their feedback during the information session and those who did share their thoughts/questions representing themselves, and not all voices in the community.

The Community Engagement Facilitators continue to note questions and comments raised through email and phone. These communications have and will continue to greatly inform the content in the Community Bulletins.

Appendix D – Follow-up Note from a Participant Submitted after the Meeting

I am the individual who posed the question regarding establishing performance metrics to measure the effectiveness and sustainability of the actions taken to alleviate the issues in the shelters and in our community. I believe this is something that the management team responsible for these and all other shelters should be practicing on a constant basis to ensure best possible services to the Clients, a safe work environment for the Staff and to avoid any impact on the surrounding Communities.

Personally, beyond common sense, I don't believe I have the skill sets to propose any metrics regarding the effectiveness of the programs to the clients, nor do I know what is important to the staff to make sure their work environment is safe. The SSHA department has the resources and the knowledge to do that and to make it common practice for all sites. This is simply good management practice that will allow the decision makers to become proactive in anticipating and resolving issues before they become critical. It places management accountability where it belongs.

Regarding the safety of the community, I will attempt to make some suggestions. I see the issues impacting the community in the following three categories:

1. Safety of the schools
2. Impact on the area businesses
3. Street safety and appearance

The Safety of the Schools is TOP priority and something that TDSB and SSHA are already discussing to develop a proper plan. A complete plan should include effectiveness metrics.

Impact to the area businesses and street safety can be extracted from the Police database as it was suggested last night.

Street appearance should be done by the clean up team by reporting:

- numbers of recovered needles
- recovered drug paraphernalia
- number of defecation sites

This is also something the CLC can work on and propose what they will consider more appropriate.

Thank you for listening.