

Roehampton Residence

Community Liaison Committee

Terms of Reference

1. Background and Shelter Overview

The Roehampton Hotel, located at 808 Mount Pleasant Road, has opened to shelter single adults and couples who are experiencing homelessness as part of the [City of Toronto's three-tiered COVID-19 response](#). The City has leased the Roehampton Hotel for two years (with an option to extend for a third year) from the property owner.

Opening this site and others across the City allows individuals who are experiencing homelessness to stay safe while ensuring physical distancing in the shelter system. These sites are also providing access to supports that help them find permanent housing.

People began moving into Roehampton Residence on July 3, 2020. This site has 109 furnished and self-contained units which can accommodate up to 174 people depending on family configuration (adult singles and couples). City of Toronto staff operate the site and provide case management, housing help, meals, and recreational programming. Harm reduction supports and services are also provided on site. The site is staffed 24/7 with video security surveillance and uniformed 24/7 security guards on-site.

2. CLC Mandate and Purpose

The City of Toronto's Shelter, Support & Housing Administration (SSHA) Division is creating a Community Liaison Committee, an advisory body, to work collaboratively with the shelter operator at the Roehampton Hotel and relevant City staff to achieve a successful integration of the new shelter into the neighbourhood.

The CLC is not a decision-making body. As an advisory group, the CLC will strive to seek general agreement on guidance and advice to the City. All CLC members are encouraged to openly discuss concerns, ideas, perspectives and viewpoints, and seek to develop common ground by minimizing areas of disagreement to the best of their ability. Where differing viewpoints and opinions exist, these will be documented in the CLC meeting notes.

The guidance, advice, feedback, and comments provided by CLC members will help SSHA staff and/or other relevant City agencies make decisions regarding the shelter integration.

The mandate of the CLC is to provide a forum for advice to SSHA staff and relevant City agencies on how to strengthen the shelter's integration into the community and ensure that the shelter is a good neighbour and a valuable community asset. More specifically, the purpose of the CLC is to:

- Provide a sense of the broader community's concerns in relation to the new shelter and explore how the CLC can best address them;

- To share and discuss ideas regarding community safety, potential community benefits, volunteer opportunities, and opportunities for CLC members to lead community-oriented initiatives;
- Represent and communicate the perspectives of the broader community, local organizations and constituencies at CLC meetings. The CLC is not intended to address individual issues and/or concerns;
- Relay CLC meeting discussions and outcomes back to the members' respective organizations and constituencies;
- Help promote and disseminate information about shelter events, activities, and programs to members of their organizations and broader community constituents; and
- Provide feedback on any other relevant matters that the SSHA staff or partner agencies refer to the CLC for comment.

3. CLC Work Plan

The CLC meetings are anticipated to initially take place on a monthly basis with the first meeting happening in mid-September 2020. SSHA staff with support from its facilitation team and in discussion with the CLC will monitor the progress of the CLC and may adjust the frequency of the meetings, if needed.

Meetings will be no longer than two hours in length, typically from 6:00 pm to 8:00 pm. These meetings may be planned as workshops, providing additional time for more in-depth discussions and feedback.

It is anticipated that the initial CLC meetings will be held online to help prevent the spread of COVID-19 and promote collective well-being. City staff will closely monitor the situation with COVID-19 to determine if/when meetings can be conducted in-person.

If a member of the Committee must withdraw due to illness or unexpected events, their position may be filled at the discretion of SSHA staff by another individual representing the same organization.

4. CLC Membership

The CLC is a non-political advisory committee and will be composed of up to 20 interested representatives from local organizations from the community.

The CLC will be comprised of representatives from the following sectors:

- **Local Resident Organizations** – who have a place of permanent residence in a close proximity to the new shelter or having deep-rooted history in the community involvement (e.g. resident associations, condo boards)
- **Business and Economics** – who have an economic or business interest in the success of the local community (e.g. business, commercial or industrial associations such as Business Improvement Areas)

- **Community Serving Organizations** – who have involvement in local public interest community associations and/or being a local community service provider (e.g. representatives of schools, local police division, non-profits, churches, and social, and health agencies)
- **Other Impacted Stakeholders Organizations** – organizations that advocate on behalf of other interests relevant to the integration of the Roehampton Residence.

Local elected officials will be invited to all CLC meetings in an Ex-Officio role to listen to CLC discussions, provide relevant information, and share advice.

The City of Toronto recognizes that Community Liaison Committees help strengthen community engagement processes by bringing perspectives that reflect the local context, interests, and diversity of the communities they serve and represent. In addition to seeking local representation and a diversity of interests, organizations have been encouraged to nominate candidates from the following equity seeking groups: women, young adults 18 to 30 years old, Indigenous People, persons from visible minority groups, people who identify as LGBTQ2S+, and people with disabilities. Should CLC members represent individuals that require materials in languages other than English, they can request that the City of Toronto provide public facing materials from CLC meetings in alternative languages.

5. CLC Term of Membership

For the purposes of these Terms of Reference, the initial CLC membership term is defined as 1-year. Should the City, in consultation with CLC members, see the need to continue the CLC process past the initial term, the City and the CLC members may renew these Terms of Reference and the CLC's commitment to them. Otherwise, the membership will be automatically dissolved after the last CLC meeting as part of the work plan described in this document.

At the end of the CLC term, members may be asked to participate in an evaluation of the CLC engagement process.

6. Roles and Responsibilities

The CLC reports its advice and recommendations to SSHA staff and relevant City of Toronto agencies, if necessary, with the assistance of an independent facilitator.

All CLC members (including the elected officials and City staff) and the Facilitator will:

- Review and agree to these Terms of Reference;
- Assist in the development of meeting agendas;
- Attend CLC meetings and participate in constructive and positive discussion;
- Treat each other with respect and take an active role in the work of the CLC; and
- Work to understand and represent the varied perspectives of participants.

Community CLC members will:

- Share information, as well as provide advice and constructive feedback related to potential and identified community benefits, volunteer opportunities, community-based events, and any community concerns;
- Operate effectively by offering suggestions and alternatives to issues, concerns and problems;
- Attempt to anticipate potential problems and offer options for resolving them;
- Communicate CLC discussions back to their respective members' organizations and broader constituencies they represent;
- Attend the CLC meetings whenever possible or send a delegate;
- Review the outcomes of CLC discussions to ensure the meetings are accurately recorded in the meeting summaries, or in additional reports that members may determine are needed; and
- Maintain confidentiality of privileged documents/information provided through CLC meetings. Please note no individual member of the CLC speaks on their own behalf. Feedback and concerns shared will not be attributed (or tracked) to any individual or particular group in the CLC. Key discussion points will be reported in the public meeting summaries without attribution. For this reason, the specifics of who said what during CLC meetings should be kept confidential. Following each meeting the discussion will be summarized in aggregate. A draft meeting summary will be shared with the CLC members present at the meeting for review to ensure it accurately captures key points of discussion. Once finalized each summary will be made publicly available on the project website (www.toronto.ca/physicaldistancingshelters)

City of Toronto staff will:

- Identify and explain from the onset and during the CLC process what is open for the CLC influence and what is not (and why);
- Strive to provide accurate, easy-to-understand information to CLC members, such that they can provide well-informed advice and recommendations;
- Help the CLC function effectively by addressing issues and providing \$ suggestions and alternative solutions to identified concerns and issues; \$
- Ensure that appropriate representatives (or other resources) are present at discussions to address specific issues or components of the process;
- Listen carefully to the advice and perspectives of members and, where feasible, incorporate advice; and where not feasible, provide a clear explanation of how the feedback was considered; and
- Provide materials for review in advance of CLC meetings, where possible and/or necessary.

The independent facilitation team will (for the number of CLC meetings identified in their scope of work with the City):

- Chair and provide facilitation and administrative services for CLC meetings;

- Develop meeting agendas in consultation with the City and the CLC;
- Keep a record of CLC discussions and feedback;
- Draft and share meeting summaries of each CLC meeting on the project website; and
- Assist in resolution of any CLC-related issues, as required.

Administrative services will include organizing CLC meetings; distributing meeting notices and materials; distributing draft CLC meeting summaries for CLC members' review and finalizing them; and managing a CLC membership list.

Once the services of an independent facilitation team are not required (as identified in the facilitator's scope of work and further confirmed by the City), all facilitation team's duties will be assigned to dedicated City staff.

7. CLC Meeting Management, Agendas and Reporting

The following procedures will be used in convening meetings of the CLC:

The independent facilitator may convene additional meetings or postpone scheduled meetings at the request of the City or members of the CLC, upon approval from the City.

In consultation with the CLC and the City staff, the facilitator will develop the CLC agendas and coordinate accompanying materials for each meeting.

The facilitation team will prepare draft and final summary reports from CLC meetings. Once finalized, the summary reports will be made publicly available on the project website (www.toronto.ca/PhysicalDistancingShelters).

8. Resources

The City will provide the resources needed to support operation of the CLC, including: facilitation and administrative support, meeting materials, and supplies.

9. Reporting Relationship

The CLC is acting in an advisory capacity to SSHA staff and is not responsible for the decisions made by the City of Toronto or elected officials. By participating as members of the CLC, members are not expected to waive their rights to participate in the democratic process and may continue to participate through other channels.

10. Media Contact

Individual CLC members' opinions are not necessarily representative of the views of the entire CLC. In the event that CLC members receive media enquiries about the shelter at the Roehampton Hotel, its process, and feedback shared in CLC meetings, all inquiries should be referred to media@toronto.ca. CLC members may speak to the media about their individual/organizational perspectives about this process.

11. Freedom of Information and Protection of Privacy

Please note that all information will be used in accordance with the Municipal Freedom of Information and Protection of Privacy Act. With the exception of personal information, all information provided through the CLC process will form part of the public record including the names of CLC members and organizations they represent.