

Meeting Summary

2950 + 2970 Lake Shore Boulevard West
Online/Telephone Information Session
Tuesday October 20, 2020
7:00pm to 8:00pm, WebEx (Online + telephone call-in)

Overview

On Tuesday October 20, 2020, the City's Shelter, Support & Housing Administration (SSHA) Division hosted an Information Session to share information and respond to questions about the proposed shelter site at 2950 + 2970 Lake Shore Boulevard West. The Information Session was held online and by phone, in keeping with current public health regulations to reduce the spread of COVID-19, and to 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 11,400 residents and businesses within a 1km radius of 2950 + 2970 Lake Shore Blvd West. The session was also promoted on the project website (www.toronto.ca/ShelterExpansionSites), through the project Community Updates, and through the local Councillor's office. Over 200 people logged on online and/or called in over the course of the public information session using the WebEx platform.

The meeting was led by Violetta Ilkiw of Barnes Management Group, a 3rd party Community Engagement Facilitator. The meeting included:

- Opening remarks from Councillor Mark Grimes
- Presentations from:
 - Loretta Ramadhin, Shelter, Support & Housing Administration
 - Violetta Ilkiw, 3rd party Community Engagement Facilitator, Barnes Management Group



- o Alison Folosea, Corporate Real Estate Management Division, and
- o Steve Hilditch, Hilditch Architect Inc.
- A question and answer period was facilitated by Violetta Ilkiw, a 3rd party Community Engagement Facilitator with Barnes Management Group. Responses were provided by Councillor Grimes, City of Toronto staff Loretta Ramadhin and Alison Folosea, and Steve Hilditch, Hilditch Architect Inc.
- Closing remarks and next steps were provided by Councillor Mark Grimes.

A summary of remarks provided by Councillor Grimes is attached to this report as Appendix A.

Details on how the questions were selected are attached to this summary as Appendix B.

Barnes Management Group facilitated the Information Session and prepared this summary. This report is not intended as a verbatim transcript of the session. It provides information on some of the main areas of interest and concern raised by community participants.

The slide presentation for this information session can be found on the website at: www.toronto.ca/ShelterExpansionSites.

The full presentation can also be viewed via the presentation recording. The recording is closed captioned. It can also be found on the project website: www.toronto.ca/ShelterExpansionSites.

Comments & Questions from Information Session

Community Safety	4
Community Safety Walk	5
Policing in Community	6
Real Estate Transaction	6
Development Proposal	6
Purchase/Price	7
Building/Design	8
State of Current Building	8
Building construction	8
Mixed Use Design	9
State of Homelessness in Toronto	11
Service Model and Site Programming	11
Site Operator	13
Site selection and Location	13
Density/Availability of Social Services/Social Housing in Ward 3	15
Community Engagement	17
Next Steps	18

Following the opening remarks and presentation, participants asked questions and shared comments during the Question and Answer (Q&A) portion of the Information Session. During the course of the Q&A session, 128 comments and questions were received. These were grouped into nine categories, which are offered below for your ease of review. Questions and comments were summarized, removing duplicates and follow-up questions grouped in an effort to provide a more succinct report.

The summary below includes responses to the questions and comments articulated during the information session. Responses to some of the directly related follow-up questions asked in the Q&As are included in the summary below. Some responses have been edited for clarity and to be concise. The feedback has been grouped under the following themes: Community Safety, Real Estate Transaction, Building Design, Homelessness Data, Types of Services: Shelter/Affordable Housing, Site Operator, Site Selection and Location, Density/Availability of Social Services/Social Housing in Ward 3 and Community Engagement.



Responses from the presenters are noted in *italics*.

COMMUNITY SAFETY

There were a number of comments voicing concerns about increasing community safety with the shelter location. The community-safety related themes received in the Q&A box were centered around site suitability, area density and the possibility of increased levels of crime.

Questions articulated verbally during the information session:

Q: Is this a mixed shelter or only for men? My concern is that I moved to a building next door to the proposed shelter and my building is already problematic with drugs and crime. The shelter could potentially bring more problems to the area.

Response: *A community safety walk is part of the early community engagement process to identify areas of concern. We'll also identify external design features and once the site is operational, security and safety teams can be utilized to minimize and mitigate concerns. We'll look at design features for the building including lighting and security cameras.*

Operations from the CAPRIET Apartments behind the site are joining the community safety walk and, in our conversation with them, they welcomed collaborating and partnering, perhaps on some of the areas that are joined toward the back, on making sure that good lighting is added, and other features, so that the safety of their residents is well considered

Q: These locations are in very close proximity to schools as well as child care centres. How will you guarantee the safety of children as this site is unavoidable if walking to the nearby schools and childcare centres? I am very concerned because my children will have to walk by it every day to go to school and their safety is concerning.

Response: *The City currently operates and oversees shelters in 22 wards across the city, and almost all of those shelters are located close to schools and daycares. Many shelters have operated without incident while in close proximity to schools and other children's spaces. For the last 40 years, our shelter sites have been located within communities, which means that they are often located near other community services like schools, childcare centres and parks.*

As part of the early community engagement process, local trustees and school principals were invited to a key stakeholder meeting with the third-party community engagement facilitators, the Councillor's office and the City. The questions and concerns from that meeting were noted and will be included in the overall report and will inform future engagement for the site.



Q: The mid-town shelter (Roehampton Hotel) has created so much disruption in that neighbourhood. Petty crime, drug use, and more safety issues. What would be done here to prevent/avoid the same situation?

Response: In regard to the midtown site, it's important to recognize that each neighbourhood has its own unique qualities, needs and traits; and each site almost needs its own customized plan to ensure its success. Due to the pandemic and the urgent need to create physical distancing in the shelter system, to help stop the spread of COVID19, the City, under the guidance of the Ontario Ministry of Health and Toronto Public Health, worked very rapidly in a short span of a few months to open over 30 physical distancing sites across the City, and the midtown shelters were some of those. We would normally have a lot more lead-up time before a service opened to be able to ensure there are wrap-around supports and services in place before the shelter is opened. Efforts have been underway and they have resulted in great improvements for both the residents and the broader community, because these wrap-around supports and programming are now in place.

COMMUNITY SAFETY WALK

Participants in the information session asked questions about the participants in the community safety walk, logistics and future plans around safety.

Questions articulated verbally during the information session:

Q: I understand that there are only 5 residents of New Toronto on the Community safety walk. How do other residents get their voices heard about safety concerns? Can we do a second safety walk if you can only have 15 people join this one?

Q: What time of day will the safety walk take place? Perhaps you might consider doing this walk at multiple different times/days.

Q: Will we also get the final full community safety plan in detail? Please publish the route and buildings assessed during the Community Safety Walk.

Response: The Community Safety Walk (3:00 p.m. on October 24) participants include community members, representatives from the local BIA, local faith communities, local agencies/organizations within Ward 3, police officers from Division 22, Councillor Grimes office, Community Engagement Facilitator from Barnes Management Group, and City staff. Due to COVID restrictions on group sizes, there was a limit on the number of participants. Future Community Safety Walks will be organized with staggered times throughout the daytime and evening hours.

The Early Engagement Community Safety Walk will not result in a Community Safety Plan. A report, with feedback from safety walk participants and information gathered from the walk, including a map of the route taken, will be completed and shared on the project website: www.toronto.ca/ShelterExpansionSites

POLICING IN COMMUNITY

Other comments and questions were related to understanding the relationship between Toronto Police Services and SSHA.

Comment articulated in the Q&A box during the session:

- We hope the shelter will reduce the need for policing in the area as the clients' needs will be met appropriately. For clarification, reducing policing and replacing it with appropriate resources, such as shelters, mental health support, health care, etc.

Questions articulated verbally during the information session:

Q: Is there a connection between the Toronto shelter strategy and policing strategy?

Response: *The City's permanent shelter sites generally don't require a significant policing type of strategy or ongoing security guards. If there are issues, our operators will work with Toronto Police Services and the local division to address any concerns.*

Q: When I moved in 10 years ago, police from the storefront advised me not to walk alone after dark here as it was not safe. Last month we had 80 gunshots on the same block. Is there a plan for increased policing to support our community?

Response: *We're very committed to community safety and we work in partnership with Toronto Police Services. We will take measures to ensure that there are community safety plans. There is a zero tolerance policy for any violent or criminal activity occurring in the shelter or out in the community. As needed, members of the community of course should call 911 or non-emergency police numbers to report crimes. We do provide various wrap-around services and programs, particularly in collaboration with our partners, such as the community safety teams that help to clean up discarded items that residents might leave behind. We generally have great success with these measures.*

REAL ESTATE TRANSACTION

DEVELOPMENT PROPOSAL

Many questions were received in regarding the real estate transaction and past development plans for the property. The questions and responses are summarized below:

Question articulated verbally during the information session:

Q: Previously, the property was to be developed for residential housing (apartments). What transpired between the developer & the City to negotiate a sale? What happened to the original development proposal?



Response: *There was no approved development proposal at the time of the negotiations for the acquisition of the site between the City and the owner. The City negotiated in a normal manner based on the needs of the City and was not influenced in any way by any other applications or anything that might have been going on with other divisions. CREM learned through its independent broker that the owner might be interested in selling the property.*

The applicant came with a plan for a nine-story building. We had a community meeting about this which was, in my mind, pretty well received. They were going through the planning process and it took too long for them. They were concerned about timelines, so appealed to TLAB (Toronto Local Appeal Body - City of Toronto), which is the old OMB and that's the last I heard about it. No decision was actually made by the City planning department to refuse the plans. The file is still open there; the developer left their appeal open in the event the purchase was not completed. So the City did not reject. It is still an open planning file with the City. We believe that they were open to a sale as due to uncertainty on if their development application would be approved and the timeline it might take to gain that approval.

PURCHASE/PRICE

Participants articulated comments and questions about whether the purchase price is appropriate.

Questions articulated verbally during the information session:

Q: I don't understand the market value regarding this property, if you are paying \$13 million for it, and the property is worth less than around \$5 million plus, how do you justify buying this building? Taking into consideration that you could use this money to offset locating other shelters for this kind of money.

Q: Through the FOI Act it has been discovered that the City is proposing to purchase the property for \$13,844,169. This does not include the monies that would be required for renovation. How can the city justify paying 2 to 3 times fair market value?

Response: *The City cannot comment on the purchase price that was negotiated because the transaction remains conditional, and so this information is still confidential. All of our transactions need to be at market. We have no ability at all to disclose the purchase price at this time. The price that was negotiated is supported by a third-party appraisal. There have been a variety of different comments that we've seen in terms of what the value of the property from a variety of different sources that are based on different inputs. The price that we ended up with is supported by a third-party appraisal and is reflective of market value.*

Q: If closing is anticipated December 2020, does that mean there's a chance the purchase can still be derailed? Is there any scenario in which this real estate purchase does not proceed?



Response: *The transaction remains conditional while we continue our due diligence work and look in greater detail at the site. Provided the diligence work is completed on a satisfactory basis, then the City would proceed with completing the transaction.*

Q: Is there a targeted all-in cost per bed that the City targets when acquiring and building a new shelter? If so, can this be shared?

Response: *It is really something that is project-specific in terms of what work is required and what the project is targeting. The results of the due diligence, definitely does impact our feasibility assessment, so we learn more about the condition of the building and it will impact our analysis on what the project looks like.*

With the design and construction of our new locations, we do work on improving the building. We also seek to increase the green standards of the building. We aim for as close as possible to zero gas admissions. All of these factors do play into the end cost, but we aim to achieve a better more sustainable property.

BUILDING/DESIGN

Community members had a number of questions in relation to the building and its design, including the state of the current building, and construction and design plans.

STATE OF CURRENT BUILDING

Question articulated verbally during the information session:

Q: Why was not the state of the building (and cost of repairs) taken into consideration when choosing this building?

Response: *The state of the building was taken into consideration in the negotiations we entered to purchase from a preliminary basis, but we had not undertaken a complete due diligence of the site. This is in process at the moment.*

BUILDING CONSTRUCTION

Community members articulated a variety of questions in relation to the construction and planned use of the space at 2950 + 2970 Lake Shore Blvd West. Specific questions are outlined below.

Questions articulated verbally during the information session:

Q: Is the plan to have a new building or is the existing structure going to be used for the shelter?

Response: *The plan is to renovate the existing structure for 2970 Lake Shore Blvd. West. There are a number of different options that have been considered and are still being considered for both the 2970 and 2950 Lake Shore Blvd West sites. For the initial move forward, the plan is to renovate the existing building for 2970 Lake Shore Blvd. West. One of the benefits of the building is that potentially it could allow for additional storeys in the future, for affordable housing. The context right now is really a more*



near-term development. Generally, we look to renovate the existing buildings for shelter purposes, but it depends on the direction by Council, the operator, as well as the end program that's chosen.

Q: What if it doesn't make sense to renovate the building?

Response: *In terms of building new versus renovating the building, new can take upwards of three to five years with site plan approval and the overall construction schedule. Our funding is currently in place for a couple of more years and in terms of being able to provide the needed services as quickly as possible, renovating buildings is the more optimal solution. This is why we weren't looking specifically at vacant land for construction.*

Q: In Wuhan China a hospital was built in 2 weeks. Please further explain the timelines & limitations in building on vacant land in Ward 3?

Response: *There are a variety of limitations in terms of building on vacant land. We work as quickly as we can. I think you've seen the City achieve great success and move very quickly over the past seven months during this pandemic emergency period, where we have done a lot in terms of finding new and innovative ways to expand shelter services and our affordable housing services. The modular housing initiative is a really great example of that. Critical time limitations, from a building perspective, would include addressing any environmental considerations, addressing any zoning limitations – those just inherently take a long time. Then the building project itself can take time. So, we may not be as fast as we've seen across the world, but we do think that we've made some really big steps in the past seven months about how fast we've been able to bring new housing online.*

Q: Will the shelter be ward style with large rooms with cots/beds and communal washrooms, etc, or will it be individual apartments/rooms with private facilities for each client?

Response: *The intent is to consult with the operator once an operator is chosen for the site, and to determine who is being served and what are the best forms of accommodation for those clients. That being said, as a general principle, the City is moving away from the large dorm-type accommodations that people might think of from 30 to 40 years ago. The City is trying to create smaller more private spaces that have a greater ability to allow people to regain their dignity, get their feet under them, and move on.*

MIXED USE DESIGN

Participants asked questions about what may be included in project design plans and how community can be involved. Specific questions are outlined below.

Question articulated verbally during the information session:



Q: How might the shelter or housing at this site interact in a productive way with the existing commercial street? Are there possibilities for an affordable cafe, an artist space and so on?

Response: As an architect, this is something that I think is one of the most productive kinds of discussions to have in the upcoming engagement process, to find out what community members would like to see on the ground floor, particularly in 2950 Lake Shore. It's very well suited to provide some sort of support, be it some form of community-oriented space, whether it's commercial or non-commercial. It's certainly something that is worthy of engaging in the upcoming process to try and get what the community thinks works best. Part of the design of all new shelters the City opens, there is an aim to create a community space on site that can be available for different types of programming for community to access, not just for residents of the shelter. There are definitely many opportunities for integrating other street front uses.

And via the Council, Lakeshore Arts has already expressed interest in reaching out and getting involved in the early stages of the shelter. This is an arts organization in the Lake Shore that most are very familiar with. They have indicated interest in getting engaged in that process at the very early stages.

Q: I would like to know more about community design and planning. What is meant when the Architect says things like supporting public activity? I'm coming from the position of being a long-time Lake Shore resident. We have a 9-block sidewalk and storefront on one street that supports everything we do in this tiny community. It's very small and there are very few businesses. The businesses are sensitive, so I'm wondering how does urban design or urban planning cooperate with this type of project, not just zoning but rather on a little border street like ours? How would a massive undertaking like this integrate?

Response: It comes down to how the building will affect the everyday lives of people living in the community and making use of the sidewalk along Lake Shore Boulevard, and how they go about their everyday business. One of the keys to that is having space that does respond to the needs of community. It's important to have community space within shelters and it's something that the City is trying to do. It's something that if done right can actually enliven that particular section of the block. Right now, that block, in particular, has very little in the way of vibrancy because the tenants are gone from 2970 Lake Shore West. There's no real activity at the street-level, so being able to bring something back would generally benefit the neighbourhood.

Q: Has Steve Hilditch been identified as the Architect for this site?

Response: Hilditch Architect is part of a team of people who are working for the City around shelters. We've been involved in some of the early due diligence, but at this point, there hasn't been any kind of final determination. Our hope is that we would be the architect on the site, but time will tell.



STATE OF HOMELESSNESS IN TORONTO

Some participants articulated questions about current and projected statistics of people experiencing homelessness.

Questions articulated verbally during the information session:

Q: The last survey for homelessness was in 2018. Any estimates for projected homelessness numbers post pandemic (when vaccine is distributed & pandemic is under control)?

Response: Our subsequent street needs assessment was supposed to have occurred in April of this year, but it had to be postponed due to COVID-19. The temporary locations that were opened were not set up to create new spaces. They were set up to allow existing shelter users to separate out across multiple locations for physical distancing measures. We don't have any estimates yet on what the projected homelessness number may be at this time but there are a number of factors that will ultimately have to be taken into consideration, such as migration, when the borders open up again.

Q: Thanks for a good presentation. I do note that the stats given are for singles and homeless. Are there any stats on homeless families?

Response: The statistics given weren't just specific to single adults. The estimated 8,700 people who were homeless in 2018 included families and children. We track clients that are admitted into the shelter system, so we do have an ongoing count of homeless individuals staying in the shelter system on any given night. We don't necessarily have accurate ongoing counts of those who might be homeless and sleeping outdoors or homeless and sleeping on a friend's couch, for instance. There is a lot of variable data in that respect, which is why we do a street needs assessment roughly every two years, to come up with statistics on those that are homeless.

SERVICE MODEL AND SITE PROGRAMMING

Participants articulated questions in relation to the number of residents that would be served at 2950-2970 Lake Shore Blvd West, whether the project would be a shelter or permanent housing and who the operator and clientele would be at the site.

Questions articulated verbally during the information session:

Q: If this ends up being a shelter, will this be the kind of shelter where people will be lining up in the evening to get a spot? Where would the ones go that don't get a spot? Where would they go when kicked out in the morning?

Response: Our shelters are generally set up so that the clients can remain on site during the day. There are some existing programs where the clients are asked to leave during the day but that is not a design of the new shelters we create. Clients wouldn't be asked to leave and line back up for the evening to be readmitted. If somebody showed up seeking shelter, they would absolutely be provided service. If it is not



possible at that building, they would be referred to another shelter where they could be accommodated.

Q: What is the minimum number of shelter beds in conjunction with affordable housing, that is feasible at 2950-2970 Lakeshore Blvd. W.? How much will SSHA be involved if the site is a mix of affordable housing and a shelter?

Response: Part of the goal with the design of new shelters going forward is to ensure that they are smaller in size, so the aim is generally less than 100. The more recent shelters created have been around 80 beds or so, bearing in mind that a family shelter might be 80 beds not necessarily 80 families. But when we're speaking about singles, it's usually 80 single beds. In terms of how that might look with the integration with the housing, we have to wait for that direction from Council to see what we can do, choose an operator and determine what the best mix would be for that site.

In SSHA, we work closely with the Housing Secretariat division. So, we would work with them to determine the best way to create a mix between the number of housing units that might be a mix of bachelors, one bedrooms and two bedrooms, depending on what is really suited in terms of the given space and the site.

Q: When looking at affordable house at the site, which I think is really necessary, when it's mentioned that there might be one or two bedroom units, I would like to put out there that that's not going to be appropriate for families. Can I really encourage the city to reconsider building units that are bigger so that if there is there are families who are moving in, that the units have more bedrooms/are bigger to suit those families?

Response: We will definitely take the feedback into consideration. It goes back to determining what the client makeup will be. The split between shelter or housing may be based on the direction we receive from Council as well as well as including consideration for what's needed in the community.

Update post-meeting: City Council consideration can be found at:

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2020.EC16.1> AND
<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2020.GL16.6>

On October 28, 2020, City Council adopted EC16.1 Interim Shelter Recovery and Infrastructure Implementation Plan directing SSHA to explore opportunities to shift from shelter development, to the activation and operation of affordable and supportive rental housing. The site at 2950+70 Lake Shore Blvd West will be considered through this process, given that it is well suited for both shelters and permanent housing. SSHA will continue to provide community updates as developments arise.

Q: How often do you see shelters convert into permanent housing (at what rate and typically over what period)?



Response: The concept of designing our shelters to be converted into housing is a new concept, just looked at in the last couple of years. So, we haven't officially done any types of conversion yet.

SITE OPERATOR

Community members articulated questions about who will be operating the site and how the operator will be chosen.

Question articulated verbally during the information session:

Q: In terms of the yet to be determined service provider or operators for the site, can you explain how a provider or operators are sourced? And, are they publicly or privately engaged? I ask this really in the context of the COVID provincial fallout regarding the lack of inspection of long-term care homes for safety and for residents and staff. How will things be working if it goes through?

Response: In 2018, the City put out a request for proposal (RFP) for operators to service the shelters we had intended to open. So, in terms of choosing an operator, one would be selected from this pre-qualified list of operators that had previously responded to the RFP. We have a number of operators that run many of our shelters across the City and they are expected to maintain a certain level of standard. We have a quality assurance team that inspects the locations for continuity of service, and to ensure they are meeting their obligations as a provider.

SITE SELECTION AND LOCATION

Community members articulated many questions and comments regarding the selection of 2950 + 2970 Lake Shore Blvd. West as the location for the project. Some of these questions and concerns are outlined below.

Comment articulated verbally during the information session:

- My wife and I are both long-term residents. They say ratepayers are opposed to this. We are ratepayers who support the project for a wide variety of reasons. It's close to community services, including LAMP. Without the streetcar transportation, it's in the centre of the Lakeshore, in the old parts of New Toronto and Long Branch. It's right in the centre, providing service to a wide variety of people in this area; and the people who will be living in these buildings require good places to live and located in good locations. We don't know what put them in these situations and poor quality accommodation. They require the same quality of living as we do. These places exist for a wide variety of reasons and we, the people of the Lakeshore, want to support these people who need help, and through this project.

Comment articulated in the Q&A box during the information session:



- We have a lot of affordable housing in this area, but this location does not seem appropriate and I'd like to encourage the city to look at other sites which will not affect business and the safety of our children and our community.

Questions articulated verbally during the information session:

Q: My question is why that location? Its right on the best strip, I own property and I don't see the logic in dumping a crisis on a community creating all new problems.

Response: *When looking for properties, we looked across the City for potential available properties that would meet search criteria, in terms of size and access to services, access to libraries, health services, other social services, access to transit – and this property met those needs.*

Q: Location is on prime commercial-business on the main road! What is the justification? What about Browns Line area? Off the main roads.

Response: *We might not have had a potential property brought to our attention that was available to be purchased and met the required conditions and criteria in that location. In looking for properties for our clients, we do take into consideration accessibility to transit and other services. A shelter location does have to meet certain zoning requirements; for example, shelters can't be sited in employment or industrial zones. Many of our clients work, go to school, so they need access to the TTC. One of our goals is not to look at remote areas for new shelters because clients wouldn't be able to access the services they need. People go about their daily lives on a day-to-day basis and it's important to locate a shelter so they can be part of the community.*

Q: Will the city investigate other areas that may be more appropriate and will not so negatively affect the safety security and livelihood of our tiny community?

Response: *We're always looking for opportunities. With respect to this transaction, we are proceeding with assessing the site and learning more about the site and will assess next steps based on those results. And to add, we're always open to looking at and exploring potential properties that may be available for sale or lease.*

I know in the Q & As there continue to be more comments and questions surrounding the Browns Line. To address that, we might not have had a potential property brought to our attention that was available to be purchased in that location. I don't know offhand if we did or did not, but if there had been a property, it might not have been suitable in terms of size, it might not have been suitable in terms of price point. There are a number of conditions and criteria that are taken into consideration, not only the examples I gave earlier, in terms of being close to TTC, meeting certain bylaw restrictions, and certain zoning requirements. These are just a handful of the reasons that we choose a potential property.

Q: I don't understand the rationale for putting a shelter right next to another shelter, when the area is so big? The shelter located is a provincial shelter on Islington Avenue, which is for women.

Response: The location you're referencing is actually the provincially run shelter's head office space and a resource centre for individuals — either their clients or those in the community who are seeking additional resources, supports, counselling, etc.

Q: I have been a long time resident of Lakeshore, and went to school here. It was a manufacturing base which changed dramatically. Obviously there has been a fallout from that, and from the old Goodyear site, which was on 10th to 13th Streets, which was turned into co-op housing. We've seen fallout from the Mimico Jail turning into the South Detention Centre, and all the support services around that. We've seen LAMP last year, or the past couple of years having tents on their grounds on Fifth Street, with residents and children around, while people are doing drugs outside. So, I can't see how putting a shelter on Lake Shore Blvd West and effecting all the businesses that are already suffering. I can't see it. You've got a liquor store on Second Street, which, if you've got an addiction issue raises concerns. It's not just about not being able to afford housing. There are addiction issues we already see along the Lake Shore all the time, because people can't work, who lost their jobs. Has any of that been thought about and identified?

Response: What is being indicated in this question is that there is a need for a shelter in this community to address those who might be living in tents, on your streets, those who might need access to service. There are many who don't want to go downtown to access a shelter bed. They want to be able to stay in their community, that they grew up in and are familiar with; and by adding the service locally, it provides a safe space for people to go during the day so that they don't have to be setting up tents.

DENSITY/AVAILABILITY OF SOCIAL SERVICES/ SOCIAL HOUSING IN WARD 3

Community members had many comments and questions in relation to the density of social housing and social services in the area.

Comments articulated in the Q&A box during the session:

- There are three women's shelters in the area: Jean Tweed, Women's Habitat and St. Vincent de Paul on Newcastle St. There are no men's shelters and there is a definite need for a family shelter as promoted by LAHAAG and LAMP.
- New Toronto already shoulders 15.4% density per capita of the City's average density of Social Housing and Rent Geared to Income units. This is 3 times the



density of Mimico, eight times the density of Longbranch and fifteen times the density of Alderwood.

- Talking about the density of shelters and social housing in Ward 3 vs other Wards is misleading, because as you can see in the map shown, Ward 3 shelters and social housing were extremely concentrated in the small New Toronto neighbourhood only.

Questions articulated verbally during the information session:

Q: New Toronto itself already has three-times the city average of social housing and a concentration of social services. Was this taken into account when choosing the site?

Response: In preparing the maps showing social housing distribution, we did do more of a broader scale focus across wards as opposed to zeroing in on neighbourhoods, because we do look for services right across the City of Toronto. We did not go out on our shelter search seeking specifically a spot in the New Toronto area in Ward 3. We broadly looked at and saw the Etobicoke area in general has a lower concentration of shelters available. The attempt is to not only look in the downtown core for available properties, for instance. There were about 49 properties that were investigated in Ward 3 in the last three years and this has been the only property that met all required criteria, including zoning, and was accessible to transit and other services.

Q: The City is spending a lot of money right now modernizing social housing areas, such as Regent Park, to make it more liveable for people that need shelters and housing. The map that you created for this area does not include any of the affordable housing at Lake Shore and 12th/13th, and the entire area between 8th and 12th streets, north of the Lake Shore. So, are we creating more of an issue here for people that need the housing, when we should perhaps, be putting this shelter system in the current area, rather than adding to the problem?

Response: If I understood the question correctly, it was reflecting that the map wasn't showing all of the housing in the City. This is the data that was collected by our specialists, who work on mapping services. It's meant to show transitional housing, supportive housing and affordable housing units - that is my understanding of this map.

CLARIFICATION POST-MEETING: The dataset (used to create the map) contains social housing financially supported by the City of Toronto. It does not include the social housing that is funded by other levels of government as the City does not collect or share that information. There is social housing in every ward in the City of Toronto. The most significant concentration is in the downtown core and in particularly Ward 13. Based on our spatial analysis of Ward 3 and the area surrounding the proposed shelter, we believe the area can support the proposed shelter and housing services.



COMMUNITY ENGAGEMENT

Participants asked for information about how stakeholders have been engaged, how community members can be engaged going forward, and the opportunities for community space.

Questions articulated verbally during the information session:

Q: What steps are you taking to ease and accommodate the concerns of the community members who are against having the shelter in that location?

Response: *In terms of easing the concerns, a part of that is through the engagement process that that we are doing right now. There will be opportunities for individuals to email us and communicate with our facilitators to voice their concerns and questions that we will happily take into consideration and try to address.*

Q: Have you met with Humber College as a potential community partner?

Response: *We [Community Engagement Facilitators] have met with representatives of Humber College in at least two stakeholder meetings. We will recommend Humber College be engaged in the next stage of this project and considered as a potential collaborator/partner.*

Q: Are there City-funded shelters that have garden spaces? How can community stakeholders give feedback on the design of the proposed shelter?

Q: In follow up to the above question, who considers the surrounding area, and what community engagement can occur, in terms of where gardening could be placed, when there is a very tiny physical space for the proposed site. How is the City planning involved in this?

Response: *Certainly, gardening is a therapeutic thing for all of us and particularly these days during COVID. If you have the opportunity to garden, it's sometimes helpful, but for shelters in particular, there are a number of shelters that have gardening as part of their outdoor space, in some cases, on rooftops; in some cases, at grade. It is something that could be considered. It depends on the nature of the operator and the people being served and would be a part of discussions around how best to design a shelter for the given users.*

All plans are viewed by Toronto Building and City Planning.

There is also the possibility to give input into the design. There is an engagement form on the project web page (between October 20 and November 1) for that purpose.

Q: How will you support the businesses in the area? Do you have examples of how you have done that in the past? How will you do this? Has it been done before? Where?

Response: *As part of the Early Engagement we have met with the Lakeshore Village BIA, which includes representatives of the local businesses in the area. The BIA*



members did raise concerns about the location of the potential shelter on a commercial strip, and concerns for local businesses in proximity to the location.

In terms of impact to neighbouring businesses, we are talking about a program that will open likely two years from now and the City will work with the community through our engagement process to ensure that this service is well integrated into the community, into the neighbourhood and that we have a good working relationship.

NEXT STEPS

The project team thanked participants for their continued participation in the Early Engagement process. Attendees were invited to complete a community engagement form on the project website (www.toronto.ca/ShelterExpansionSites) to inform further engagement in relation to the site. 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/ShelterExpansionSites; or sending emails to: clc.2950.70lakeshoreblvdwest@gmail.com. The team will also continue to send out Community updates to individuals that have signed up for updates. Any updates to the project will be made available on the project website, listed above.

Appendix A

Councillor Grimes' Remarks

The information below is a summary of remarks provided by Councillor Mark Grimes at the October 20 Online/Telephone Information Session. It is intended to capture key points, and is not a verbatim transcript.

Councillor Mark Grimes

- Thank you for taking the time to join us tonight. This is not the way we usually do our meetings, but this is the world we are living in right now.
- We have staff from Shelter, Support and Housing Administration (SSHA), corporate real estate management as well as the architect joining us to give you a presentation and answer your questions.
- Keep in mind that the City is at the beginning stages of the project. As you might know, the City doesn't normally do engagement this early in the process.
- I moved a motion in Council for early engagement, as I wanted to make sure that we got involved at the very early stages as we move forward with the project.
- Over the last several weeks, there have been some great meetings with local stakeholders about this project. We've heard from many different viewpoints.
- As you may be aware, I moved a motion back in July, asking the City to look at putting supportive housing on this site. I'm pleased to say that a couple of steps have been taken in that direction. Council supported that motion unanimously.
- City staff have recently confirmed that in response to this motion, a consultant has been hired to look at this request toward supportive housing. And at the recent Economic Development Committee meeting, which I Vice-Chair, we voted to allow the City to relocate some of the funds from the 1000 Shelter Bed strategy to create more supportive housing opportunities. We hope this is the direction we will be moving, but that has to go to Council.



- This move will allow shelter staff to shift the plan for the site to bring in supportive housing. I am urging my Council colleagues to support these important steps. I will keep you updated about what happens at the upcoming Council meeting.
- I want to recognize the great work that Shelter, Support and Housing Administration (SSHA) does, and the tremendous amount of pressure that the SSHA staff are under to get our neighbours and friends and people off the streets.
- It is my job as a Councillor in Toronto to look after our most vulnerable people, and when this project site came forward, I thought the motion I moved to look at supportive housing was the right way to go.
- I think the City has been listening, and has learned some lessons from what we watched happen at Roehampton, in midtown.
- I know everyone who tuned in cares deeply about our community, and I want to assure you that we are two years ahead of the process. The early engagement motion I moved gets us out in front of this and gets everything on the table before this moves forward. I know there are mixed feelings about this project, but we have time to get this right. There will be plenty more time for additional engagements as the project progresses. Please sign up for from my email list at www.markgrimes.ca. I send out a weekly e-newsletter, that keeps you abreast of developments in the community and will also update you on this project.

Appendix B

How Questions Were Selected by the Facilitator

Following the October 20th Information Session, some participants shared feedback about the session by email and voicemail. Some participants raised concerns that it seemed more difficult questions were not selected. Others shared feedback that the meeting was well organized, informative and shared appreciation for the work being done to engage with and listen to 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 200 people logged on online and/or called in over the course of the public information session for the shelter project at 2950 and 2970 Lake Shore Boulevard West.

During the session the facilitator, Violetta Ilkiw, saw a list of participants that virtually raised their hand, which was indicated by a small icon next to the masked phone numbers on the WebEx platform. Participants who joined online posed questions in written form in the Q&A section of the WebEx platform. The facilitator randomly selected participants on the phone and one-at-a-time unmuted them for the participants to ask their questions and/or share feedback. The facilitator also tried to track the many questions in the Q&A and asked in order of appearance of those questions. If it appeared a question had been answered, the facilitator moved on to the next question.

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 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, succinct and to refrain from using any hurtful language.



Not every question posed in the Q&As was able to be addressed in the time allowed for the Information Session. 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. Although individual responses are no longer being sent, these communications have and will continue to greatly inform the content in the Community Updates and the Final Report for the Early Engagement Phase.