

ONLINE / TELEPHONE INFORMATION SESSION 45 THE ESPLANADE TEMPORARY SHELTER

Thursday, February 18, 2021

7:00pm to 9:00pm



Land Acknowledgement



We acknowledge the land we are on is the traditional territory of many nations including the Mississaugas of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee and the Wendat peoples and is now home to many diverse First Nations, Inuit and Métis peoples.

We also acknowledge that Toronto is covered by Treaty 13 signed with the Mississaugas of the Credit and the Williams Treaty signed with multiple Mississaugas and Chippewa bands.

Meeting Recording



Please be advised that this meeting is being recorded and your opinions, statements and voice will become part of a public record.

Participants are asked not to share any personal information about themselves and other people, such as name, address and contact information within the meeting. If you wish to discuss a private matter, please contact us at clc.45theesplanade@gmail.com.

Presenters

Joe Mihevc, Community Engagement Facilitator

Joe Cressy, City Councillor for Spadina - Fort York (Ward 10)

Kristyn Wong-Tam – City Councillor – Toronto Centre (Ward 13)

Justin Lewis, Director, SSHA, City of Toronto

Alexandra Perry – Homes First, Manager of Hotel Programs

Christopher Encarnacao – Homes First, Site Manager, The Esplanade Hotel Program

Ryan Evershed – Homes First, Manager of Community Engagement and Programming



PURPOSE & AGENDA FOR TODAY'S DISCUSSION



Purpose

- Provide an **overview** of the **45 The Esplanade** and **services and supports** currently planned for the site.
- Respond to **questions, concerns and offers of support** from the community.
- Contribute to the **success of the shelter** in the community

Agenda

1. Welcome Remarks	45 Mins
2. Presentation on 45 The Esplanade	
3. Q&A	65 Mins
4. Closing and Next Steps	10 Mins

Welcome Remarks

*Presented by Joe Cressy
City Councillor for Spadina - Fort York*



Welcome Remarks

Presented by Kristyn Wong-Tam
City Councillor – Toronto Centre



Webex + Accessibility



- **If you require an accessibility-related accommodation, adaptive technologies on your phone often work best.**
- Panelists will describe content on the slides during the presentation.
- The City has become aware of some accessibility limitations with Webex and has escalated these issues to Cisco, the platform developer.
- The City is committed to addressing these accessibility concerns and are currently collaborating with Cisco to mitigate them.
- The City will provide updates as they become available.

Online Meeting Code of Conduct



- Familiarize yourself with the WebEx platform and your phone or computer. Knowing how to raise/un-raise your hand to ask a question, and how to type questions into the Q and A box helps make the meeting smoother.
- Be brief and limit yourself to one question or comment two minutes in length.
- Be a good listener and share the space with your neighbours. There will be other opportunities to engage and offer feedback and insight.
- Be patient. Technology hiccups may occur. We will do our best to resolve these as quickly as possible.
- Be respectful. The City of Toronto is an inclusive public organization. Racist or other forms of discriminatory, prejudicial, or hateful comments and questions will not be tolerated.

Question & Answer Period



After the presentation participants can ask questions and make comments in TWO ways. Participants can:

1. Type questions into the Q & A box on the lower right of the screen (computer only)
 2. Verbally ask questions on audio (computer and phone) by raising their hands
- Please lower your hand once your question has been asked
 - We will review how to raise hands and ask questions after the presentation.
 - We will do our best to receive as many questions as possible between the various methods of participation, and will rotate between 2 live phone in questions, followed by 1 question received in advance, and then 2 from the Q&A.
 - Our staff will continuously monitor and review the Q&A to ensure the most common issues are addressed in tonight's meeting.

How to Ask Questions



To type your question:

Click the “...” button at the bottom of the video window and select “Q&A”

Type your question in the box on the lower right-hand of your screen + click send

1. If there are a lot of questions we may not be able to answer them all in the session.
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To ask your question over the phone:

Dial: 416-915-6530

Access code: 177 715 0524

Press *3 to raise and lower your hand

City of Toronto Shelter Services Overview

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



Context of Homelessness in Toronto

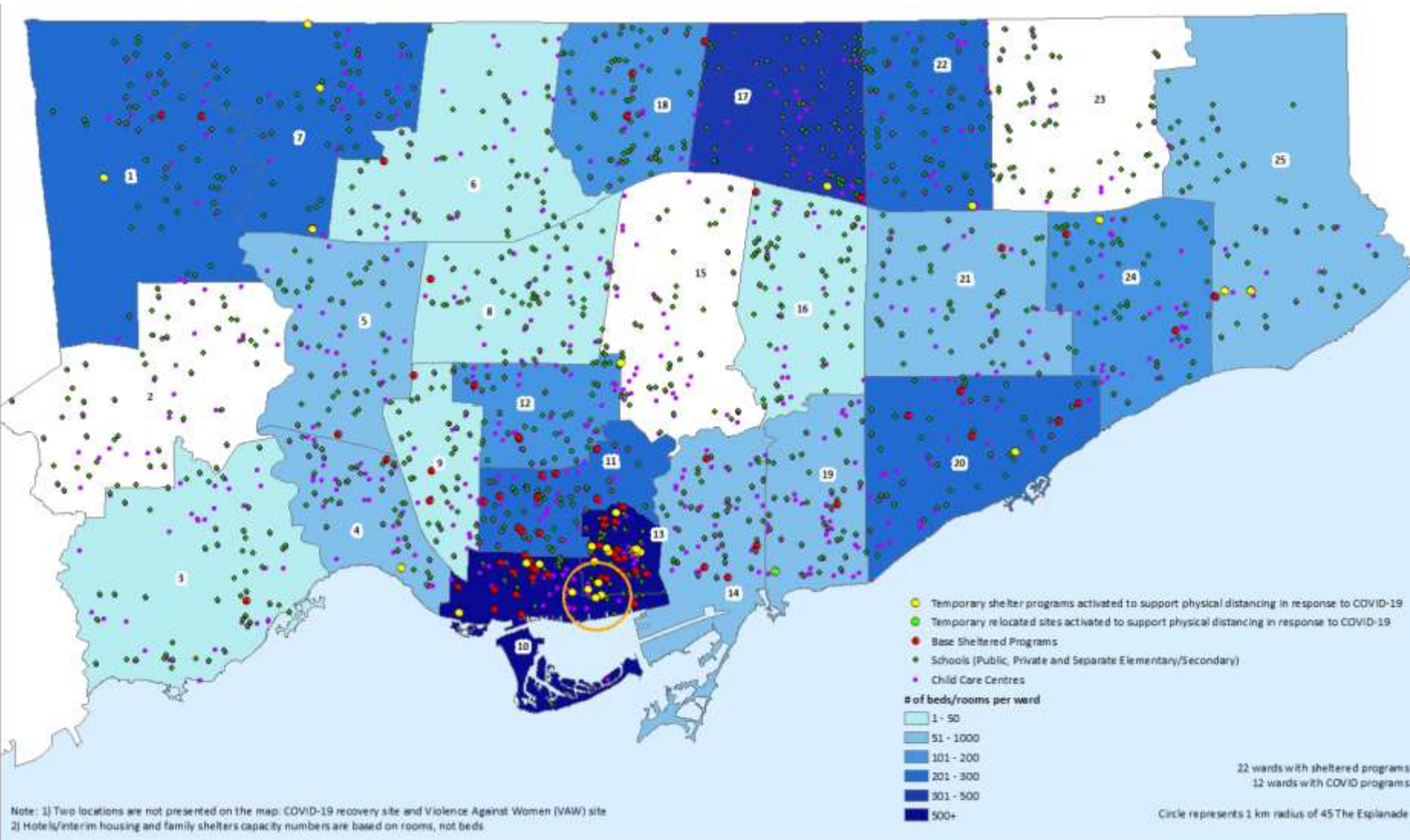


- Toronto's shelter system provides more than 6,000 spaces to support those experiencing homelessness and 2,300 spaces in new temporary shelters and hotel programs
- Challenges in the shelter system have been compounded by opioid crisis and pressures on the shelter system exacerbated due to COVID-19.
- While occupancy in the shelter system has decreased since the start of the pandemic, driven by a decline in the number of refugee claimants and families. Capacity in the shelter system for single individuals is currently higher than the same period last year.

Programs are located within communities



Providing emergency shelter to people experiencing homelessness is an important community service offered in neighbourhoods across Toronto.



Sources: Survey & Mapping; Shelter, Support & Housing Administration
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Prepared by: SSHA -- Contact: twoagh@toronto.ca

City's COVID-19 Response for People Experiencing Homelessness



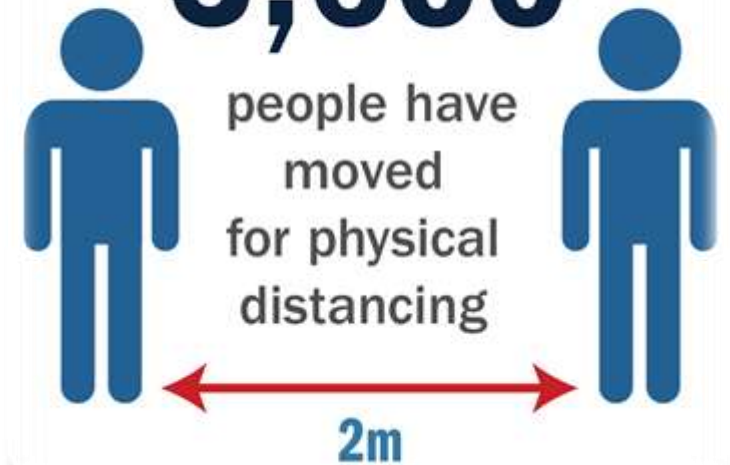
- **\$6.1 Million** to shelters, 24-hour respites and drop-ins for Infection Prevention and Control (IPAC), Personal Protective Equipment (PPE), wage increase and grants to increase programming to achieve distancing
- Opened **40** new temporary sites to create physical distancing in the shelter system. Currently **25** locations are active
- **3,611** people moved for physical distancing to distancing sites, hotels, and housing. Close to **2,300** spaces in new temporary shelters and hotel programs.
- **3,229 people** moved into permanent housing through Rapid Re-Housing initiative, housing allowances, and rent-geared-to income
- The winter services plan adds **680** additional spaces, including temporary seasonal spaces and permanent housing

**40 new facilities
opened**

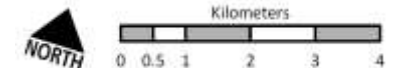
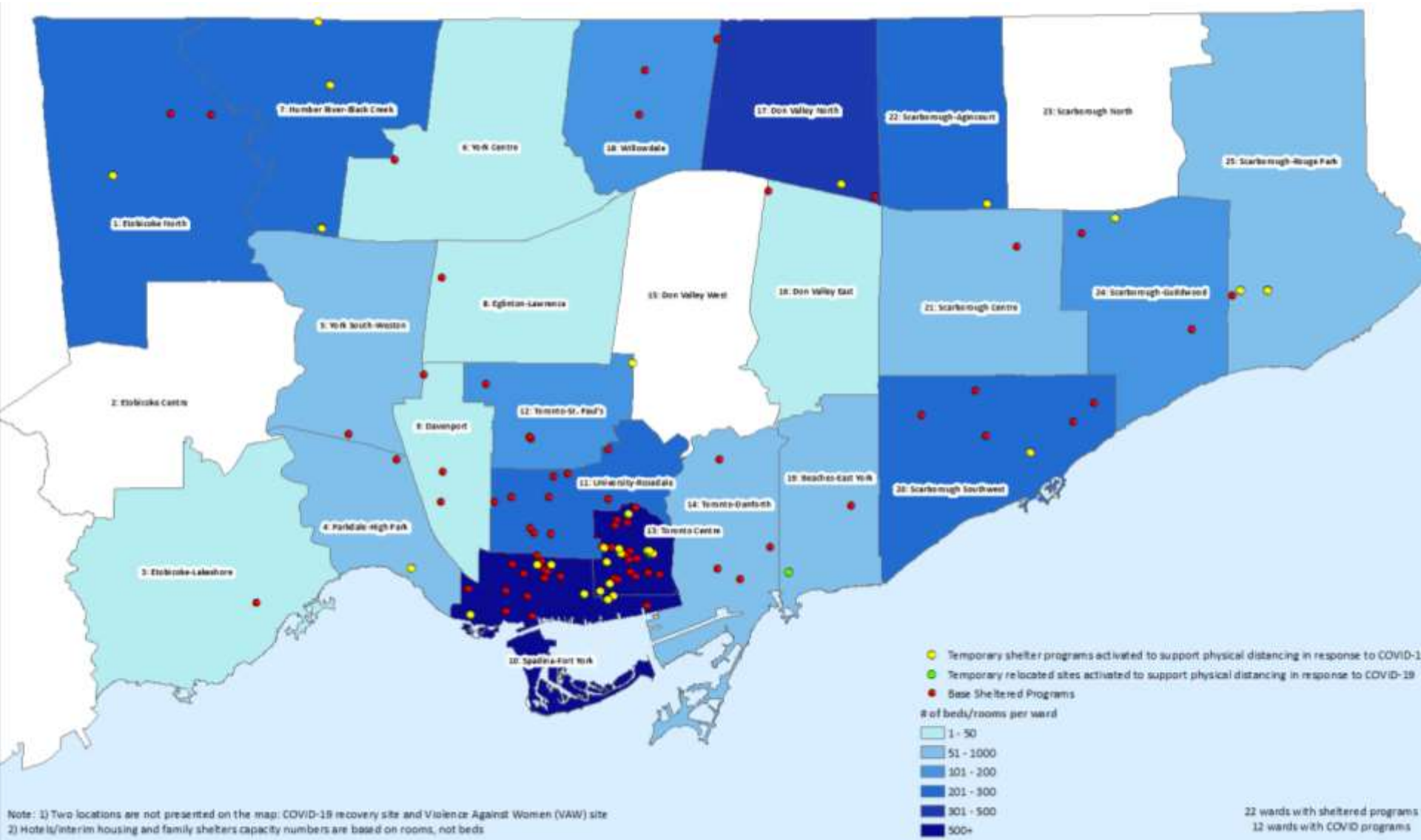


3,600

people have
moved
for physical
distancing



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



Sources: Survey & Mapping; Shelter, Support & Housing Administration
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Prepared by: SSHA -- Contact: twagha@toronto.ca

Shelter Programs Downtown



- There has been an overall reduction of shelter capacity in the downtown wards by 829 beds in the past year, even with the addition of temporary hotel programs
- Spadina-Fort York has seen the number of shelter beds decrease by 88 beds
- Additional relocations and bed closures are planned for both Ward 10 and 13

Ward No.	Ward Name	Councillor	Pre-COVID Capacity (March 15 2020)	Current Capacity (January 14 2021)
9	Davenport	Ana Bailão	157	40
10	Spadina-Fort York	Joe Cressy	1162	1076
11	University-Rosedale	Mike Layton	485	252
12	Toronto-St. Paul's	Josh Matlow	147	149
13	Toronto Centre	Kristyn Wong-Tam	1754	1421
14	Toronto-Danforth	Paula Fletcher	148	86
		Total	3853	3024

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:



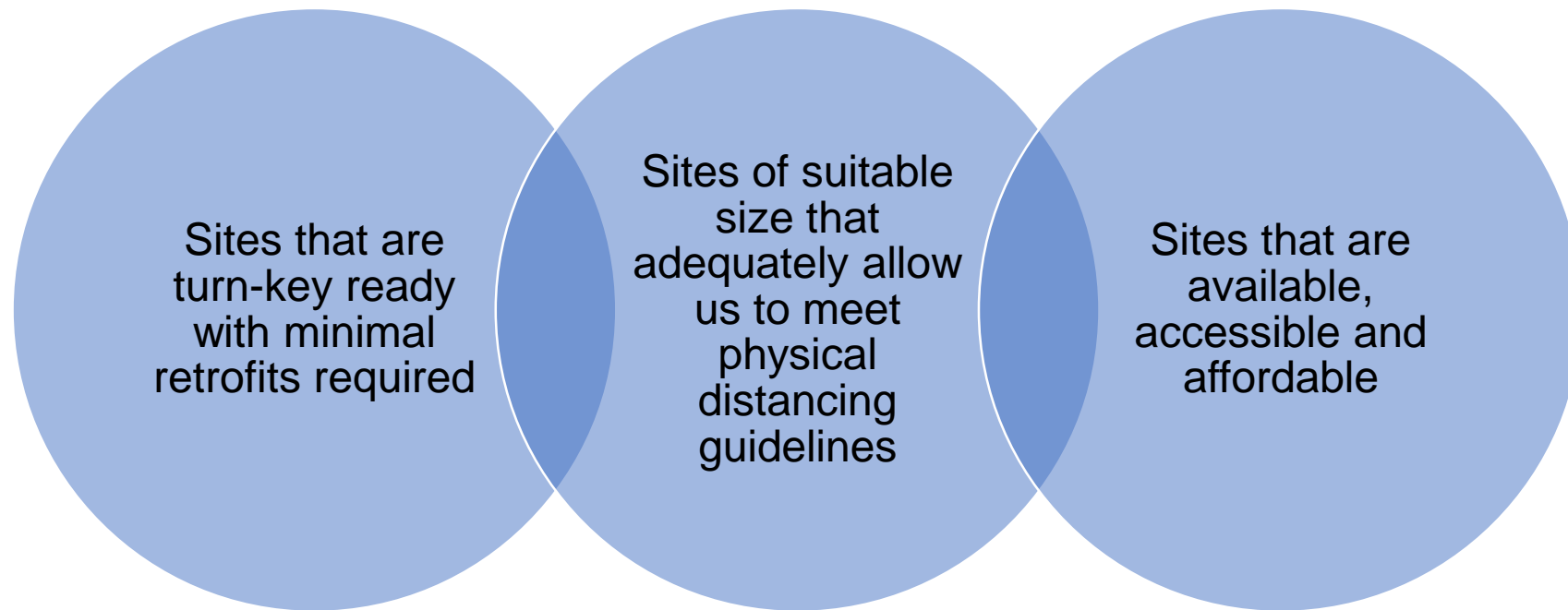
- Site shelters in locations that meet City by-laws (in locations that allow shelters as an as-of-right use)
- Support Toronto's Housing Charter – Opportunity for All (2017)
- Work with Real Estate Services Division to find feasible buildings and locations that are accessible and will provide adequate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



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:



45 The Esplanade



- 45 The Esplanade will **open on February 22, 2021** to clients as part of the City's COVID-19 response.
- The City leased this property until Dec 2021 with the potential for extension as public health guidance changes.
- 205 rooms are available currently with the ability to rent up to the 254-room maximum. The City will fill rooms gradually, ramping up to full capacity over time.
- The service currently operated by **St. Felix at 98 the Esplanade will close in Spring 2021.** Clients will be referred to other services appropriate to meet their needs, including to the program at 45 The Esplanade.



Program Overview of 45 The Esplanade

Alexandra Perry – Homes First, Manager of Hotel Programs

Christopher Encarnacao – Homes First, Site Manager, The Esplanade Hotel Program

Ryan Evershed – Homes First, Manager of Community Engagement and Programming



Homes First



- The shelter is run by Homes First and offers case management (assessment and referrals to community services/resources), housing search help, meals, harm reduction and recreational programming.
- Homes First has been providing supportive housing and shelter for over 35 years to all populations
- One of the largest providers of homes for people with the fewest options in Toronto.



Everyone needs a home

Our Residents

- The shelter will provide services to adult couples and singles of all genders.
- Some residents will come from existing temporary programs that have been closed
- Outreach to people currently experiencing homelessness in neighbourhood/encampments to offer them shelter.



Rights and Responsibilities



- Shelter residents are equal citizens of the city and have the same rights, freedoms and responsibilities as other residents of the city.
- They have the right to a safe place to shelter and a welcoming program.
- There are conduct expectations and rules for all clients that must be followed when staying in shelter programs.
- On-site Supervisors will be meeting with clients 1-on-1 upon intake into the program, and go over the Good Neighbor's Policy and remind clients of rules, policies, and guidelines.



Program Goals



- Provide safe space and stabilizing supports for clients currently living in outside.
- Develop programming that has a focus on building life skills and mental wellness.
- Build a strong sense of Community internally and externally. Create programming opportunities that engages both the surrounding community and shelter residents together
- Create program and engagement opportunities that enables shelter residents to share their stories and experiences.

Site Operations



Services and Programming



- All meals provided onsite
- Weekly programs and client engagement opportunities will be coordinated by a Community Engagement and Programs Coordinator.
- On-site services are not available on a drop-in basis, they are for program residents only

Case Management



- Homes First will provide case management and housing support for clients in partnership with Streets to Homes
- A minimum of 12 Homes First staff available on-site to support clients 24/7 in addition to supervisors on each shift
- Clients will be assigned an Intensive Case Management Worker and a Housing Help Worker

Harm Reduction



- Harm reduction supports available onsite, including the range of services available through iPHARE

Health Partnerships



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

Community Safety



- **4-6 Security Guards** available 24/7 to respond to security issues and conduct patrols
- **2 Community Safety Teams (CST)** doing outreach in the area on a 24/7 basis, 2 CST members per shift
 - pick up hazards such as needles
 - help to address inappropriate activity
 - patrol of parking garage and stairwells
 - patrols area around the property from Yonge St. to Parliament St., and from Lakeshore Blvd. E to Richmond St. and “Hotspots”
- All staff members trained to respond to immediate non-police or non-EMS related matters
- **Security fencing** for smoking space
- Additional **Security Cameras** will be installed.



Community Engagement

Joe Mihevc

Community Engagement Facilitator



Community Engagement During COVID-19



The City is committed to community engagement to ensure the success of the shelter in the community. The community engagement process typically begins much earlier before the opening of a new service. Due to the COVID-19 pandemic accelerating the pace of opening new temporary sites, engagement activities are taking place immediately prior to the service opening.

More information on community engagement will be available on the project website.

Actions currently underway:

- ✓ Retained Community Engagement Facilitator
- ✓ Tracking of community concerns – action and follow up
- ✓ Information Session (Feb 18th) – today
- ✓ Electronic community bulletins if changes and as developments occur
- ✓ Community safety planning
- ✓ Community safety audit to be scheduled in March
- ✓ Creation and facilitation of a Community Liaison Committee (CLC)

Community Liaison Committee (CLC)



- Community Liaison Committee (CLC) is planned to begin in March
- Advisory group made up of reps from community organizations (Resident Associations, BIAs etc.).
- Meets regularly with Homes First and the Community Engagement Facilitator
- Brings issues forward, shares information, collectively addresses community concerns, and channels offers of support.
- The Homes First will have a robust community engagement team to support the CLC.



Downtown East Action Plan



- The 2023 Downtown East Action Plan was approved by City council in July 2019
- It is designed to enhance the coordination of City and community response to complex challenges in the area related to poverty, homelessness, housing, community safety, mental health and substance use, particularly opioid related overdoses.
- As of March 2021, the plan has funded a Community Clean-up team which will employ people with lived experience of homelessness in enhanced response to drug use supplies and associated debris across the DTE
- CLCs participants in the Downtown East will be able to provide recommendations for the next phase of the DTE plan going to City Council in July 2021



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Next Steps & More Information

- A public event summary report will be prepared
- A recording of the event will be posted to the City's YouTube channel
- Sign up to receive email bulletins and updates, including the meeting summary: clc.45theesplanade@gmail.com
- Project Website: www.toronto.ca/physicaldistancingshelters