

City of Toronto/Homes First
45 The Esplanade Temporary Shelter

Community Liaison Committee (CLC)

Terms of Reference

(Please note that this is a draft document and subject to change until the first meeting of and approval by 45 The Esplanade Shelter Community Liaison Committee)

Updated: February 23

1.0 Background

As part of the City of Toronto's three-tier response to COVID-19 to support individuals who are experiencing homelessness, the City has been opening new temporary spaces in a number of hotels to allow for physical distancing. In the past year, more than 25 additional sites have been opened across the city moving more than 3,600 people into a combination of hotels, temporary respites, and interim and permanent housing. As a result of physical distancing requirements in existing shelters, these temporary new spaces are intended to help maintain the existing shelter capacity, not increase it.

Starting February 22, 45 The Esplanade has begun to accept adult singles and couples of all genders experiencing homelessness, some of whom are now living in encampments in various locations in the downtown. The process of accepting residents will be gradual and phased in at a manageable rate. The City has leased 205 rooms to begin and will have the ability to rent up to 254 rooms if the need arises. The City is leasing this site from mid-February until December 31, 2021. Possible extensions may be required due to the ever-changing nature of COVID-19. The city is reviewing related services in the neighbourhood as 45 The Esplanade opens.

The City has contracted the management and provision of services at 45 The Esplanade to Homes First. Homes First has been providing supportive housing and shelter services to Toronto residents for over 35 years, with a focus on the chronically homeless, people with complex mental health and addictions issues, and seniors. Homes First provides case management, housing support, health services, meals and recreational programming on site. Harm reduction supports and services are also provided on site. The Shelter is staffed 24/7 with video security surveillance and uniformed security guards. A community safety team provides a unique community safety support in the neighbourhood and aims to work collaboratively with businesses and other community security agencies in an effort to establish a coordinated community safety program.

2.0 About Community Liaison Committee's

A key highlight to the community engagement process at new shelter locations is formation of a Community Liaison Committee (CLC). A CLC is a committee connected to a shelter service made up of representatives of the community that meets semi-regularly to address questions, share information, discuss and collectively problem solve community concerns.

The CLC is NOT a decision-making body with supervisory authority over the Shelter. As an advisory body, it seeks general agreement with the shelter operator, Homes First and the City. CLC members are encouraged to discuss concerns, ideas, perspectives and viewpoints openly, while seeking to develop common ground. The guidance and feedback provided by the CLC members will help Homes First staff, City staff and City agency staff make good decisions regarding the Shelter's integration with the community.

3.0 Mandate

The mandate of the Community Liaison Committee (CLC) is to:

- 1) support the successful integration of the Shelter into the surrounding community;
- 2) build positive and respectful communication channels between Homes First, the residents of the Shelter, the City and the surrounding community, sharing and discussing ideas regarding community and resident safety, potential community benefits, volunteer opportunities, community events, etc.;
- 3) bring forward questions, ideas, concerns and offers of support from member organizations networks, and constituencies and relay CLC meeting discussions and outcomes back to the members' respective organizations, networks, and constituencies.

4.0 Operating Principles

In order to support productive and effective meetings, all members of the CLC are required to follow operating principles:

- a) Support the mission of the Shelter
- b) Foster respect
- c) Seek consensus
- d) Promote collaboration
- e) Focus on problem solving
- f) Encourage inclusivity of diverse perspectives, with a special regard and sensitivity to BIPOC struggles and voices
- g) Build Active listening
- h) Commit to Accountability
- i) Educate community members about the issues surrounding contemporary homelessness in our community.

5.0 Selection Process and Membership

The CLC is a non-partisan advisory committee and will be comprised of up to 25 members of local community and stakeholder groups. This is a volunteer appointment and there is no financial compensation.

45 The Esplanade CLC members will be chosen as follows (noting that if other stakeholder groups are identified this number may increase slightly):

Total: 37	Affiliation	Selection
3	St Lawrence BIA	chosen by its executive
2	One representative from each of the three major faith communities in the area: <ul style="list-style-type: none"> • Metropolitan United Church • St. James Cathedral 	chosen by their respective bodies
1	St Lawrence Neighbourhood Association	chosen by its executive
16	One representative from each of the following condo, co-op and Toronto Community Housing buildings: <ul style="list-style-type: none"> • Old York Tower Non-Profit Seniors. 85 The Esplanade • The Performing Arts Lodge, 115 The Esplanade • OWN Seniors Co-op, 110 The Esplanade • Older Women’s Network • 95 The Esplanade • 25 The Esplanade • 1 The Esplanade, Backstage condo • 8 The Esplanade • 55 The Esplanade and I Church St (Toronto Community Housing) • 71 Front St • 55 Front St, The Berczy • 81 Front St, St Lawrence Lofts • 18 Yonge St • 1 Scott St and 38 The Esplanade, London on the Esplanade Condominiums 	chosen by their respective bodies
3	Members of the broad community, representing stakeholders in the community not otherwise represented.	chosen by Homes First through an application and review process
1	Market Lane Public School	chosen by the school administration
1	St Lawrence Coop Daycare	Chosen by the daycare administration
1	St Michael’s Catholic School	chosen by the school administration
1	Toronto Polices Services (51 and 52 Division)	chosen jointly by their Staff Inspectors
1	The Works	chosen by Toronto Public Health
1	Multi-Disciplinary Outreach Team (M-DOT)	chosen by M-DOT
4	related social service agency/arts agencies	invited by Homes First

2	Lived Experience and/or living at 45 The Esplanade or related program	chosen and supported by Homes First
2	local city Councillors or their representative	

Organizations and groups selecting representatives for the CLC are strongly encouraged to consider residents from equity-seeking groups: women, young adults 18 to 30 years old, Black, Indigenous, and people of colour, persons with disabilities and people who identify as LGBTQ2S+.

Interested parties may send correspondence to the Community Engagement Facilitator to discuss potential participation in the CLC.

If a person must resign from the CLC, the respective group will select replacement members. If a member is unable to attend a meeting, they must inform the Community Engagement Facilitator in advance of the meeting.

Initial membership is for one year or as long as Homes First manages the site. This may change as the pandemic changes and as Homes First and City staff evaluate extending the mandate.

6.0 Work Plan/Schedule

The CLC meetings are anticipated initially to take place on a monthly basis with the first meeting happening in mid to late March after the selection process is completed. The CLC may decide on a different meeting schedule. Homes First community engagement staff, along with the community engagement facilitator hired by the City for the first few meetings, will provide facilitation and orientation. It is anticipated that the first meetings will be online to meet social distancing requirements. Meetings will be about 2 hours in length to start. The first few meetings will every two weeks for orientation purposes, followed by a monthly schedule.

7.0 Roles and Responsibilities

CLC Members agree:

- To abide by the Terms of Reference and Operative Principles
- To attend meetings and provide comments suggestions, expertise and feedback to assist the Shelter in ongoing operations and programming;
- To respect the confidentiality of materials presented and discussed when flagged as confidential;
- To share non-confidential information back to their respective organizations;
- To work towards collaborative problem-solving to support the positive integration of the Shelter into the local community.

Members that repeatedly contravene these Terms of Reference may be asked to reconsider their membership.

Homes First agrees:

- To provide the resources needed to support the operations of the CLC, including orientation, facilitation/chairing and administrative support, meeting preparation and materials and supplies as required;
- To ensure that appropriate representatives attend meetings to address specific concerns, questions and offers of support;
- To take minutes or notes of the meetings; minutes or notes are circulated to members before the next meeting of the CLC
- To consider thoughtfully and follow-up on input that is provided.

The third party Community Engagement Facilitator will assist Homes First in its role for the first few CLC meetings, including co-development and circulation of the meeting agenda and circulating of participation details with members.

8.0 Decision-Making

The CLC will be chaired by Homes First staff. Decision-making will be through a consensus-based approach where the group will discuss issues to agree on actions together. It is understood that consensus may involve returning to an issue at a later point. Any changes to these Terms of Reference is undertaken through the CLC meetings.

9.0 Agendas & Minutes

Minutes or Notes of the meeting will be taken by Homes First and distributed to members of the CLC and, as appropriate and relevant, to other stakeholder groups working in the Downtown East area.

10.0 Media Protocols

In the event that CLC members receive media enquiries about the Shelter, its processes, and feedback shared in CLC meetings, such enquiries are to be forwarded to:

- Ryan.Evershed@homesfirst.on.ca
- SSHA.Homeless@toronto.ca

11.0 Freedom of Information and Protection of Privacy

Members will 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 a part of the public record including the names of CLC members and the organizations that they represent.