

ONLINE / TELEPHONE INFORMATION SESSION ST. SIMON'S CLUBBE HOUSE TEMPORARY SHELTER

Wednesday, March 3, 2021

6:30pm to 8:30pm



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 556sherbourne@gmail.com.

Presenters

Jane Farrow, Community Engagement Facilitator

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

Suze Morrison – MPP, Toronto Centre

Justin Lewis, Director of Infrastructure, Planning and Development, SSHA, City of Toronto

Bob Duff, St. Simon's Clubbe House, Executive Director



PURPOSE & AGENDA FOR TODAY'S DISCUSSION



Purpose

- Provide an **overview** of the **St. Simon's Clubbe House** 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 St. Simon's Clubbe House	
3. Q&A	60 Mins
4. Closing and Next Steps	10 Mins

Welcome Remarks

Presented by Kristyn Wong-Tam
City Councillor Ward 13 – Toronto Centre



Welcome Remarks

Presented by Suze Morrison
MPP – 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 video recording of this meeting will be close captioned when it's posted on the project website.
- 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, and we will review how to do this together before starting the Q&A.

Online Meeting Code of Conduct



- Be brief and limit yourself to one question or comment at a time.
- 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. We will do our best to resolve technical issues if they occur.
- Be respectful. The City of Toronto is an inclusive public organization. Racist or other forms of prejudicial, derogatory, or discriminatory comments and questions, including name calling, will not be tolerated.

Question & Answer Period



After the presentation participants can ask questions and make comments in TWO ways. City staff will continuously monitor and review the Q&A to ensure the most common issues are addressed in tonight's meeting.

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

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



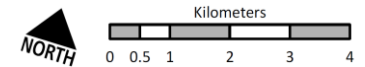
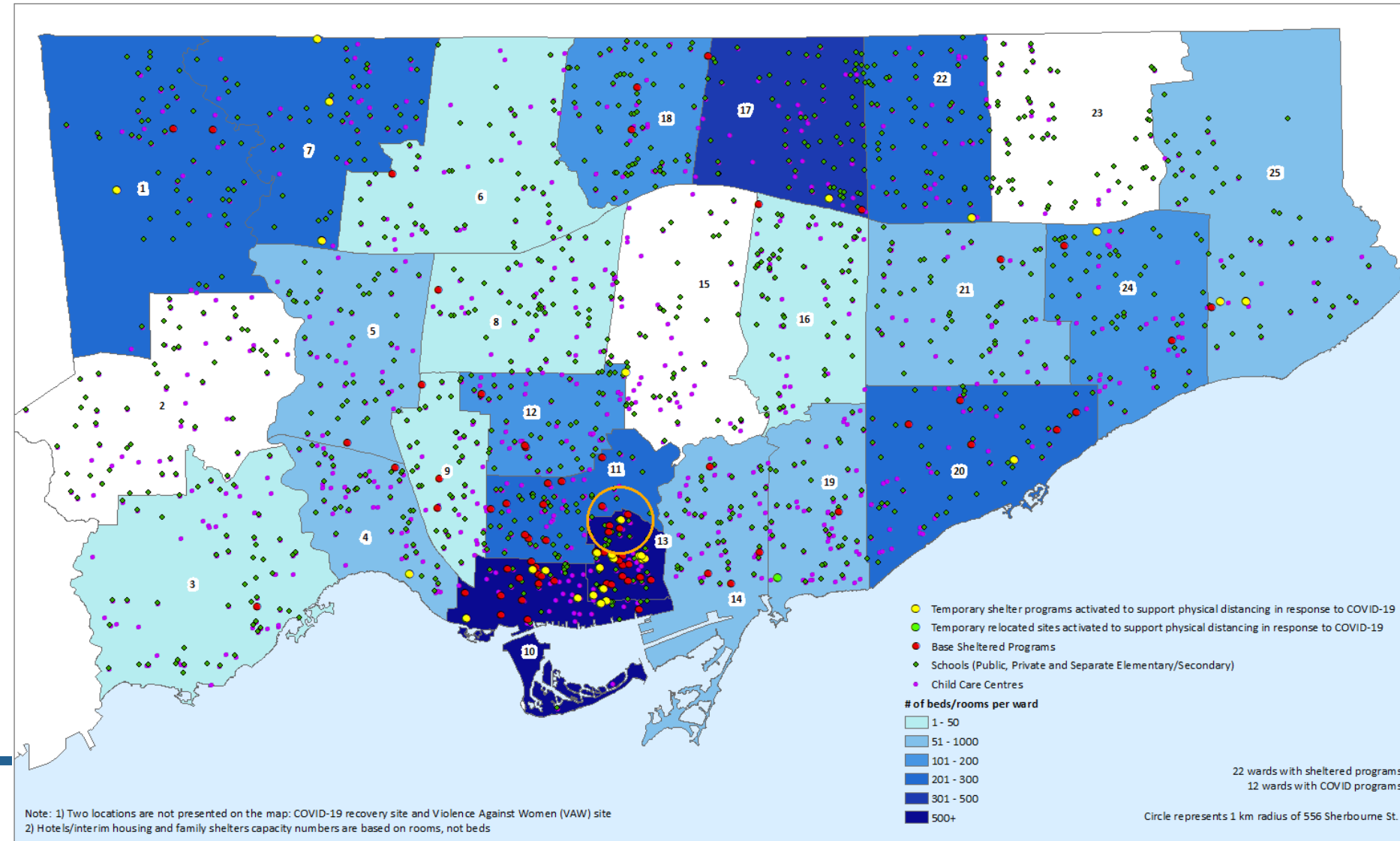
- Toronto's shelter system provides more than 6,000 spaces to support those experiencing homelessness and 2,300 spaces in new temporary shelters and hotel programs
- Challenges in the shelter system have been compounded by opioid crisis and pressures on the shelter system exacerbated due to COVID-19.
- 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: twagh@toronto.ca

City's COVID-19 Response for People Experiencing Homelessness

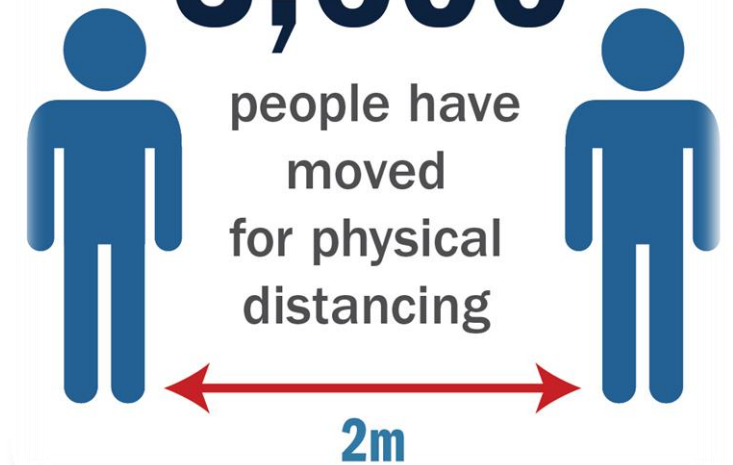


- In 2020, **\$6.1 Million** to shelters, 24-hour respites and drop-ins for Infection Prevention and Control (IPAC), Personal Protective Equipment (PPE), wage increase and grants to increase programming to achieve distancing
- Opened **40+** new temporary sites to create physical distancing in the shelter system. Currently at least **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

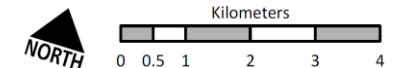
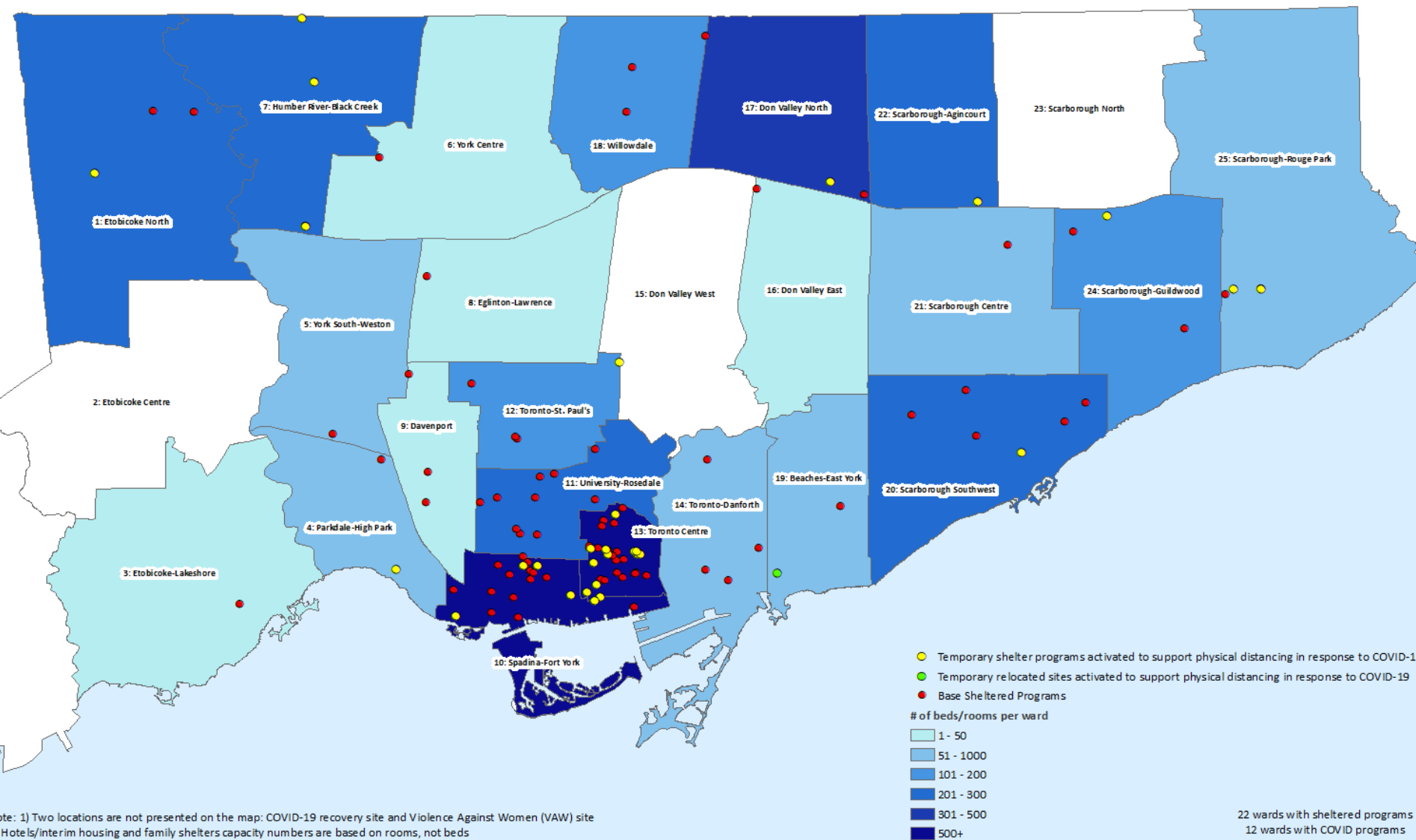
40 new facilities opened



3,600



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

Note: 1) Two locations are not presented on the map: COVID-19 recovery site and Violence Against Women (VAW) site
 Hotels/interim housing and family shelters capacity numbers are based on rooms, not beds

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
- Toronto Centre (Ward 13) has seen the number of shelter beds decrease by 333 beds
- Additional relocations and bed closures are planned for Ward 13



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:



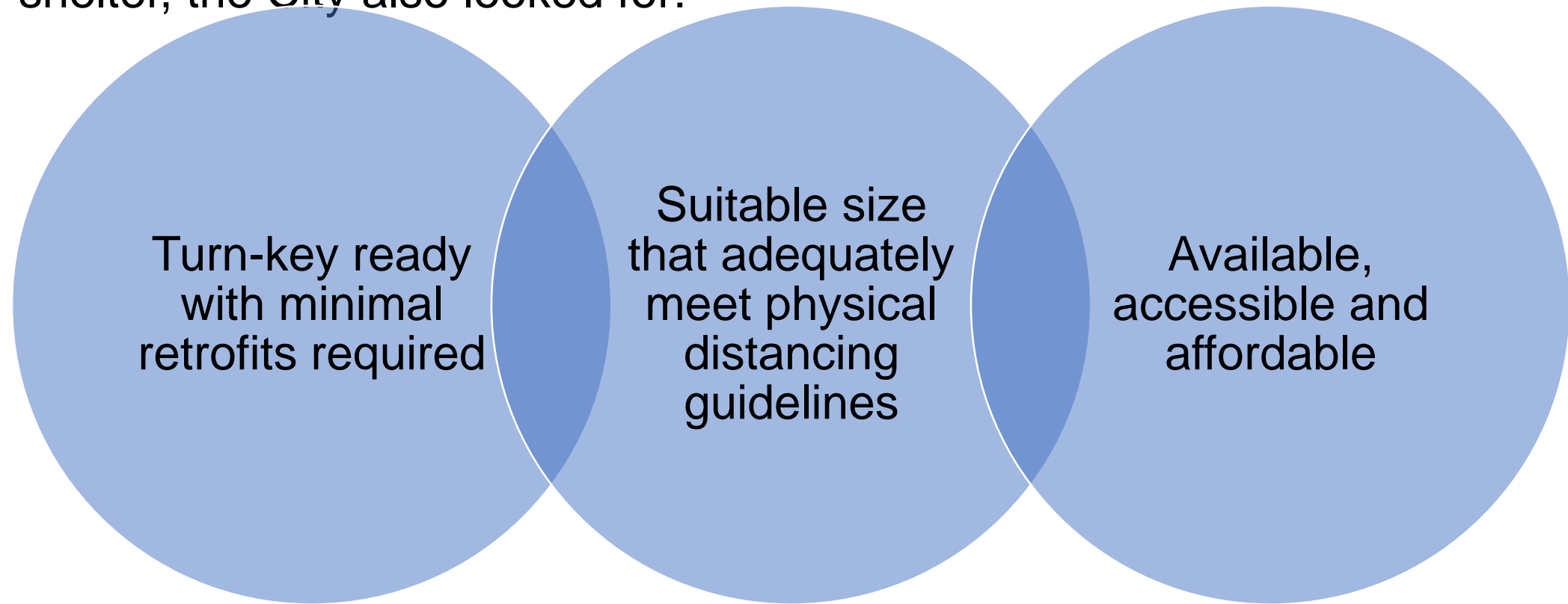
- Site shelters in locations that meet City by-laws (in locations that allow shelters as an as-of-right use)
- Support Toronto's Housing Charter – Opportunity for All (2017)
- Work with Real Estate Services Division to find feasible buildings and locations that are accessible and will provide adequate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

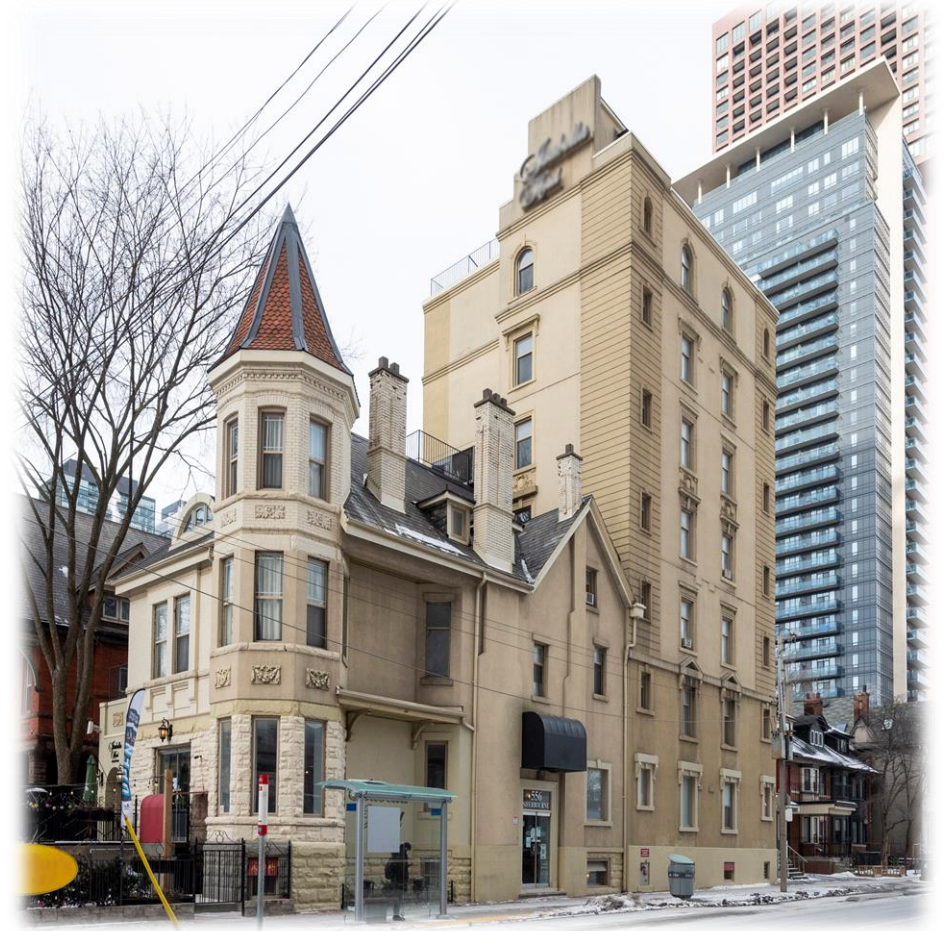


During the pandemic, in addition to the criteria used when selecting a location for a new shelter, the City also looked for:



St. Simon's Clubbe House

- The 18 bed shelter currently operated by St. Simon's at 525 Bloor Street East is expected to close in Spring 2021
- St. Simon's Clubbe House opened on February 22, 2021 to residents as part of the City's COVID-19 response.
- The City leased this property until February 2022 with the potential for extension as public health restrictions change.
- Currently 36 rooms are available at St. Simon's Clubbe House. The City will fill rooms gradually, reaching full capacity over time.



Program Overview of St. Simon's Clubbe House

Bob Duff— St. Simon's Clubbe House, Executive Director



St. Simons Clubbe House



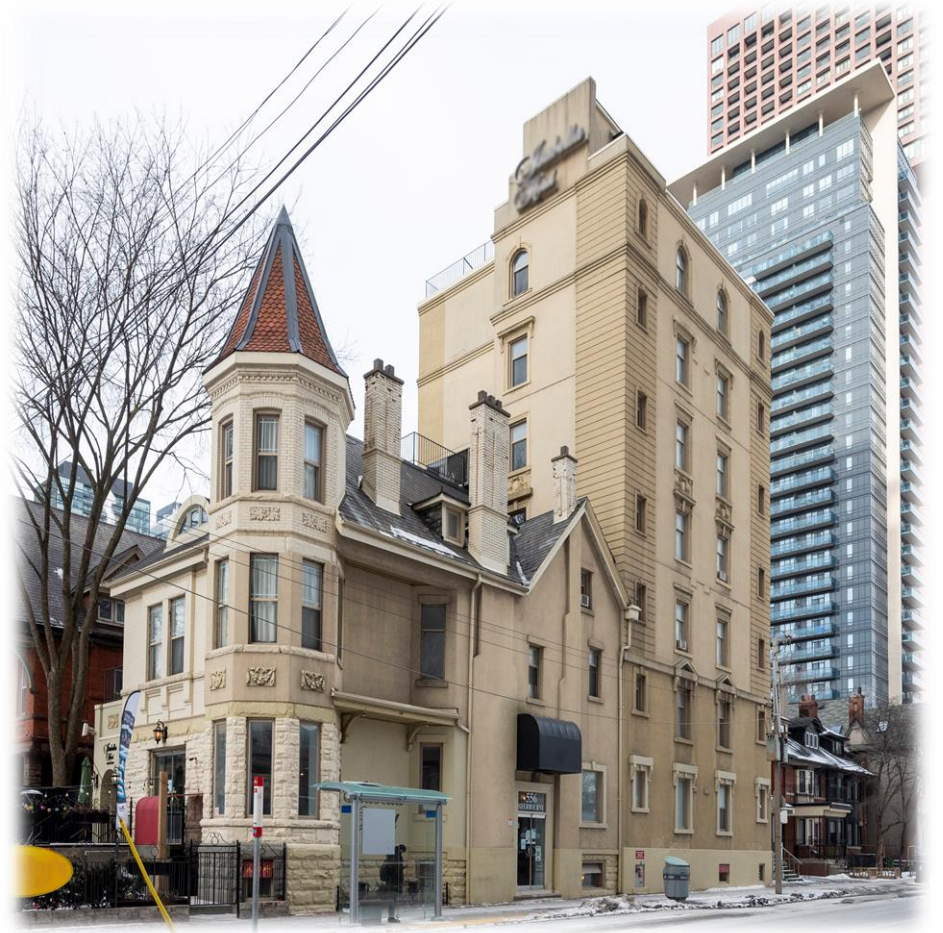
- St. Simons will operate the shelter, and offers case management (assessment and referrals to community services/resources), housing search help, meals, harm reduction supports and recreational programming.
- Additional support services are:
 - Primary health care and referral services
 - Family reunification
 - Return home safe
 - Financial support (bank account opening)
 - Obtain documents
 - Immigration support services.



St. Simons Shelter

Our Residents

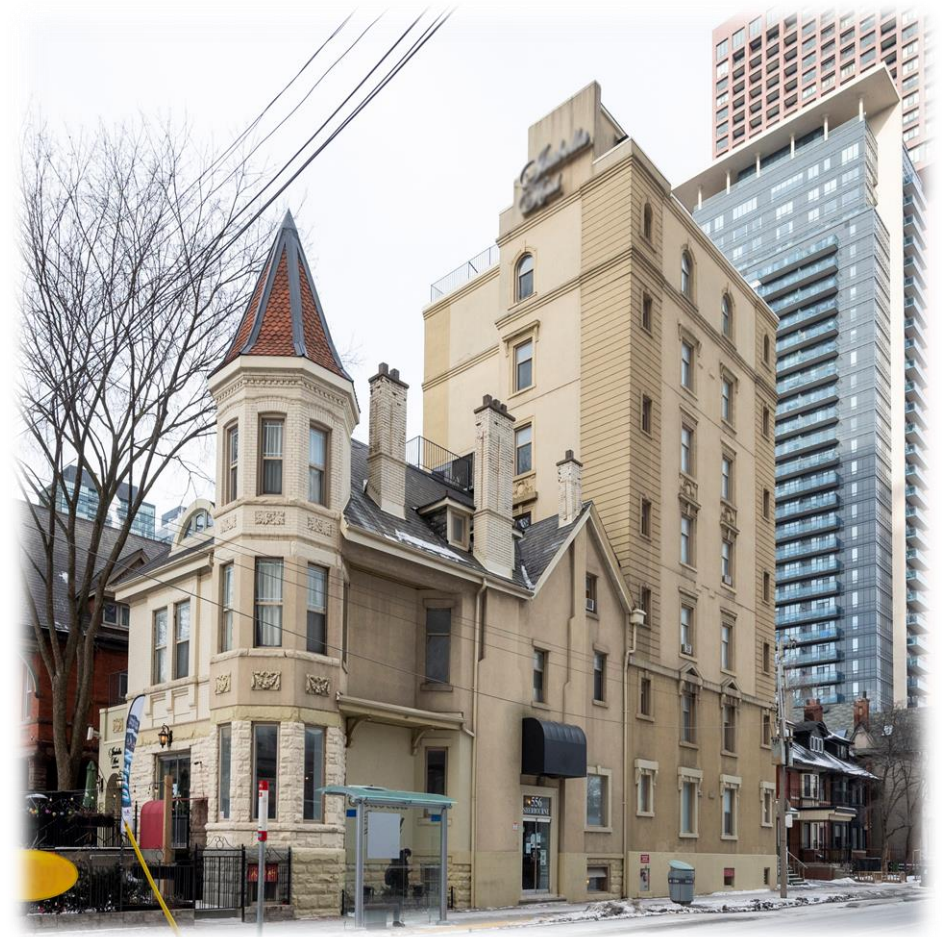
- The shelter will provide services to adults who identify as male.
- All residents from St. Simons Shelter at 525 Bloor have been relocated to the new program
- Street Outreach will support people currently living outside to offer them shelter
- The 18 existing beds at 525 Bloor Street will continue to receive residents through Central Intake until planned service closure in Spring 2021



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

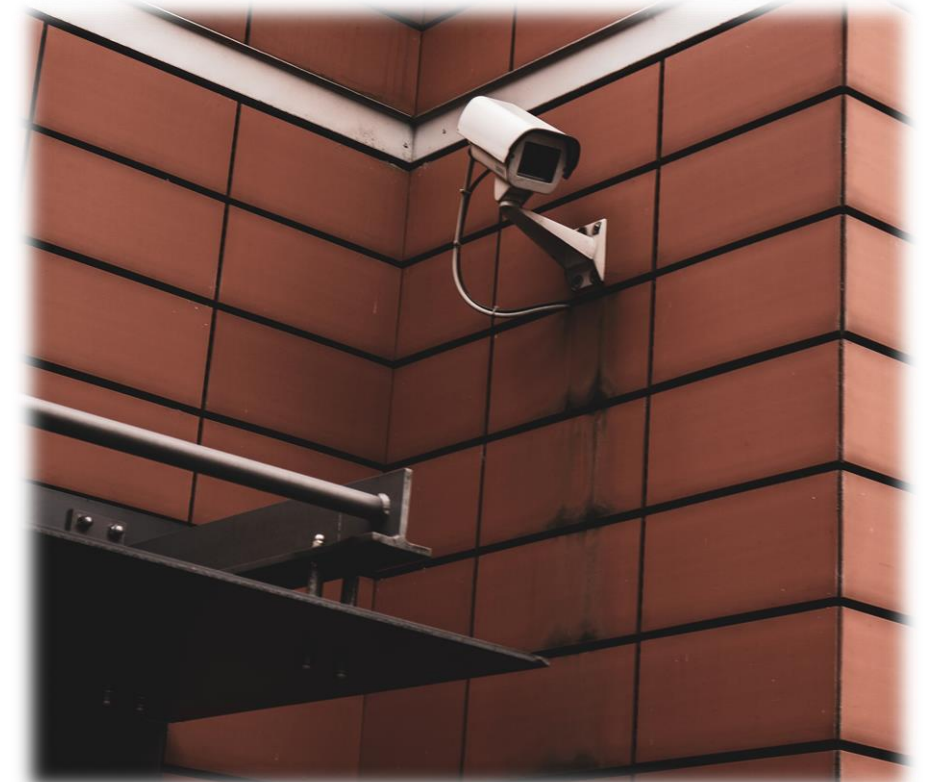


- Provide safe space and stabilizing supports for clients currently living outside.
- Develop programming that has a focus on building life skills and mental wellness.
- Build a strong sense of Community internally and externally. Create programming opportunities that engages both the surrounding community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

Community Safety



- **2 Security Guards** available 24/7 to respond to security issues and conduct patrols internally
- Additional **Security Cameras** have been installed.
- **Community Safety Team(CST)** provide outreach in the area to build relationships with community members and residents, mitigate safety concerns and help to ensure residents are being good neighbours
 - 2 CST members on 12 hour patrol
 - Patrols in the area around the property
 - CST team can be reached at 647-688-8927
- All staff members are trained to respond to immediate non-police or non-EMS related matters



Source: unsplash.com

Community Engagement

Jane Farrow

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.

Sign up to receive email bulletins and updates, including the meeting summary:
556sherbourne@gmail.com

Actions currently underway

- ✓ Community Engagement Facilitator
- ✓ Tracking of community concerns – action and follow up
- ✓ **Information Session (March 3)** – 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) could begin in March or April
- Advisory group made up of reps from community organizations (Resident Associations, BIAs etc.).
- Meets regularly with St. Simon's and the Community Engagement Facilitator
- Brings issues forward, shares information, collectively addresses community concerns, and channels offers of support.
- St. Simon's will have dedicated staff to support the CLC if established



Meeting Recording



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If you wish to discuss a private matter, please contact us at **556sherbourne@gmail.com**

WebEx Basics: Laptop/Desktop



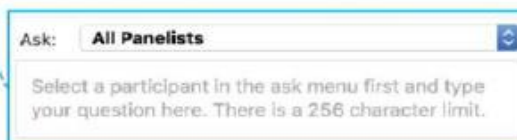
Raise your Hand: Submit a Verbal Question

- Press the icon to raise your hand.
- If selected, the Facilitator will say your name and unmute you.
- After your question is asked, the Facilitator will put you back on mute.
- Press the icon again to put down your hand.



Open the Participants and Q&A Panels

- Press to toggle between opening and closing Participants and Q&A Panels
- Opened
■ Closed



Q & A Box: Submit a Typed Question

- Only staff will be able to see submitted questions.
- Ask questions to All Panelists.
- Your question will be redirected to a Panelist to answer verbally.

WebEx Basics: Phone



Dial: 416-915-6530
Access code: 177 715 0524



- People who have called in can ask questions verbally.
 - To raise your hand virtually, **dial *3**.
- The Facilitator will see a hand up beside the first three digits of your phone number, alerting us that you would like to ask a question.
- During the Q&A periods, the Facilitator will unmute you and let you know that you can speak.
- After your question has been answered, please dial *3 to put down your hand.

Question & Answer Period



- 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.
- If there are a lot of questions we may not be able to answer them all in the session.
- Questions that we can't answer during the session will be answered through a follow-up FAQ and community bulletins

How to be in Touch



Stay in Touch

www.kristynwongtam.ca

Staff Contact

Luula.Hassan@Toronto.ca

Reach Out

councillor_wongtam@toronto.ca

416-392-7903





Next Steps & More Information

- A public meeting summary will be posted on the website
- 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: 556sherbourne@gmail.com
- Visit the Project Website: www.toronto.ca/physicaldistancingshelters