

ONLINE / TELEPHONE INFORMATION SESSION 76 CHURCH STREET TEMPORARY SHELTER

Monday, May 3, 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.76church@gmail.com

Presenters

Violetta Ilkiw and Maria Crawford, Community Engagement Facilitators

Kristyn Wong-Tam— City Councillor — Ward 13 Toronto Centre

Loretta Ramadhin, Project Director of Infrastructure, Planning and Development,
Shelter, Support & Housing Administration, City of Toronto

Monica Waldman, Manager, Seaton House, Junction Place and Traveller's
Services



AGENDA FOR TODAY'S DISCUSSION



1. Welcome Remarks	45 Mins
2. Presentation on 76 Church Street	
3. Q&A	60 Mins
4. Closing and Next Steps	10 Mins



Purpose

- Provide an **overview** of the **76 Church Street temporary shelter program** 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

Welcome Remarks

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



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



City staff will continuously monitor and review the Q&A to ensure the most common issues are addressed in tonight's meeting.

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

City of Toronto Shelter Services Overview

*Loretta Ramadhin, Project Director, Infrastructure Planning and
Development*

Shelter, Support and Housing Administration

City of Toronto



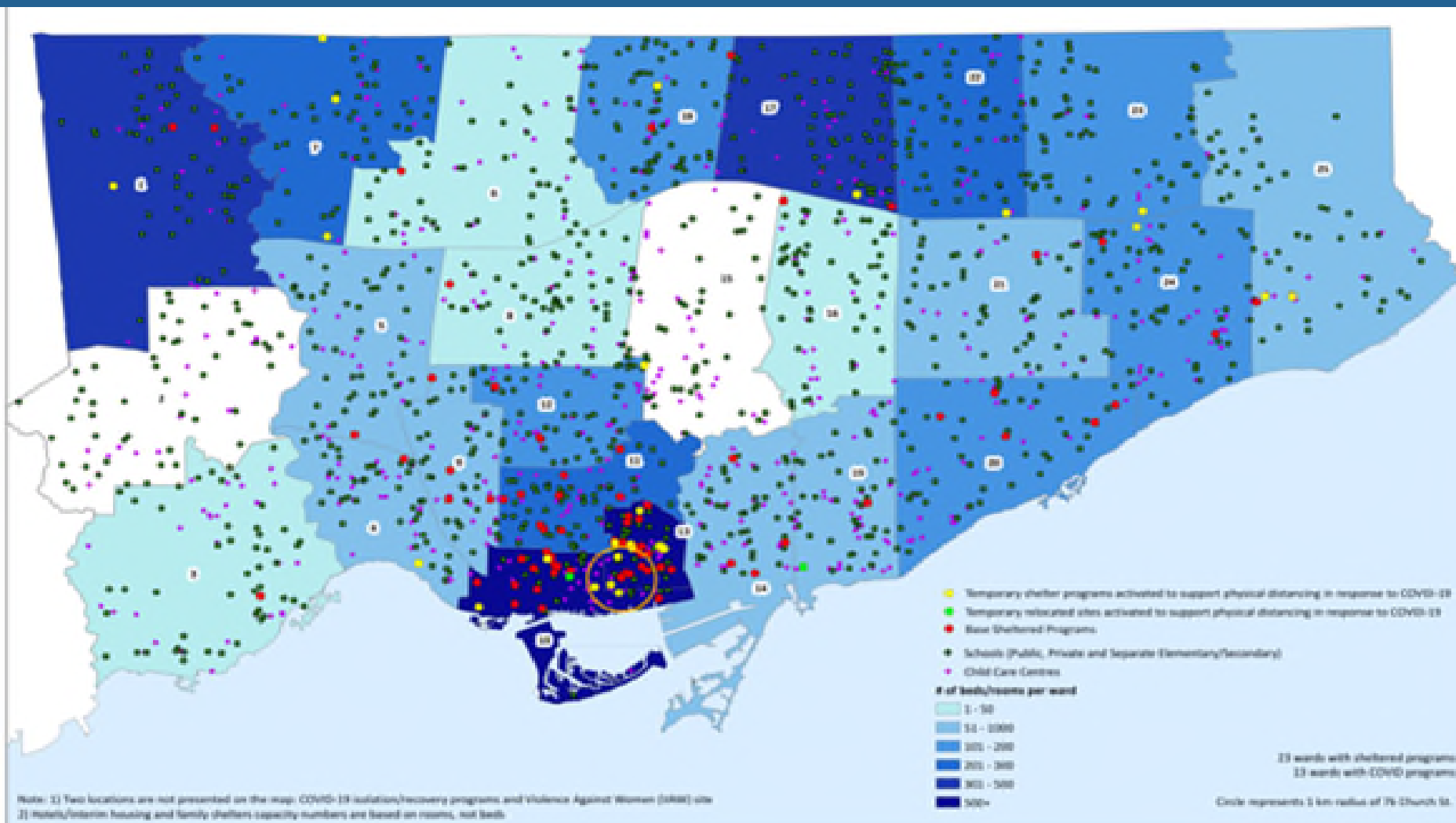
Context of Homelessness in Toronto



- Toronto's shelter system provides more than 6,000 spaces to support those experiencing homelessness, including approximately 3,000 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.
- SSHA conducted its fifth Street Needs Assessment (SNA) in April 2021 and results will be released publicly by September 2021



Programs are located within communities



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

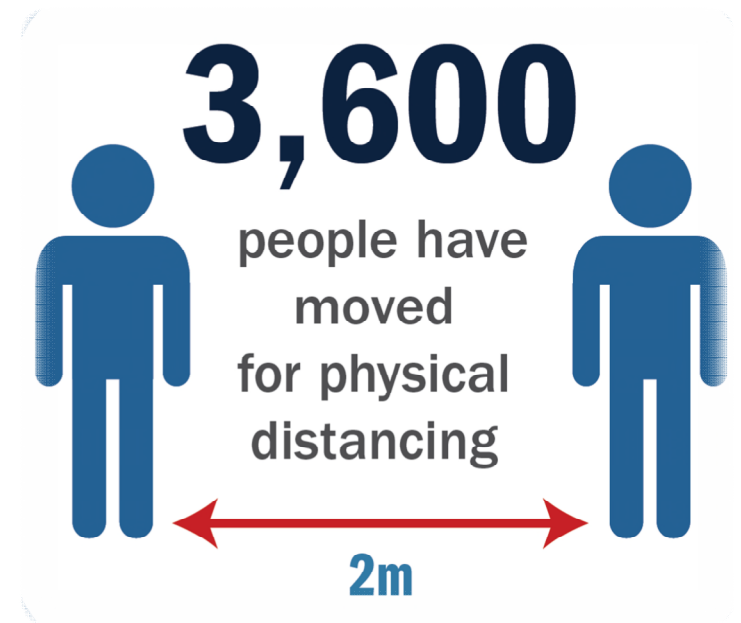


Sources: Survey & Mapping; Shelter, Support & Housing Administration
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Prepared by: SSHA -- Contact: twagha@toronto.ca

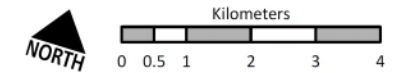
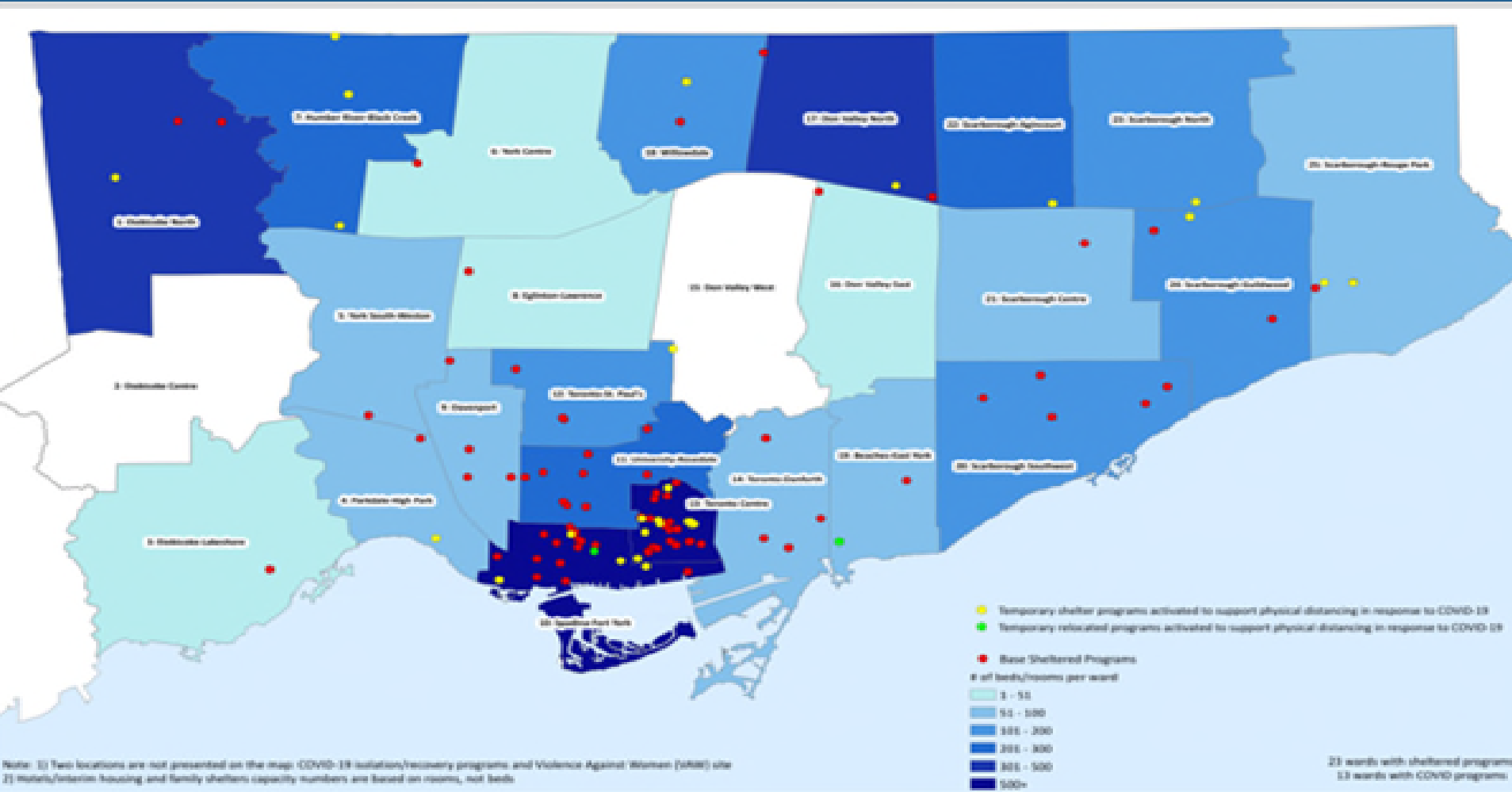
City's COVID-19 Response for People Experiencing Homelessness



- We currently have **25** temporary sites to create physical distancing in the shelter system and provide space for people to move indoors from encampments
- Distributing **100,000 pieces** of PEE weekly for the shelter system
- Supported over **1,900 people** experiencing homelessness in the shelter system to receive the COVID-19 vaccine
- Supported almost **6,000 people** in the shelter system move into permanent housing since the beginning of the pandemic.



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



- Ward 13 has always had the most shelter beds in Toronto
- Significant changes were required to existing programs to adhere to TPH guidance during COVID-19
- There has been an overall reduction of shelter capacity in Ward 13 by 493 beds in the past year, even with the addition of temporary hotel programs
- Additional relocations and bed closures are planned for Ward 13

Pre-COVID Capacity (March 15)	Current Capacity (April 30 2021)
1719	1226

Criteria for Selecting a Shelter Location

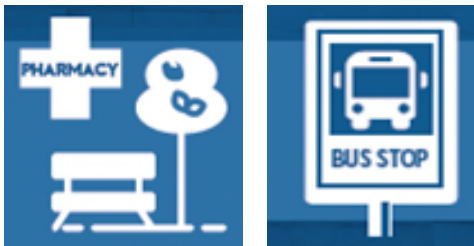


The City's goal is to open new shelters in neighbourhoods across Toronto so that people can stay within their communities.

Under normal circumstances, when searching for a new **shelter location**, staff will:



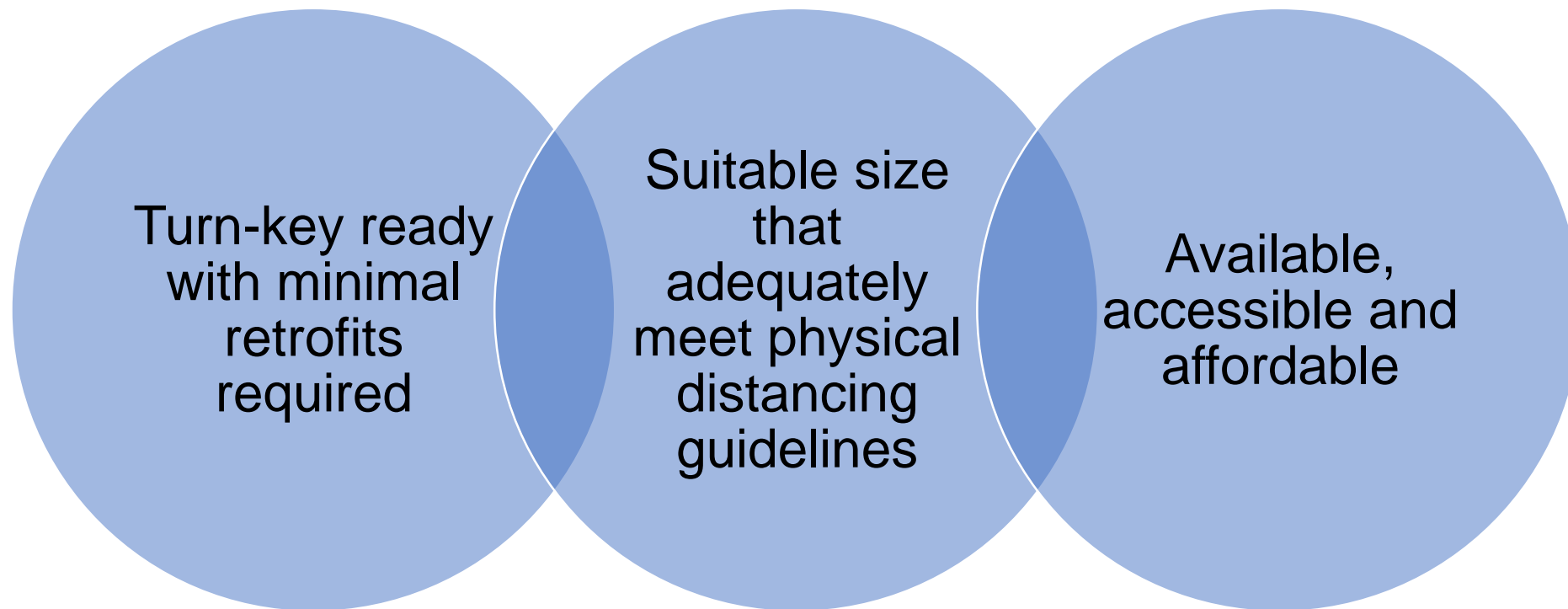
- Site shelters in locations that meet City by-laws (in locations that allow shelters as an as-of-right use)
- Support Toronto's Housing Charter – Opportunity for All (2017)
- Work with Real Estate Services Division to find feasible buildings and locations that are accessible and will provide adequate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



George Street Revitalization Project and Program Overview of temporary GSR shelter program at 76 Church Street

Monica Waldman,

Manager, Seaton House, Junction Place and Traveller's Hostel
Shelter, Support & Housing Administration, City of Toronto



Neighbourhood Context



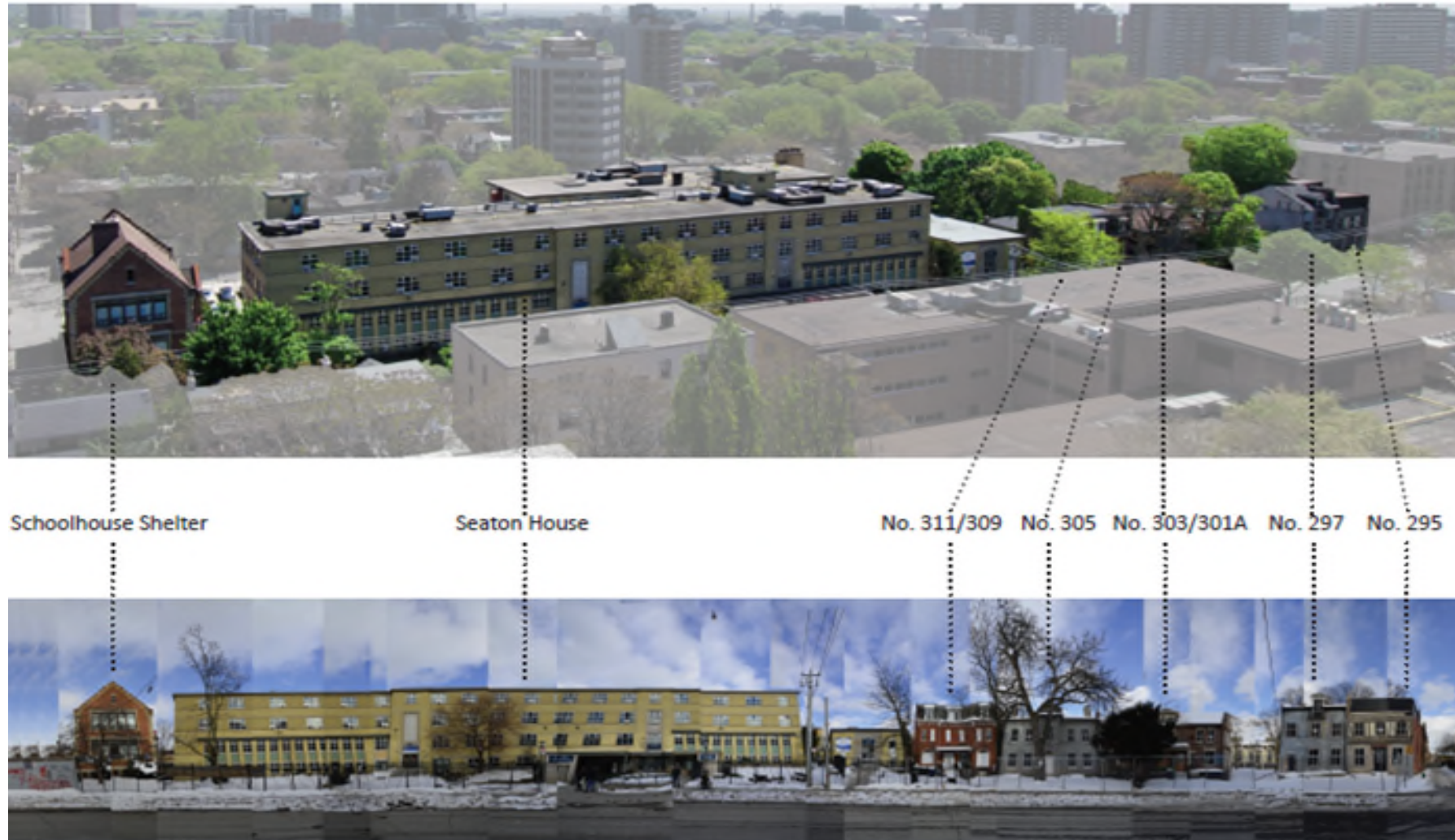
Downtown East Action Plan

- The Downtown East Area is bounded by Bloor Street on the north, Front Street on the south, Bay Street on the west, and the Don Valley Parkway on the east.
- Area has historically faced a number of challenges related to poverty, homelessness, housing, community safety, mental health and substance use, particularly opioid related overdoses.
- A number of City initiatives have been undertaken in the area, including:
 - **Tenants First Project**
 - **Toronto Public Health Supervised Consumption Services**
 - **Furthering Our Community by Uniting Services (FOCUS) tables**
 - **Community Crisis Response Program**
 - **George Street Revitalization**
 - **A shared service facility resulting from the redevelopment of Seaton House to combine shelter services, long-term care, affordable housing and a community hub**

Project Vision



- Seaton House (339 George St.) and adjacent properties will be redeveloped.
- Existing programs and services will be relocated to alternate sites.
- Two shelter programs are expected to move to the “New George Street” site upon construction completion.



The New George Street Community



George Street Revitalization – Big Picture



100 emergency
shelter beds



21 units of
affordable housing
with supports



A community and
service hub



24 X 7 &
long-term care
home with 378
beds



130-bed transitional
living program



A revitalized
George Street

Image is an architect's rendering for illustrative purposes. The actual product and specifications may vary in dimension and/or detail.

Seaton House Transition Plan

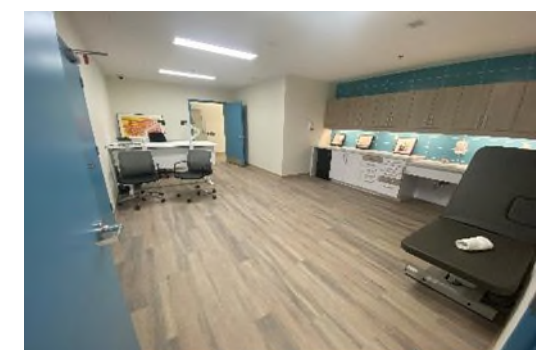


Scarborough Village Residence



- 3306 Kingston Road
- Transitional shelter
 - 4th floor Program Seaton House clients; 55+ years old with complex health care needs
- 40 beds were opened as part of GSR
- Opened in April 2019

Junction Place



- 731 Runnymede Road
- Emergency shelter
 - Seaton House Hostel clients
- 66 beds were opened as part of GSR
- Opened in November 2019

Securing Sites: What is Changing?



A focus has been placed on the following for new GSR sites:

- **AODA** compliance (E.g., better signage, broader hallways, ramp/elevators)
- Access for **people with pets**
- Some **all-gender** sites
- **Smaller** shelters
- A maximum of **four** people per room

76 Church Street



- In April 2020, the site was opened as part of the City's response to COVID-19, and has been operating as a 55-bed, 24 hour shelter
- At full capacity, the site has the ability to operate 67 beds.
- The shelter will provide services to adults who identify as male.
- The City is currently leasing this site, and in February 2021, the lease at 76 Church Street was extended until April 30, 2026.



76 Church Street



The program at 76 Church Street operated by City of Toronto staff will provide counselling and supportive programming.

Additional supports include:

- City staff available on-site to support clients 24/7
- All meals are provided onsite
- Relationship with St. Michael's Hospital and Inner City Health Associates (ICHA) is in place for vaccination and possibly other health services
- On-site services are for shelter clients only and all Infection Prevention and Control (IPAC) recommendations for containing COVID-19 have been implemented



76 Church Street



Community Safety

- Community safety is a priority for the City whenever and where ever new services open
- City of Toronto staff bring management practices that have proven successful and all staff are trained on de-escalation, conflict resolution and crisis prevention, intervention and management
- If a shelter resident is found to have done something to jeopardize the health and safety of other clients or staff, they will be held accountable which may result in their discharge from the shelter
- Building a positive relationship with 51 Division is critical to our operations
- 76 Church Street is currently equipped with security cameras for the safety of staff and clients

76 Church Street - Operations



Housing and Case Management Supports



Staff will provide individualized case management and housing support. Staff support clients find and maintain suitable housing.

Services and Programming



Harm reduction supplies and supports available onsite. Capacity building daily activities and programming provided on site

Employment Support



CERT (resume, training, employment and life skill enhancement) available for prescheduled and drop-in assistance. Free annual Tax Clinic with industry professionals

Community Partnership



Toronto Employment Social Services & ODSP liaison support and virtual case management. Explore partnerships with community centres, Toronto Public Libraries, Animal Services, community agencies.

Community Engagement



Establish a CLC for feedback and information. Goal of community participation in shelter initiatives to enhance our relationship. Ongoing support and accountability from the shelter and community.

Health Partnerships



Inner City Family Health Team onsite providing enhanced health care and psychiatric supports. Community Health Centre and local service integration to foster community supports.

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.
- One of our goals is to embed the shelter into the community and foster a sense of belonging
- There are expectations and rules for all clients that must be followed when staying in shelter programs. This includes our Good Neighbours Policy that is reviewed with all shelter clients upon intake into the program
- Regular client meetings are held to review rules, policies and guidelines.

Community Engagement

Maria Crawford and Violetta Ilkiw,
Community Engagement Facilitators



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 not always able to take place prior to the service opening.

More information on community engagement is available on the project website.

Sign up to receive email bulletins and updates, including the meeting summary:
clc.76church@gmail.com

Actions currently underway

- ✓ Community Engagement Facilitator
- ✓ Tracking of community concerns – action and follow up
- ✓ Key Stakeholder meetings
- ✓ Community updates - regular bulletins
- ✓ **Information Session (May 3)** – today
- ✓ Community Safety Walk
- ✓ Community Liaison Committee

What we've heard so far



Who we have met with:

- Local businesses & BIAs
- Local resident groups, condo boards, property managers
- Co-op housing boards
- Local community agencies/organizations
- TPS - 51 Division
- 76 Church shelter residents

What we have heard: Safety & Security issues, Cleanliness, Loitering, Drug use, Hygiene issues/access, Concerns from Local Business owners

Q & A

*Barnes Management Group
Community Engagement Facilitator*



Meeting Recording

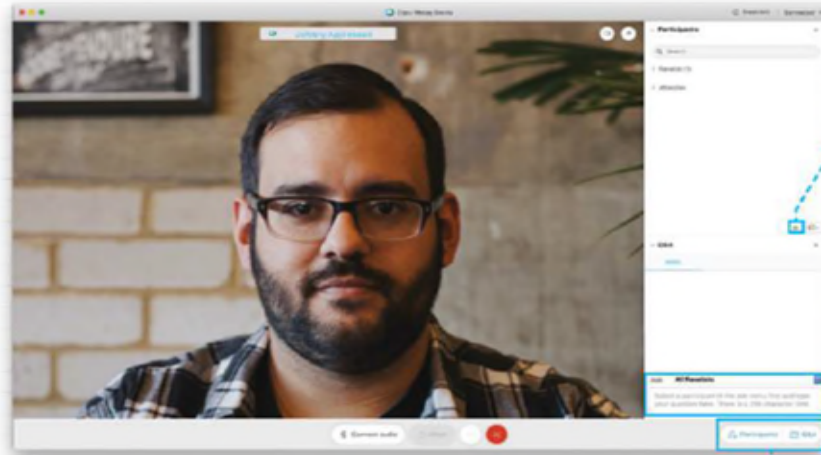


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WebEx Basics: Laptop/Desktop



Raise your Hand: Submit a Verbal Question

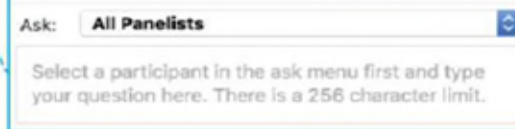
- Press the icon to raise your hand.
- If selected, the Facilitator will say your name and unmute you.
- After your question is asked, the Facilitator will put you back on mute.
- Press the icon again to put down your hand.

Turn off panelists without video by clicking on 'layout' in the top right of your screen, and clicking on 'show speakers with video only'



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: 133 673 2730



- 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 live phone in questions, questions received in advance, and the typed 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



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
- Connect with Community Engagement Facilitators:
clc.76church@gmail.com

Visit the Project Website: www.toronto.ca/NewShelterLocations.

Stay in Touch: www.kristynwongtam.ca

Staff Contact: Edward.LaRusic@toronto.ca

**Thank you for
participating tonight!**

