

# ONLINE / TELEPHONE INFORMATION SESSION 20 MILNER BUSINESS COURT TEMPORARY SHELTER

Thursday, May 13, 2021  
7:00pm to 9:00pm

Visit the Project Website:  
[www.toronto.ca/physicaldistancingshelters](http://www.toronto.ca/physicaldistancingshelters)



# 網上/電話資訊會議 20 MILNER BUSINESS COURT 臨時庇護中心

2021年5月13日，星期四  
晚上7:00至9:00

請訪問項目網站：  
[www.toronto.ca/physicaldistancingshelters](http://www.toronto.ca/physicaldistancingshelters)



# Land Acknowledgement 土地確認書



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.

我們承認，我們所居住的土地是許多民族的傳統領地，包括克雷蒂特的密西沙加人、阿尼什納貝格、奇珀瓦人、豪諾索索人和溫達特人，現在則是許多不同的第一民族、因紐特人和梅蒂斯人的家園。

我們也承認，多倫多現在受與克雷蒂特的密西沙加人簽署的第13條條約以及與密西沙加人和奇佩瓦人等多個群體簽署的威廉姆斯條約的管轄。

# Language-Specific Telephone line

## 特定語言的電話綫路



If you cannot hear or understand what is being said, please dial 416-915-6530 to connect to the session by telephone. The access code to connect in English, Mandarin or Cantonese are outlined in the table below

如果您聽不清或聽不懂所講的內容，請撥打**416-915-6530**連接到電話會話。下表列出了使用英語、國語或粵語進行會議連接的接入碼

Dial 416-915-6530 / 撥打416-915-6530	
Language line / 特定語言電話綫路	Access code to enter / 接入碼
Main event in English / 英語主會場	133 792 5013
Mandarin-specific / 國語	133 773 2347
Cantonese-specific / 粵語	133 528 7056

# Meeting Recording

## 會議錄製



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 [20milnerbusinesscourt@gmail.com](mailto:20milnerbusinesscourt@gmail.com).



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# Presenters

Madeleine Anderson and David Buwalda, Community Engagement Facilitators

Cynthia Lai – City Councillor – Scarborough North (Ward 23)

Sharon Campbell, Project Director

Homelessness Initiatives and Prevention Services  
Shelter, Support & Housing Administration,  
City of Toronto

Nicole Williams, Manager, Scarborough Women's Shelter, Shelter, Support & Housing Administration,  
City of Toronto



# 宣講人

Madeleine Anderson 和 David Buwalda  
社區參與協調員

Cynthia Lai  
市議員，士嘉堡北部 (23選區)

Sharon Campbell  
項目主任，無家可歸者倡議和預防服務  
多倫多市庇護中心、支援與住房管理局

Nicole Williams  
士嘉堡女性無家可歸者庇護中心經理  
多倫多市庇護中心、支援與住房管理局





### Purpose

- Provide an **overview** of the **20 Milner Business Court 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

### 目的

- 概述 20 Milner Business Court 臨時庇護中心專案以及目前為該中心計畫的服務與支援。
- 回應社區提出的問題、疑慮和提供支援的需要。
- 為該社區庇護中心的成功貢獻努力



### Agenda / 議程

1. Welcome Remarks / 歡迎辭	45 Mins
2. Presentation on 20 Milner Business Court / 關於 20 Milner Business Court 的介紹	
3. Q&A / 問與答	60 Mins
4. Closing and Next Steps / 結束語和後續步驟	10 Mins

# Welcome Remarks

*Presented by* Cynthia Lai  
City Councillor Ward 23 –  
Scarborough North

# 歡迎辭

Cynthia Lai  
市議員  
士嘉堡北部23選區







- **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.

- 如果您需要與無障礙訪問相關的協助調整，則您手機上的自適應技術常常能提供最佳協助。
- 小組成員將在演示過程中講述幻燈片的內容。
- 本會議的錄影在該項目網站上發佈時，將帶有字幕。
- 請預先熟悉WebEx平台以及您的電話或電腦。瞭解提問時舉手/不舉手以及如何在「問與答」框中鍵入問題的功能，會有助於使會議進行更加順暢，我們還將在開始「問與答」的環節之前共同回顧如何操作。

# Online Meeting Code of Conduct

## 線上會議行為準則



- 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.

- 簡明扼要，一次只提問一個問題或表達一項意見。
- 充當好聽眾，與您的鄰居分享會議時間。還將會有其他參與和提供反饋和見解的機會。
- 有耐心。如果發生了技術問題，我們將盡力去解決。
- 尊重他人。多倫多市政府是一個包容性的公共機構。禁止種族主義或其他形式的偏見、貶損或歧視性的包括點名在內的發言和提問。

# Question & Answer Period

## 「問與答」時間



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

宣講結束之後，參會者可以以兩種方式提問和發表意見。市政府工作人員將持續監視和查看問與答的內容，以確保在今晚的會議上解答最常見的問題。

參會者可以：

1. 在螢幕右下方的「問與答」框中鍵入問題（僅限電腦）
2. 透過舉手功能，使用口頭提問方式（電腦和電話）

# City of Toronto Shelter Services Overview

*Sharon Campbell, Project Director*  
*Homelessness Initiatives and Prevention Services*  
*Shelter, Support & Housing Administration,*  
*City of Toronto*



# 多倫多市 庇護中心服務 概述

*Sharon Campbell*  
*項目主任，無家可歸者倡議和預防服務*  
*多倫多市庇護中心、支援與住房管理局*



# Context of Homelessness in Toronto

## 多倫多市無家可歸者問題的背景情況



- 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.
- 多倫多的庇護中心系統為無家可歸者提供了6,000多個安置位置，其中包括在新的臨時庇護中心和酒店專案提供的大約3,000個位置。
- 阿片類藥物危機增加了庇護系統的困難，COVID-19疫情又加劇了庇護系統承受的壓力。



# Context of Homelessness in Toronto

## 多倫多市無家可歸者問題的背景情況



- 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
- 自發生疫情以來，由於難民申請人和家庭數量的減少，庇護系統的入住率有所下降。目前，庇護系統中單身人士的容納量高於去年同期。
- SSHA於2021年4月進行了第五次街頭需求評估（SNA），其結果將於2021年9月公開發布

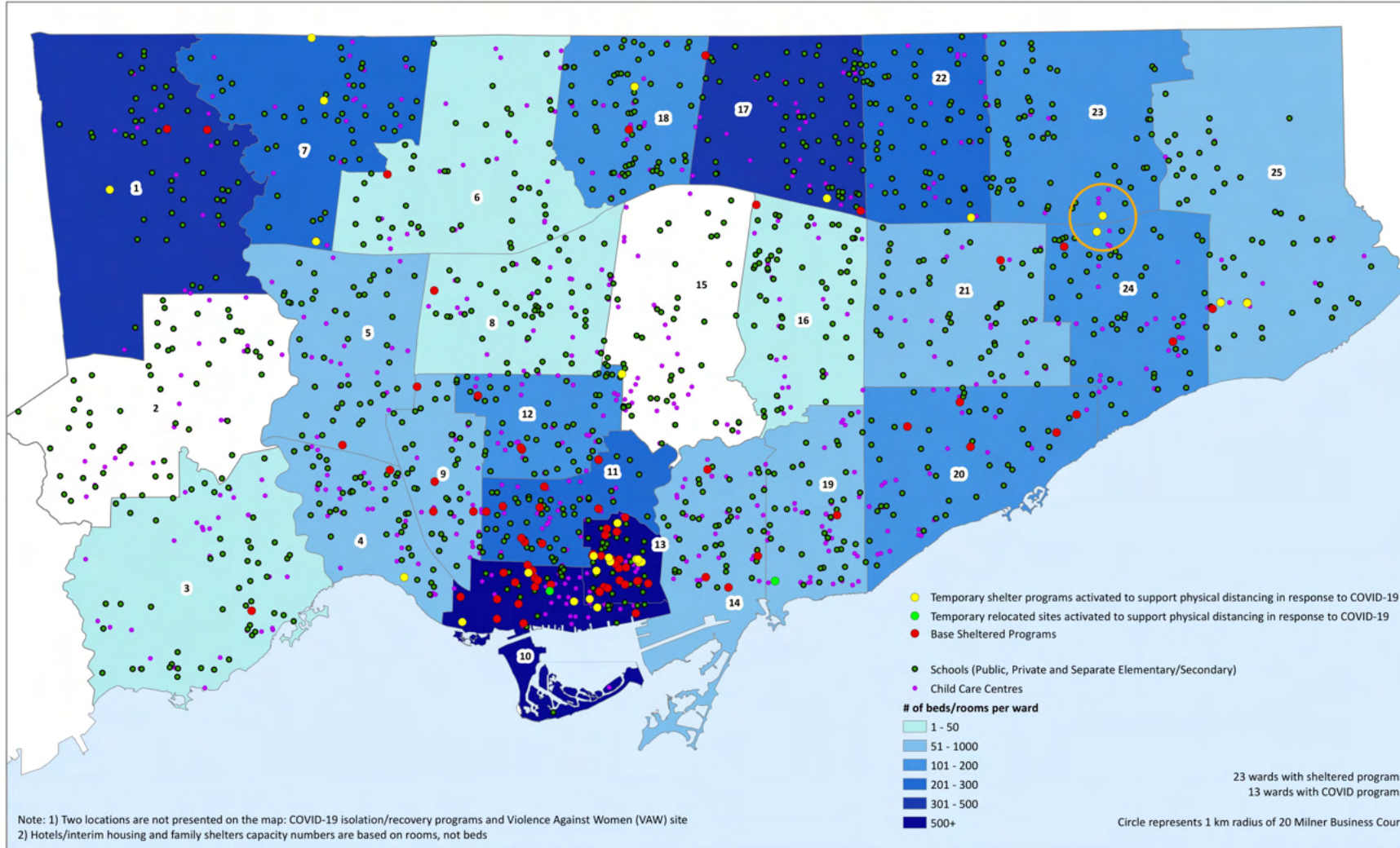


# Programs are located within communities

## 位於各社區內的專案



**TORONTO** Shelter, Support & Housing Administration 2021 Base and Temporary Shelter Programs activated to support physical distancing in response to COVID-19 located near Child Care Centres and Schools

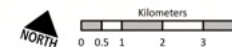


Providing emergency shelter to people experiencing homelessness is an important community service offered in neighbourhoods across Toronto.

為無家可歸者提供緊急庇護場所是多倫多全市各社區提供的一項重要社區服務。



Sources: Survey & Mapping; Shelter, Support & Housing Administration  
Copyright (c) 2021 City of Toronto -- Published: February 2021  
Prepared by: SSHA -- Contact: [twagh@toronto.ca](mailto:twagh@toronto.ca)

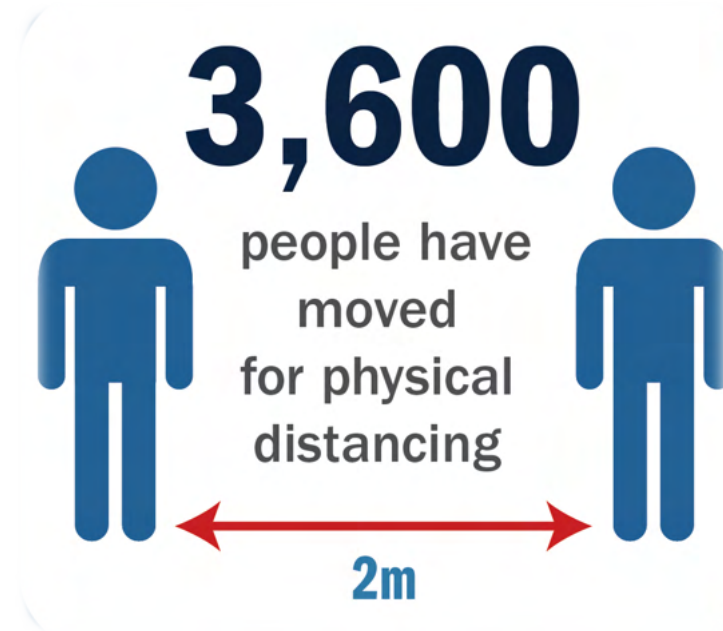


# City's COVID-19 Response for People Experiencing Homelessness

## 本市針對無家可歸者的 COVID-19 疫情響應措施



- Opened more than **25** new 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.



- 新開設了**25**個以上的臨時場所，以便在庇護系統內形成人際隔離，並為人們從營地遷入室內提供空間
- 每週在庇護系統內分發**10**萬個個人防護用品
- 支援庇護系統內的超過**1,900**位無家可歸者接種了**COVID-19**疫苗
- 自疫情發生以來，支援庇護系統內的近**6,000**人遷移到永久性住房中。

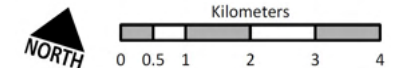
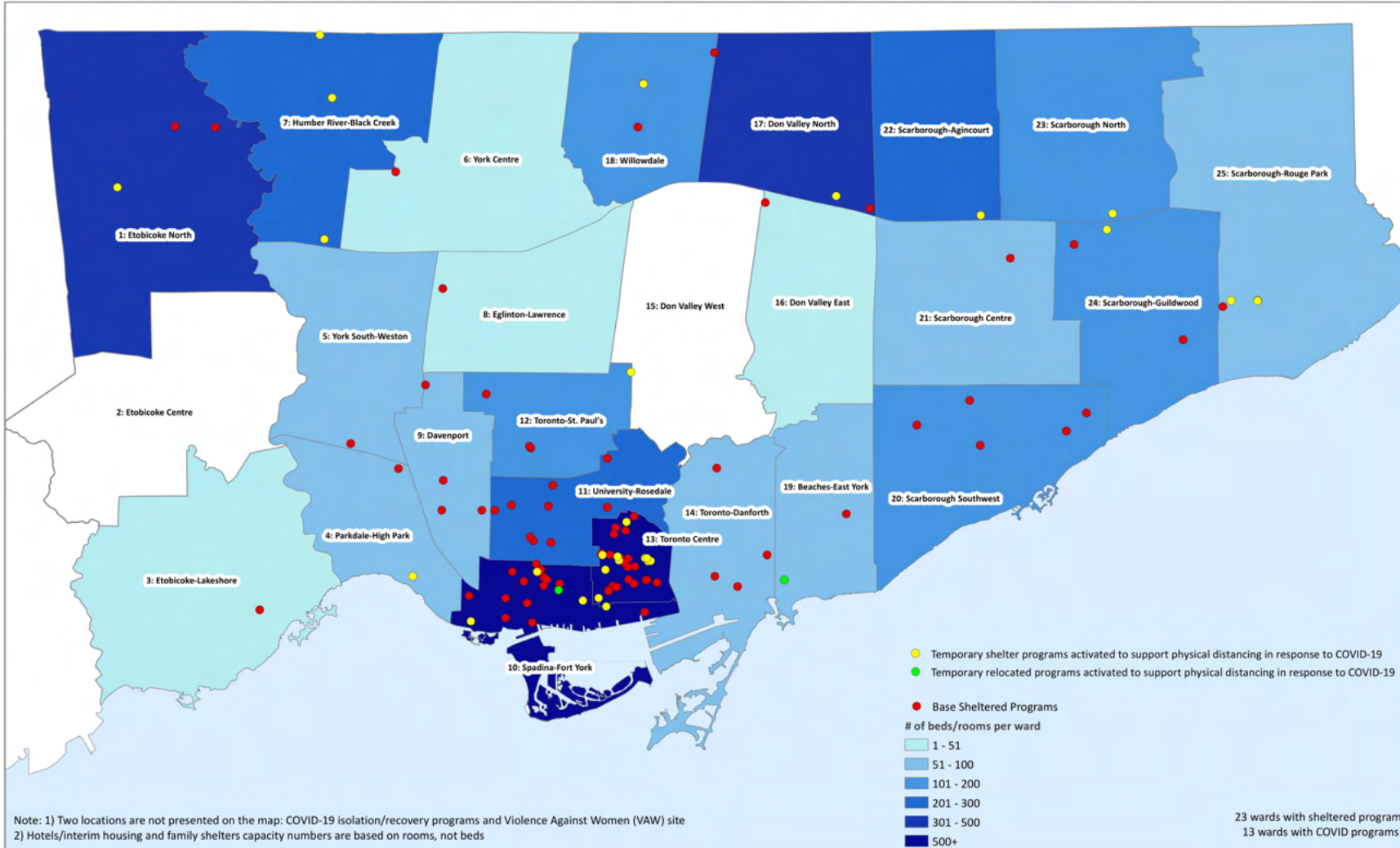


# Temporary Shelter Programs Activated in Response to COVID-19 by Ward

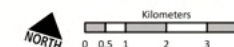
## 選區響應COVID-19疫情而啟動 的臨時庇護中心專案



**TORONTO** Shelter, Support & Housing Administration 2021 Base and Temporary Shelter Programs activated to support physical distancing in response to COVID-19 by Ward



Sources: Survey & Mapping; Shelter, Support & Housing Administration  
Copyright (c) 2021 City of Toronto -- Published: February 2021  
Prepared by: SSHA -- Contact: [twaguh@toronto.ca](mailto:twaguh@toronto.ca)



# Criteria for Selecting a Shelter Location

## 庇護中心選址標準



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)



多倫多市的目標是在全市各地開設新的社區庇護中心，使受助人可以居留在自己的社區內。

通常情況下，在為新的**庇護中心選址**時，工作人員將：

- 為庇護中心選址于符合本市法規的地方（在按正當用途允許建立庇護場所的地點）

# Criteria for Selecting a Shelter Location

## 庇護中心選址標準



- 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

- 符合《多倫多住房憲章 - 人人享有機會》（2017年）
- 與房地產服務部合作尋找可行的建築物和位置，出入方便，並有足夠的空間
- 尋找臨近社區服務（例如圖書館、公園、藥房和醫療服務）和公共交通非常接近的地點

# Additional Criteria for Site Selection During COVID-19

## COVID-19疫情期間選址的附加標準



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

在疫情大流行期間，除了新庇護中心選址的通常標準之外，本市還關注：

Turn-key ready with minimal retrofits required

以最少的改造實現交鑰匙的就緒狀態

Suitable size that adequately meet physical distancing guidelines

空間合適，充分滿足人際間隔的準則

Available, accessible and affordable

現時可用、出入便捷、成本可負擔

# Program Overview of temporary shelter program at 20 Milner Business Court

Nicole Williams, Manager,  
Scarborough Women's Shelter,  
Shelter, Support & Housing  
Administration, City of Toronto



## 20 Milner Business Court 臨時庇護中心專案 概述

Nicole Williams

經理

士嘉堡女性無家可歸者庇護中心  
多倫多市庇護中心、支援與住房管理局





# 20 Milner Business Court

# 20 Milner Business Court



- Starting the week of May 17, 20 Milner Business Court, in Scarborough North (Ward 23), will be used to relocate a City-operated women's shelter program that opened at 2685 Kingston Road in spring 2020 in response to COVID-19
- The City leased 20 Milner Business Court until December 31, 2021 with the potential for extension as public health restrictions change
- The City is committing to 100 rooms, but it could be increased to 146 rooms as needed
- Some rooms will be used for office and program spaces



- 從5月17日所在星期開始，本市位於2685 Kingston Road的女性庇護中心將被搬遷至士嘉堡北部（23選區）的20 Milner Business Court，該專案原是本市為應對COVID-19疫情而於2020年春開設的
- 政府已租賃20 Milner Business Court 至2021年12月31日，并且該租約可隨著公共衛生限制措施的變化而延長
- 政府承諾提供100個房間，但如果需要可增加至146個房間。
- 其中一些房間將用作辦公和專案用房

# 20 Milner Business Court

# 20 Milner Business Court



Many wrap-around supports will be provided for clients at 20 Milner Business Court, including:

- City staff on-site 24/7
- All meals catered by a local business
- Recreational and social engagement programming
- Community partners
- Scarborough Health Network
- On-site services are for program residents only
- Public health measures

20 Milner Business Court將為客戶提供許多環繞聲支持，包括：

- 政府工作人員提供**24/7**全天候現場服務
- 所有餐點均由本地企業提供
- 提供娛樂和社會參與活動
- 社區夥伴
- 士嘉堡醫療網絡
- 現場服務僅面向專案居民
- 公共衛生措施

# Rights and Responsibilities

## 權利與責任



- 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.
- 庇護中心居民是本市的平等公民，並享有與本市其他居民同等的權利、自由和責任。
- 他們有權獲得安全的庇護場所和友好專案。





# Rights and Responsibilities

## 權利與責任



- 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.

- 所有居住在庇護中心的客戶必須遵守行為要求和規則。
- 現場主管將在客戶加入專案後與進行一對一的會談，逐項討論《好鄰居政策》，並提醒客戶注意各項規則、政策和準則。



# Community Engagement

Madeleine Anderson and  
David Buwalda,  
Community Engagement  
Facilitators



# 社區參與

Madeleine Anderson 和 David Buwalda  
社區參與協調員



# Community Engagement During COVID-19 / 疫情期間的社區參與



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.

政府致力於促進社區參與，以確保庇護中心在社區中獲得成功。社區參與過程通常在新服務開放之前很早就開始。由於**COVID-19**疫情加快了新開設臨時場所的速度，因此服務開放正緊跟在參與活動之後立即進行。

有關社區參與的更多資訊將在項目網站上提供。

# Community Engagement During COVID-19 / 疫情期間的社區參與



## Actions currently underway

- ✓ Community Engagement Facilitator
- ✓ Tracking of community concerns – action and follow up
- ✓ Key Stakeholder meetings
- ✓ **Information Session (May 13)** – today

**Sign up to receive email bulletins and updates, including the meeting summary:**

**[20milnerbusinesscourt@gmail.com](mailto:20milnerbusinesscourt@gmail.com)**

## 目前正在採取的行動

- ✓ 社區參與促進者
- ✓ 追蹤社區關注點 – 行動和跟進
- ✓ 主要利益相關方會議
- ✓ 信息發布會（5月13日） – 今天

註冊即可接收到包含會議摘要電子郵件公告和更新：

**[20milnerbusinesscourt@gmail.com](mailto:20milnerbusinesscourt@gmail.com)**

# Meeting Recording / 會議錄製



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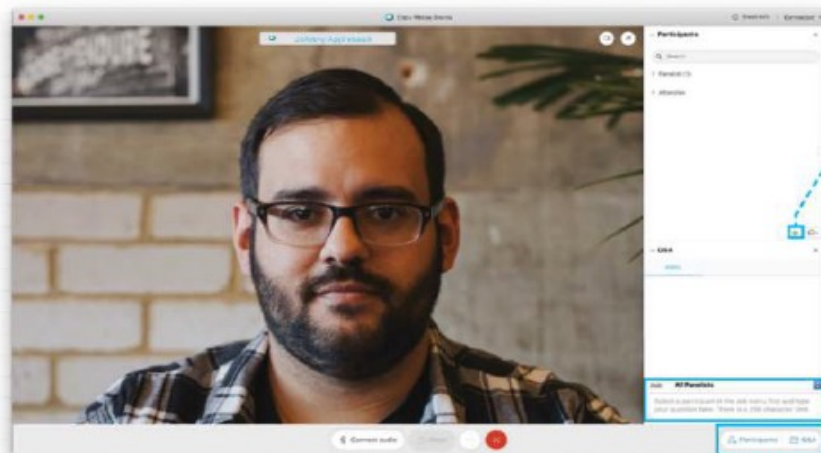
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請注意，正在進行會議錄製，您的意見、聲明和聲音將被納入公共記錄的。請與會者不要在會議中分享有關自己和他人的任何個人資訊，例如姓名、地址和聯絡方式。如果您想討論個人事宜，請發電郵至：[20milnerbusinesscourt@gmail.com](mailto:20milnerbusinesscourt@gmail.com)與我們聯絡。

# WebEx Basics: Laptop/Desktop (English main event only)

# WebEx基本使用： 膝上電腦/桌上電腦 (僅限英語主會場)



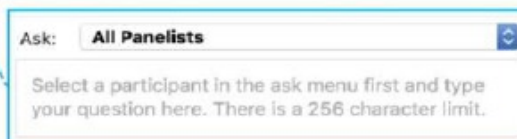
## Raise your Hand: Submit a Verbal Question

- 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

# WebEx基本使用： 電話



**Dial 416-915-6530 / 撥打416-915-6530**

Language line / 特定語言電話綫路	Access code to enter / 接入碼
Main event in English / 英語主會場	133 792 5013
Mandarin-specific / 國語	133 773 2347
Cantonese-specific / 粵語	133 528 7056

- 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
- 已電話接入的參會者可以口頭提問
  - 想要虛擬舉手，請撥\* 3
  - 會議主持人會在您電話號碼的前三位數字旁邊看到一個舉手提示，提醒我們您想要問一個問題。
  - 在問與答時間，會議主持人將取消靜音，並讓您知道您能夠講話。
  - 您的問題被回答之後，請撥\* 3放下您的手

# Question & Answer Period / 「問與答」時間



- 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.
- For questions not answered, please reach out to project gmail account and telephone number
- 我們將盡最大努力在各種參與方式之中接收盡可能多的提問，並且將在2個現場電話提問之間進行輪換，隨後是預先收到的1個問題，然後是來自「問與答」的2個問題。
- 我們的工作人員將持續監視和查看「問與答」的內容，以確保在今晚的會議上解答最常見的問題。
- 如果問題很多，我們可能無法在本次會議中全部回答。
- 對於未被回答的問題，請使用該項目的gmail帳戶和電話號碼進行聯絡





## Next Steps & More Information / 後續步驟和更多資訊

- A public meeting summary will be posted on the website
- A recording of the event will be posted to the City's YouTube channel and shared on the project website
- Connect with Community Engagement Facilitators:  
[20milnerbusinesscourt@gmail.com](mailto:20milnerbusinesscourt@gmail.com)
- Visit the Project Website:  
[www.toronto.ca/physicaldistancingshelters](http://www.toronto.ca/physicaldistancingshelters)
- 公眾會議的摘要將會在網站上發佈
- 會議錄像將在本市的YouTube頻道發佈，並在項目網站上分享
- 與社區參與協調員聯絡：  
[20milnerbusinesscourt@gmail.com](mailto:20milnerbusinesscourt@gmail.com)
- 請訪問項目網站：  
[www.toronto.ca/physicaldistancingshelters](http://www.toronto.ca/physicaldistancingshelters)