



# Engagement Summary

SUPPORTIVE HOUSING IN THE  
CITY OF TORONTO

**7 Glamorgan Ave.**



# Engagement Summary

## SUPPORTIVE HOUSING IN THE CITY OF TORONTO

### 7 Glamorgan Ave.

This report was produced for the Housing Secretariat by Ideaspace Consulting Inc., July 2021.



### Table of Contents

- Purpose .....3
- Background .....3
- Engagement program .....4
- What we heard .....7
- Addressing feedback from the community .....9
- Next steps ..... 11
- Appendix A: Copy of fact sheet and postcard ..... 12
- Appendix B: Copy of comment form ..... 17
- Appendix C: Stakeholder list ..... 18

## Purpose

The purpose of this Engagement Summary is to provide an overview of community and stakeholder engagement activities and a summary of feedback received to date for the proposal to build 57 new homes with supports at 7 Glamorgan Ave. in Scarborough.

## Background

There are approximately 7,800 people experiencing homelessness in Toronto.

New homes with supports are urgently needed to ensure everyone has a warm and safe place to call home. To respond to this urgent need, the City of Toronto is building modular housing at 7 Glamorgan Ave.

The new building will provide homes for approximately 57 people and support their health and well-being. It will be dedicated to women, Indigenous residents, seniors, people with disabilities and other people who are experiencing or at risk of homelessness.

The new homes will be studio apartments with a bathroom and a kitchen. Additionally, the building will include amenities such as shared laundry, a commercial kitchen, a dining area, a communal area and programming space.

The building will be managed by a qualified and experienced non-profit housing provider that brings professional building management experience and expertise coordinating customized supports tailored to meet the unique needs of each resident.

Experienced staff will be in the building 24/7 to connect residents to a range of supports provided by the building's non-profit housing operators, health care professionals and other community-based programs.

Construction is expected to begin in Fall 2021 and be completed by March 2022.

These homes are part of the City of Toronto's Modular Housing Initiative, Phase Two. In 2020, City Council approved the creation of 250 modular supportive homes on City-owned sites in 2020 and 2021. Funding for these new homes will come from the City's Development Charges Reserve Fund for Subsidized Housing and the Government of Canada, through Canada Mortgage and Housing Corporation's Affordable Housing Innovation Fund.



# Engagement program

## Goals and objectives

The community and stakeholder engagement program for 7 Glamorgan Ave. was developed to introduce the proposal to the community, listen to community feedback, and explore ways to support the success of the new supportive housing in the community.

The engagement program was designed to meet the following objectives:

1

**Provide multiple opportunities** for stakeholders and the community at large to learn about the housing proposal, ask questions, and share feedback.



2

**Build awareness of the need** for homes with supports for people experiencing or at risk of experiencing homelessness in Toronto.



3

**Explore ways to build inclusive communities** where everyone has a warm, safe place to call home.





## Ways of providing input



### Virtual community meetings

The City held two virtual community meetings that were open to all. Community members in attendance heard from Mayor Tory, Deputy Mayor Thompson, and City staff about the urgent need for supportive housing and the proposal to build new supportive housing at 7 Glamorgan Ave. Participants could ask questions, provide comments and offer input on the project.



### Community Liaison

A dedicated Community Liaison was available via phone and email to receive feedback and answer questions from community members.



### Toronto Community Housing Corporation (TCHC) engagement

The new modular building is proposed to be built on land owned by the TCHC and would be located next to an existing TCHC building. To ensure TCHC residents were aware of the proposal, could ask questions and provide feedback, City staff held smaller group meetings with building residents, TCHC staff and service providers of 6 and 7 Glamorgan Ave. Project fact sheets and a comment card box were also placed at the building office for residents with limited access to Internet to conveniently share feedback.



### Key stakeholder engagement

The Community Liaison sent notification of the proposal and an offer to meet with stakeholder groups in the immediate neighbourhood, such as community organizations, schools, childcare centres, and faith-based groups.

List provided in Appendix C.



### Project webpage

The Housing Secretariat created a dedicated webpage to share information about the proposed homes, the community meetings and how to provide feedback.

## Engagement activities and timeline

The table below describes the notification and engagement activities related to the project.

Date	Activity	Description
May 12 to 14	<b>Notification and outreach to the broader community</b>	A postcard and a fact sheet were sent to residents and businesses within an approximately 300-metre-radius around the site at 7 Glamorgan Ave. to introduce the project. Both documents included information about the proposal to build supportive housing at 7 Glamorgan Ave., the project webpage address, and the Community Liaison contact information. The postcard also included an invitation to the two community meetings.
	<b>Notification and outreach to local stakeholders</b>	The Community Liaison sent information and an offer to meet with local stakeholder groups in the immediate neighbourhood, such as community organizations, schools, childcare centres, and faith-based groups.
May 14	<b>Public announcement</b>	An online public announcement was held with Mayor Tory, the Honourable Ahmed Hussen, Minister of Families, Children and Social Development and Minister Responsible for Canada Mortgage and Housing Corporation; Salma Zahid, Member of Parliament for Scarborough Centre; Deputy Mayor Michael Thompson (Scarborough Centre); and Deputy Mayor Ana Bailão, (Davenport). Additionally, a news release was issued to inform the public about the plans for a proposal to build supportive housing at 7 Glamorgan Ave.
	<b>7 Glamorgan webpage launch</b>	The City of Toronto launched a webpage to share project information and invite public feedback at: <a href="http://www.toronto.ca/7Glamorgan">www.toronto.ca/7Glamorgan</a> .
May 20 to June 24	<b>Comment Box</b>	As part of the engagement plan for TCHC residents, fact sheets, a comment box and comment cards were made available at 6 and 7 Glamorgan Ave. to ensure neighbours without access to a computer could provide input and feedback about the project.
May 25	<b>Virtual Community Meeting #1</b>	The first community meeting was held with neighbours near 7 Glamorgan Ave. Mayor Tory, Deputy Mayor Thompson and City staff provided information about the proposal to build supportive housing at 7 Glamorgan Ave. Community members had the opportunity to ask questions about the project and provide input.
May 26	<b>Small group meeting with TCHC staff</b>	As part of engagement plan for TCHC buildings, a meeting was held with the staff of 6 and 7 Glamorgan Ave. City staff provided information about the proposal to build supportive housing at 7 Glamorgan Ave. TCHC staff had the opportunity to ask questions about the project and provide input.
May 27	<b>Small group meeting with TCHC resident representatives</b>	As part of engagement plan for TCHC buildings, a meeting was held with the building leadership teams of 6 and 7 Glamorgan Ave. City staff provided information about the proposal to build supportive housing at 7 Glamorgan Ave. TCHC staff had the opportunity to ask questions about the project and provide input.
June 17	<b>Virtual Community Meeting #2</b>	A second community meeting was held with neighbours near 7 Glamorgan Ave. Mayor Tory, Deputy Mayor Thompson and City staff provided information about the proposal to build supportive housing at 7 Glamorgan Ave. Community members had the opportunity to ask questions about the project and provide input.

## What we heard

### Participant snapshot



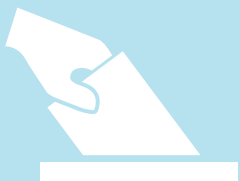
**66** people participated in  
**2** virtual community meetings



**8** people sent emails to share their comments and questions about the project



**21** people called the Community Liaison to share their comments and questions about the project



**9** people submitted their comments through the comment boxes



**8** people participated in the TCHC building leadership small group meeting



**15** people participated in the TCHC staff small group meeting

**11** local stakeholder groups and organizations were notified with an offer to meet



## Summary of feedback

### Collection of feedback

Feedback on the proposal to build supportive housing at 7 Glamorgan Ave. was received in a variety of ways, including:

- Recordings and meeting notes kept by a project team member at community meetings and stakeholder meetings (including all TCHC small group meetings)
- Feedback received by email and phone to the Community Liaison
- Comments left in comment boxes at 6 and 7 Glamorgan Ave.

### Key themes

#### 1. A desire to know about the operator and future tenants

Questions and comments focused on how tenants would be selected to live in the new homes, how the non-profit housing operator would be selected and what experience they would bring, and who would be responsible for addressing any potential community concerns once the building was open.

#### 2. Questions and clarifications related to the site plan and project details

Some community members had questions regarding how the building would fit on the piece of land that was identified, believing it may be too small and the slope may make it hard to build on. Other comments expressed confusion wondering whether the existing building at 7 Glamorgan Ave. was going to be demolished and replaced with the proposed modular housing building. A few community members had concerns over accessibility and parking lot availability.

#### 3. Concerns about reduced green space in the neighbourhood

Neighbours expressed that the area is densely populated, with many children and few green spaces and playgrounds. Neighbours wanted to ensure any trees that may be removed during construction would be replaced and ways to improve the remaining green space would also be considered. One suggestion included improving the nearby playground.

#### 4. Questions about how to apply to live in the new homes

Many of the inquiries received related to the proposal to build supportive housing at 7 Glamorgan Ave. were from people interested in applying to live in the new homes.



# Addressing feedback from the community

## Clarifications about supportive housing

Supportive housing is a combination of deeply affordable housing and on-site supports that enable people to live as independently as possible. Supportive housing can help people stabilize and improve their lives, help them stay housed and positively contribute to communities. In supportive housing, residents make a choice to live there, pay rent, and are protected by the Residential Tenancies Act.

Experienced staff will be in the building 24/7 to connect residents to a range of supports provided by a building's experienced non-profit housing operator. The services and programs available to residents could include healthcare, income assistance, life-skills training, substance use services (if required), food security programs, as well as education and employment opportunities.

## Questions about who will live in the building at 7 Glamorgan Ave.

Residents at 7 Glamorgan Ave. would include women, Indigenous and racialized residents, people with disabilities and people who are experiencing or at risk of homelessness. Because 7 Glamorgan Ave. would be permanent housing with supports, residents will have made a choice to live there and pay rent. Experienced staff will be in the building 24/7 to connect residents to a range of supports provided by the building's experienced non-profit housing operator. The services and programs available to residents will include healthcare, income assistance, life-skills training, substance use services (if required), food security programs, as well as education and employment opportunities.

Considerable due diligence is done during the tenanting process for supportive homes to ensure residents are matched to customized support services that meet their needs and to create a healthy and inclusive community in the building and in the neighbourhood.

## Questions about the site plan and whether the proposed modular supportive housing would replace the existing building

The proposal is to add a new building at 7 Glamorgan Ave. which would be constructed next door to the existing building. For details on the site plan, including building positioning and design elements, it can be reviewed here: <http://app.toronto.ca/AIC/index.do?folderRsn=twYFbk1y2dRu30sVSqEsbw%3D%3D>

### Questions about green space and improving community amenities

City staff are exploring ways to maintain green space and improve community amenities in the neighbourhood. As part of the site plan currently under review, trees affected by construction would be replaced and additional trees and landscaping would be added to the immediate area around the new building. City staff are also exploring ways to improve the nearby playground. For any further ideas or comments on improving community green space and amenities, please contact the Community Liaison at [communityliaison@bigideaspace.ca](mailto:communityliaison@bigideaspace.ca).

### Questions about how to apply for housing

There is not an application process or waitlist for this building. Tenants for these homes will be identified using a prioritization-based approach to connect people experiencing homelessness to this permanent housing opportunity. The City and the selected non-profit housing provider will coordinate the tenant identification process in partnership with street outreach, shelter, 24-hr respite, and hotel/motel program providers.

If you are in need of housing, you can call the City at 311 or visit the Finding Housing webpage at <https://www.toronto.ca/community-people/housing-shelter/rental-housing-tenant-information/finding-housing/>

## Next steps

July 14,  
2021

Fall  
2021

March  
2022

City Council  
review

Construction  
begins

Residents move  
into new homes

The proposal will be reviewed by City Council on July 14

If the zoning is approved, it is expected construction would start in Fall 2021

If the zoning is approved, it is expected people would be able to move into the new homes starting in March 2022



# Appendix A: Copy of fact sheet and postcard

FACT SHEET (PAGE 1)

## SUPPORTIVE HOUSING IN TORONTO



## Creating affordable homes with supports for people in need at 7 Glamorgan Avenue

**There are approximately 7,800 people experiencing homelessness in Toronto. New homes with supports are urgently needed to ensure everyone has a warm and safe place to call home.**

To respond to this urgent need, the City of Toronto is building modular housing at 7 Glamorgan Avenue. The new building will provide homes for approximately 57 people and support their health and well-being.

The new homes will be:

- Dedicated to women, Indigenous residents, seniors, people with disabilities and other people who are experiencing or at risk of homelessness
- Studio apartments with a bathroom and a kitchen

The building will include amenities such as shared laundry, a commercial kitchen, a dining area, a communal area and programming space.



### IMPORTANT INFORMATION

Please have this translated

重要資訊 請找人為你翻譯

重要资讯 请找人为你翻译

### MAHALAGANG IMPORMASYON

Mangyaring isalin ito

முக்கிய தகவல்

இதை மொழிபெயர்க்கவும்

*Preliminary artist rendering — subject to approval*



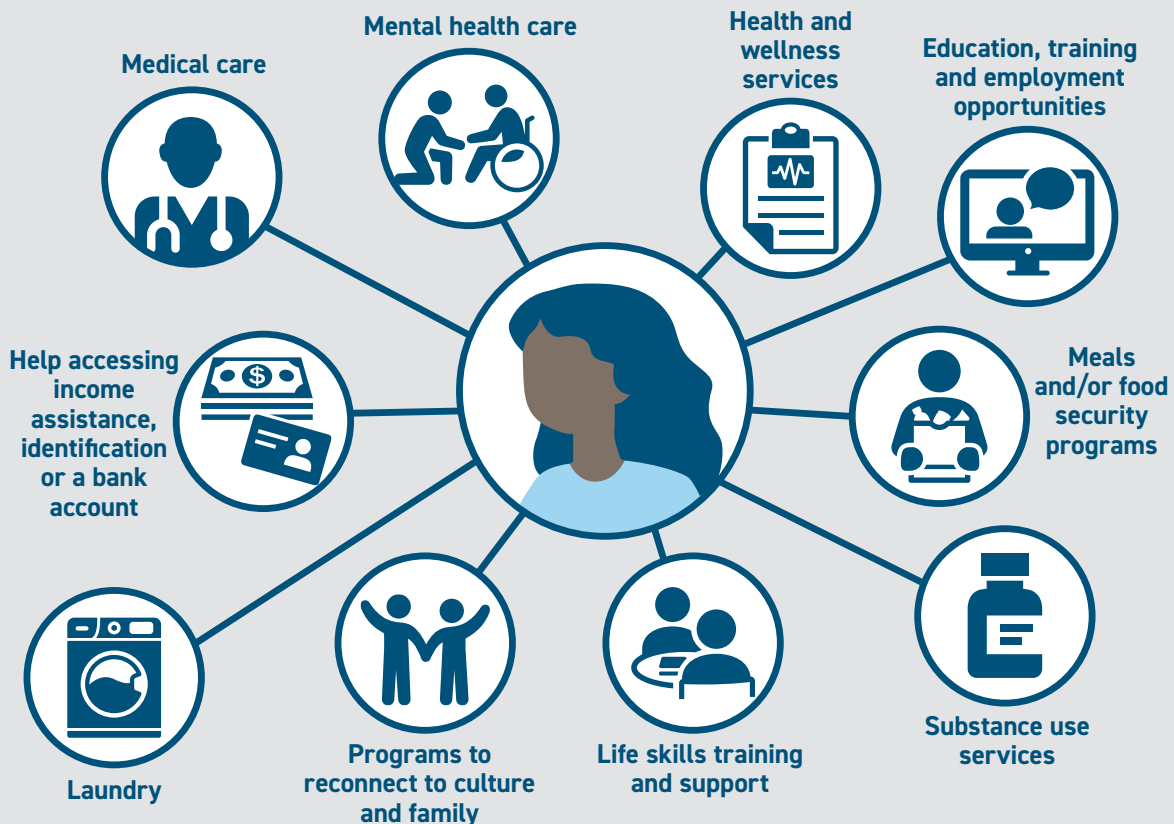
## Providing dignity and supporting well-being

The City of Toronto affirms that adequate housing is essential to a person's dignity and worth and that all residents should have an equal opportunity to thrive and develop to their full potential.

The building will be managed by a **qualified and experienced non-profit housing provider** that brings professional building management experience and expertise coordinating customized supports tailored to meet the unique needs of each resident.

Experienced staff will be in the building 24/7 to connect residents to a range of supports provided by the building's non-profit housing operators, health care professionals and other community-based programs.

## Homes with supports: connecting residents to services and programs





## Building sustainable and inclusive communities

Providing residents with good quality, affordable housing is the cornerstone of vibrant, healthy neighbourhoods. It also supports the environmental and economic health of the city, the region and the country as a whole.

Bringing people inside means there are fewer people outside struggling to survive. When a person chooses to live in homes with supports, they:

- have a warm, safe place to permanently call home
- can access the necessities of life such as food, washrooms and laundry
- can begin to heal from the damage caused by living outside
- strengthen community connections

**Building homes with supports can offer an opportunity for people to come together and create welcoming, safe and inclusive communities for all.**



## Working together to address homelessness in our city

Homelessness is a complex challenge that requires everyone's participation including all orders of government, Indigenous communities, people with lived experience of homelessness, persons who are members of equity-seeking groups, service providers, private, non-profit and community groups and neighbours.

**By working together, we can reduce the number of people experiencing homelessness and help save lives.**



### Community safety is our shared priority

Based on experience here in Toronto and other communities where there is supportive housing, we do not anticipate any increased community safety issues in the neighbourhood as a result of the new housing.

The property will be managed by experienced non-profit housing providers who will be responsible for responding to community concerns related to the building. The City will continue to work with the selected housing providers after the residents move in.

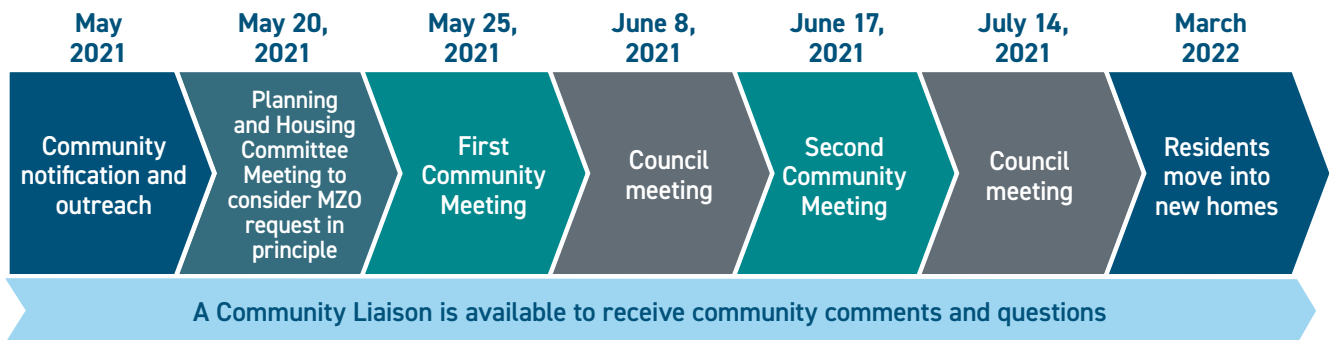
### Working with neighbours toward a successful project

The City is committed to working with the local community throughout every stage of development and after the building opens.

We encourage neighbours to share their interests and priorities for the site, provide feedback on building and site design elements such as lighting, pathways and landscaping, and offer suggestions for how these new homes could benefit both the new residents and the neighbourhood.

## Moving forward at 7 Glamorgan Avenue

The City of Toronto will commence modular building construction to provide homes with supports for people in need as quickly as possible.



*Dates in the timeline are approximate and subject to change.*

To provide feedback or to ask questions:

#### Contact the Community Liaison:

Phone: **437-684-5857**  
(Monday to Friday 9 a.m. to 4 p.m.)

Email: [communityliaison@bigideaspace.ca](mailto:communityliaison@bigideaspace.ca)

#### Contact Councillor Thompson's office:

Phone: **416-397-9274**

Email: [councillor\\_thompson@toronto.ca](mailto:councillor_thompson@toronto.ca)

For more information on these new homes, please visit: [www.toronto.ca/7Glamorgan](http://www.toronto.ca/7Glamorgan)

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இதை மொழிபெயர்க்கவும்



## Join us for a Community Meeting

**Tuesday, May 25, 2021 at 7 p.m. and Thursday, June 17, 2021 at 7 p.m.**

These meetings will be held virtually | Please visit [www.toronto.ca/7Glamorgan](http://www.toronto.ca/7Glamorgan) to access the public link at the above dates and times to attend

## Moving forward at 7 Glamorgan Avenue

The City of Toronto affirms that adequate housing is essential to a person's dignity and worth and is building these homes with supports for people in need as quickly as possible.



A Community Liaison is available to receive community comments and questions

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Email: [councillor\\_thompson@toronto.ca](mailto:councillor_thompson@toronto.ca)



## Appendix C: Stakeholder list

ACSA Dorset Park Community Hub

Birkdale Community Centre

Ellesmere Community Centre

Ellesmere-Statton Public School

Enquiring Minds Montessori

Glamorgan Junior Public School

Kiddies Lodge Daycare Centre

MP Zahid

MPP Mitas

Scarborough Civic Centre Neighbourhood Branch & McGregor Park Neighbourhood Branch

Trustee Smith