

Bond Place Shelter

Community Liaison Committee (CLC)

Terms of Reference

Shelter Background and Mission

The Bond Place Shelter, located at 65 Dundas St East, was opened in August 2020 to support physical distancing in the shelter system due to the COVID-19 pandemic. It provides shelter to single adults and couples who are experiencing homelessness. The City of Toronto has leased the Bond Place Hotel until April 2021 from the property owner with options to extend as may be required. You can find more information on the City's efforts to curb the spread of COVID-19 in the shelter system here: www.toronto.ca/physicaldistancingshelters

Currently, the City is renting 200 furnished and self-contained rooms at the Bond Place Hotel site and have the ability to rent up to the full 285 rooms available. A number of rooms are used for staff office space. The precise number of residents depends on the mix of singles and couples at the site. Dixon Hall operates the facility and 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.

Opening this site and others across the City allows individuals who are experiencing homelessness to stay safe while ensuring physical distancing in the shelter system. These city hotel sites are providing access to programs and services that support individuals with histories of homelessness in their efforts to find permanent stable housing and improve their overall well-being. The Bond Place Shelter, along with all Dixon Hall shelter sites, operate within Dixon Hall's mission to create lasting solutions to end poverty, social injustices, and isolation in Toronto.

Mandate and Purpose

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

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

The CLC is not a decision-making body with supervisory authority over the Shelter. As an advisory body, it will seek general agreement with Dixon Hall 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 Dixon Hall staff, City staff and City agency staff make good decisions regarding the Shelter's integration with the community.

Operating Principles

- Support the mission of the Shelter
- Foster respect
- Seek consensus
- Promote collaboration
- Focus on problem solving
- Encourage inclusivity of diverse voices
- Build Active listening
- Commit to Accountability
- Educate community members about the issues surrounding contemporary homelessness in our community.

Selection Process and Membership

The CLC is a non-partisan advisory committee and will be comprised of up to 20 members of local community and stakeholder groups.

The Bond Place Shelter members will be chosen as follows (noting that if other stakeholder groups are identified this number may increase slightly) :

- Two members of the Downtown Yonge BIA chosen by its executive

- Two members of St Michael's Choir school, including one parent rep and one staff rep, chosen by the school community
- One member from Ryerson University chosen by the university
- One member from the Yonge Dundas Square, chosen by its board
- One from each of the three major faith communities in the area: Metropolitan United Church, St. James Cathedral, St. Michael's Cathedral, each chosen by their respective bodies
- One member from the local residents' association McGill and Granby Village Residents Association (MGVRA), chosen by the residents association
- One member from the Bay Cloverhill Residents Association, chosen by the residents' association
- One member from the Garden District Residents Association, chosen by the residents' association
- One member from The Pantages Tower, chosen by its Board
- Three members of the broad community, chosen by Dixon Hall through an application and review process. These members will need to represent stakeholders in the community.
- One member from The Works, chosen by Toronto Public Health
- One member from M-Dot, chosen by M-Dot (health related)
- Up to two members from a related social service agency, invited by Dixon Hall
- Two members with Lived Experience and/or living in the Bond Street Hotel or related program chosen and supported by Dixon Hall
- Ex-officio – the local city Councillor or their representative
- One member from Toronto Police Services (TPS) 51 and 52 Division, selected by TPS

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, indigenous people, black and visible minority people, persons with disabilities and people who identify as LGBTQ2S.

If a person must resign from the CLC, the respective group will select replacement members. Initial membership is for one year or as long as Dixon Hall manages the site. This may change as the pandemic changes and as Dixon Hall and City staff evaluate extending the mandate.

Work Plan/Schedule

The CLC meetings are anticipated initially to take place on a monthly basis with the first meeting happening in early November after the selection process is completed. The CLC may decide on a different meeting schedule. Dixon Hall community engagement staff, along with the community engagement facilitator hired by the City for the first couple of 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.

Roles and Responsibilities

CLC Members agree:

- To abide by the Terms of Reference:
- 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.

Dixon Hall 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;
- To consider thoughtfully and follow-up on input that is provided.

The third party community engagement facilitator will assist Dixon Hall in its role for the first few CLC meetings.

Activities and Reporting Relationship

Members representing organizations will have the responsibility to share information back to their organization and conversely to bring forward ideas and issues of the stakeholder group to the CLC.

The CLC is an advisory body (not a decision-making body) to Dixon Hall and the operations of Bond Place Hotel.

Meetings, Process and Decision-Making

The CLC will be chaired by Dixon Hall staff. Decision-making will be through a consensus-based approach. It is understood that consensus is not the same as compromise and may involve returning to an issue at a later point. Any changes to these terms of reference is undertaken through the CLC meetings.

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

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 David Reycraft, Director of Housing Services at Dixon Hall or Laura Stenberg, Dixon Hall's Director of Communication.

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.