

**ONLINE / TELEPHONE
INFORMATION SESSION
101 PLACER COURT**

**在線/電話資訊會議
101 PLACER COURT**

**Wednesday, October 6,
2021**

6:30pm to 8:30pm

2021年10月6日，星期三

晚上06:30 至 晚上08:30

www.toronto.ca/ShelterExpansionSites





This event is being offered in English and Mandarin. The presentation slide deck content has been translated into Traditional Chinese.

Presentations will be delivered in English and interpreted into Mandarin by Bob Wang, a third-party consultant engaged to provide consecutive interpretation during Q&A.

Participants can ask questions in either English or Mandarin. Bob Wang will interpret the questions and responses in Mandarin (and English as appropriate).

Once the information session is complete, the presentation slide deck will be posted to the project web page:
www.toronto.ca/ShelterExpansionSites.

這一項目介紹使用英文和中文兩種語言提供。介紹項目的幻燈片內容已譯成中文正體。

項目用英文介紹，同時請Bob Wang提供口譯。在問答階段，Bob Wang作為第三方，將提供交替傳譯服務。

參加活動的人員可以用中文或英文提問。Bob Wang將翻譯問題，並視實際情況用中文或英文答復提問。

項目介紹結束後，介紹項目的幻燈片內容將上傳至項目網頁：www.toronto.ca/ShelterExpansionSites。



If you cannot hear or understand what is being said, please dial 416-915-6530 to connect to the session by telephone.

You will be prompted to enter an access code

The access code to connect to the main event: 177 216 7952

如果您聽不到或不理解所講的內容，請撥打電話 416-915-6530 連接到本會議。

系統將提示您輸入訪問代碼

使用該訪問代碼接入主會場：

177 216 7952

Meeting Recording

會議錄音



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.101placercourt@gmail.com.

請注意，本次會議正在被錄音，您的意見、陳述和聲音將被納入公共記錄。

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、地址和聯絡資訊。如果您想討論私人事宜，請透過電郵與我們聯絡：

clc.101placercourt@gmail.com。

Land Acknowledgement 土地致謝



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.

我們承認我們所在的土地是許多民族的傳統領土，這些民族包括Credit河的密西沙加人、阿尼什納貝格人、奇佩瓦人、豪登諾尼人和溫達人，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。

我們還承認，多倫多受與Credit河的密西沙加人簽署的第13號條約和與多個密西沙加人和奇佩瓦人群體簽署的威廉姆斯條約的保護。

African Ancestral Acknowledgement

非洲裔土地致謝



The City of Toronto acknowledges all Treaty people- including those who came here as settlers as migrants either in this generation or in generations past- and those of us who came here involuntarily, particularly those brought to these lands as a result of the Trans-Atlantic Slave Trade and Slavery. We pay tribute to those ancestors of African origin and descent.

多倫多市感謝所有的條約人，包括那些在本世代或過去幾個世代作為定居者或移民來到此地的人們，以及我們之中那些非自願來到此地的人，尤其是那些因跨大西洋奴隸貿易和奴隸制的原因而被帶至這些土地的人們。我們向那些非洲族源和血統的祖先致敬。

Presenters

Jane Farrow, Community Engagement Facilitator

Shelley Carroll – City Councillor – Ward 17 Don Valley North

Tracy Campbell, Manager, Infrastructure Planning and Development,
Shelter, Support & Housing Administration, City of Toronto

Ryan Evershed, Manager Community Engagement, Homes First Society

演講人

Jane Farrow, 社區參與協調員

高雪莉, 市議員, 當河谷北第十七區

Tracy Campbell, 基礎設施規劃和開發經理
多倫多市庇護中心、支援和住房管理局

Ryan Evershed, 社區參與經理, Homes First Society





Purpose

- Provide an **overview** of the **101 Placer Court shelter program including 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

- 總體介紹 101 Placer Court 庇護中心項目，包括目前為該地點計畫的服務和支援。
- 回應社區提出的問題、關注和支援提供。
- 為庇護中心在社區的成功貢獻力量



Agenda / 議程

Agenda Item	Time
1. Welcome Remarks / 歡迎辭	
2. Presentation on 101 Placer Court / 對 101 Placer Court 的介紹	45分鐘
3. Q&A / 問與答	60分鐘
4. Closing and Next Steps / 結束語和後續步驟	10分鐘

Welcome Remarks

歡迎辭

Presented by Shelley Carroll
City Councillor Ward 17–
Don Valley North

發言人：高雪莉
市議員，當河谷北第十七區



Webex + Accessibility

Webex + 無障礙接入



- **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.

- 如果您需要無障礙接入的相關便利，則您手機上的自適應技術通常會提供最佳效果。
- 小組成員將在演講中講述幻燈片上的內容。
- 本次會議的視頻記錄在項目網站上發佈時將配以隱藏式字幕。
- 請您預先熟悉WebEx平台、您的手機或電腦。了解如何使用舉手/放手的功能來進行提問，以及如何在「問與答」的方框中輸入提問，有助於使會議更順暢進行，我們將在開始「問與答」環節之前一起看一看它的操作方法。

Online Meeting Code of Conduct

在線會議行為準則



- 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.

- 簡明發言，一次僅提出一個問題或一項評論。
- 良好傾聽，與鄰居們分享討論空間。還將有其他機會進行參與及提供回饋和見解。
- 保持耐心。如果發生技術問題，我們將盡全力解決。
- 表現尊重。多倫多市政府是一個包容性的公共機構。種族主義或其他形式的偏見、貶損或歧視性評論和提問，包括辱罵在內，都將不被允許。

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 (English only)** on the lower right of the screen (computer only)
2. **Verbally ask questions in English or Mandarin on audio** (computer and phone) by raising their hands

演講結束後，會議參加者可以透過兩種方式提問問題和發表評論。市政府工作人員將持續監控和查看「問與答」，以確保在今晚的會議中解決最常見的問題。

會議參加者可以：

1. 在屏幕右下方的「問與答」方框（**僅限英文**）中輸入問題（**僅限電腦方式**）
2. 透過舉手功能以**英語或國語在音頻**（**電腦和電話方式**）中進行口頭提問

City of Toronto Shelter Services Overview

多倫多市庇護中 心服務概述

*Tracy Campbell, Manager, Infrastructure
Planning and Development*

*Shelter, Support and Housing Administration
City of Toronto*

*Tracy Campbell, 基礎設施規劃和開發經理
多倫多市
庇護中心、支援和住房管理局*

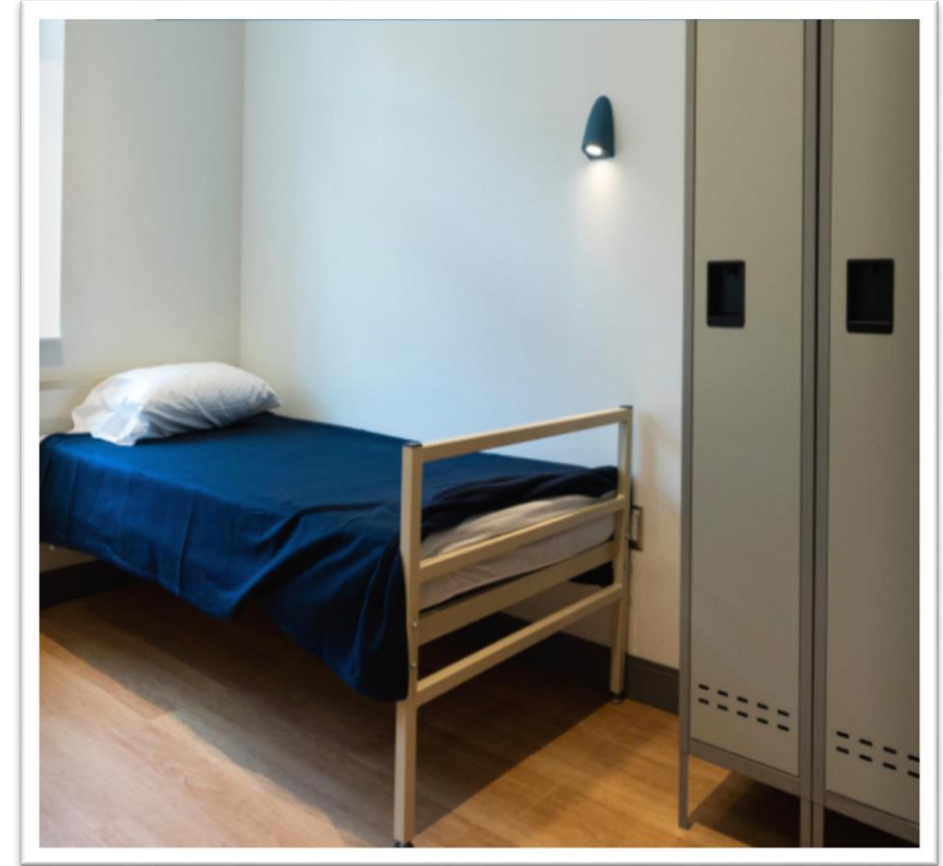


Context of Homelessness in Toronto

多倫多無家可歸問題背景



- Toronto's shelter system provides more than 6,000 spaces to support those experiencing homelessness, including approximately 2,600 spaces in new temporary shelters and hotel programs
- Challenges in the shelter system have been compounded by opioid crisis and due to COVID-19.
- 多倫多的庇護中心繫統提供 6,000 多個空間來支援無家可歸者，其中包括在新的臨時庇護中心和酒店計畫中的大約 2,600 個空間
-
- 阿片類藥物危機和 COVID-19 新冠肺炎加劇了庇護中心繫統面臨的挑戰。



Context of Homelessness in Toronto

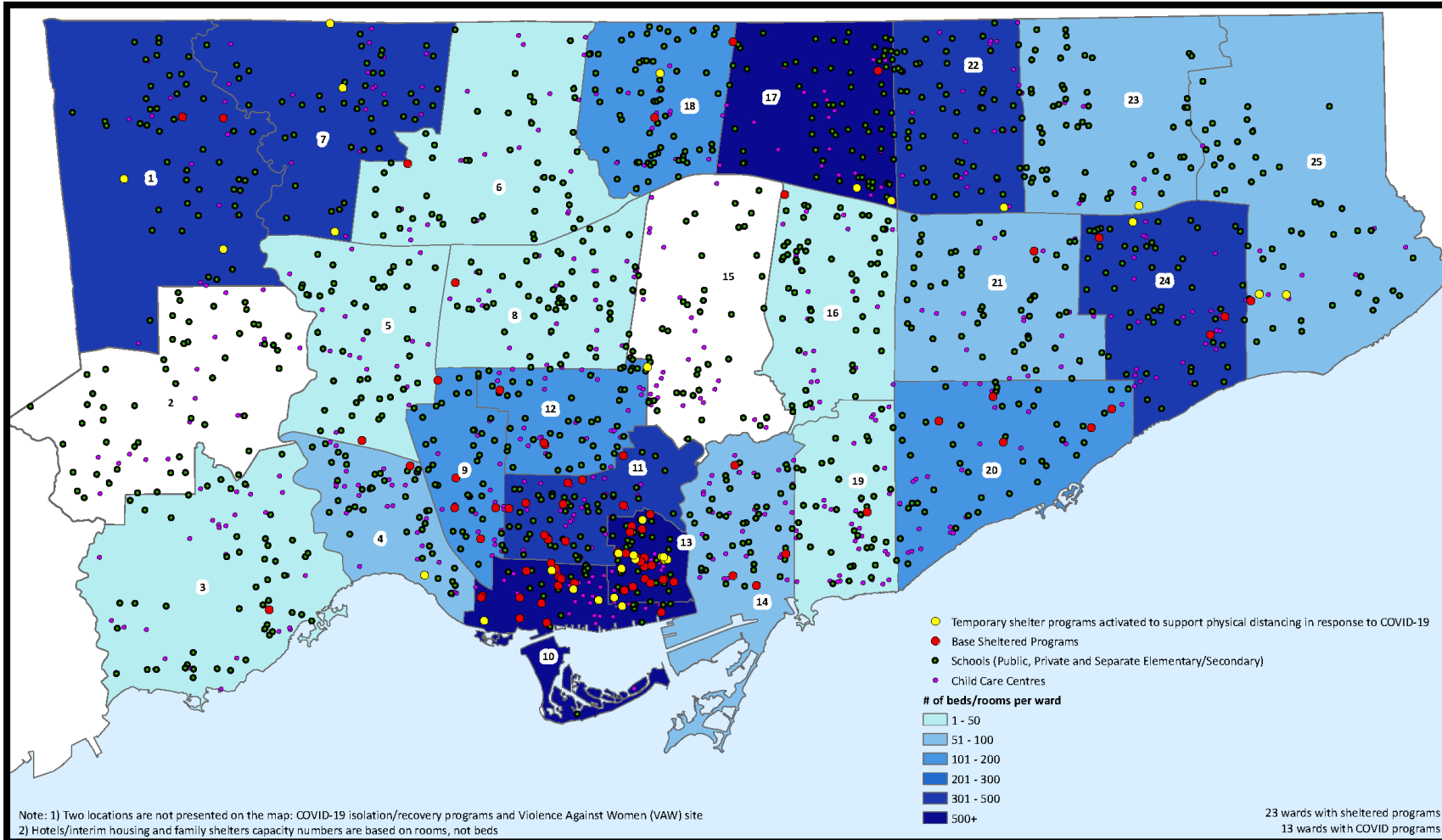
多倫多無家可歸問題背景



- 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 in October 2021
- <https://www.toronto.ca/community-people/community-partners/street-needs-assessment/>
- 自新冠疫情開始以來，由於難民申請人和家庭數量的減少，庇護中心系統的入住率有所下降。庇護中心系統中用於單身人士的容量目前高於去年同期。
- SSHA 於 2021 年 4 月進行了第五次街道需求評估 (SNA)，結果將於 2021 年 10 月公開發布。
- <https://www.toronto.ca/community-people/community-partners/street-needs-assessment/>

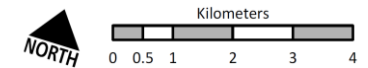
Programs are located within communities

位於社區之內的項目



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中心是多倫多各個社區提供的一項重要社區服務。



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

City's COVID-19 Response for People Experiencing Homelessness

多倫多市在COVID-19疫情期間為無家可歸者採取的應對措施



- Opened more than **26** 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 PPE weekly for the shelter system
- As of September 10, 65% of people 12 years and older staying in the City's shelter system have received one dose of vaccine and 49% have received two doses
- Supported almost **6,300 people** in the shelter system move into permanent housing since the beginning of the pandemic.

- 開設了超過 **26** 個新的臨時中心，以在庇護中心系統中保持人際間隔，並為人們從營地移入室內提供空間
- 每週為庇護中心系統分發 **100,000 件** 個人防護裝備
- 截至9月10日，居住在多倫多市庇護中心系統的 12 歲及以上人群中，有65% 已接種一劑疫苗，49% 已接種兩劑疫苗
- 自新冠疫情開始以來，庇護中心系統已協助近 **6,300 人** 搬入永久性住房。

Criteria for Selecting a Shelter Location

庇護中心地點的選擇標準



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



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)



市政府的目標是在多倫多全市的各個社區開設新的庇護中心，以便人們可以留在自己的社區內。

在尋找新的庇護中心地點時，工作人員將：

- 把庇護中心設置在符合城市附例的地點（在允許庇護中心作為正當用途的地點）

Criteria for Selecting a Shelter Location

庇護中心地點的選擇標準



- Over the years, in response to increased demand, City Council directed SSHA to expand the number of permanent new shelter beds. This project is now known as Housing & Shelter Infrastructure Development (HSID) project



- Work with Real Estate Services and City Planning to find feasible buildings and locations that are accessible and will provide adequate space

- 多年來，為了應對不斷增長的需求，市議會指示SSHA增加永久性新庇護中心床位的數量。該項目現被稱為「住房和庇護中心基礎設施開發（HSID）」項目
- 與房地產服務和城市規劃部門合作，尋找可行的、可供殘障人士通行使用的並具有足夠空間的建築物和場所

Criteria for Selecting a Shelter Location

庇護中心地點的選擇標準



- 101 Placer Court was chosen as a shelter site as part of Council direction as it met all requirements and is permitted for shelter use, to provide temporary accommodations and related support services that assist people to move into housing.

- 101 Placer Court因滿足市議會指示的條件，被選中作為開設庇護中心，來提供臨時住宿和相關支援服務，幫助人們搬入居住。

101 Placer Court



Design of Shelters

- Over the last few decades, shelters have evolved in the way in which they are designed
- The City has new **Shelter Design Guidelines** that provide best practices for the planning and design of shelters to produce positive outcomes and experiences for all shelter-users, staff, the community, and visitors.
- The Guidelines facilitate designs that promote dignity, comfort, and choice to support shelter users in moving to permanent housing

庇護中心的設計

- 在過去的幾十年裡，庇護中心的設計方式不斷發展
- 多倫多市制定了新的**庇護中心設計指南**，為庇護中心的規劃和設計提供了最佳做法，從而為所有庇護中心用戶、工作人員、社區和訪客帶來積極的成果和體驗。
- 該指南促進了提升尊嚴、舒適和選擇的設計理念，以幫助庇護中心用戶搬遷入到永久住房

101 Placer Court



Project Details

- The property is a two storey building, close to TTC's 42/42A bus line
- Renovations of the building consisted of a complete removal and replacement of the interior finishes to accommodate a new floor plan and layout.
- The project includes modernization of the building exterior to create a more esthetically pleasing impression
- The building also features an outdoor community area for residents along with indoor lounge area, and is pet friendly.



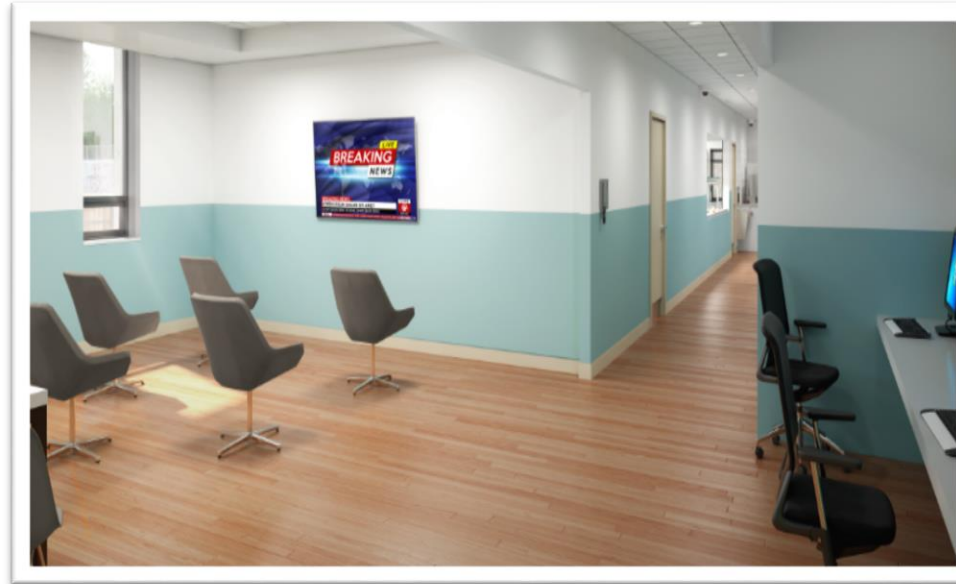
項目詳情

- 該物業是一棟兩層樓的建築，靠近TTC的42/42A巴士線路
- 建築物的翻新包括徹底拆除和更換內部飾面，以適應新的平面規劃和佈局。
- 該項目包括對建築外觀進行現代化改造，以創造更美觀的印象
- 該建築還為居民提供了一個室外社交區域和室內客廳區域，並且是寵物友好的。



101 Placer Court

- In December 2021, 101 Placer Court, in ward 17, will be used as a new shelter program
- The City purchased this property to be operated by Homes First for people experiencing homelessness
- The City is committing to 58 beds physically distanced. The site has a max capacity of 87 beds
- This site will also include office and programming spaces



- 2021年12月，位於第17選區的 101 Placer Court 將被用作新的庇護中心計畫
- 多倫多市購買了該物業，將由Homes First進行運營來接納無家可歸者
- 多倫多市承諾在能保持安全距離的情況下提供58張床位。該庇護中心最多可容納87張床位
- 該庇護中心還將包括辦公室和項目空間

Program Overview of shelter program at 101 Placer Court

Ryan Evershed, Manager
Community Engagement, Homes
First Society

101 Placer Court 庇護中心項目概覽

Ryan Evershed, 社區參與經理,
Homes First Society



Homes First Society



- The shelter will be run by Homes First and offers:
 - ✓ case management (assessment, program supports and referrals to community services/resources)
 - ✓ housing search help
 - ✓ meals
 - ✓ harm reduction
 - ✓ recreational programming.
- Homes First has been providing supportive housing and shelter for over 35 years to all populations
- One of the largest providers of homes for people with the fewest options in Toronto.
- 該庇護中心將由Homes First運營，將提供：
 - ✓ 個案管理（評估、專案支援以及社區服務/資源轉介）
 - ✓ 尋找住房幫助
 - ✓ 膳食
 - ✓ 減少傷害幫助
 - ✓ 娛樂項目
- 35年來，Homes First一直為所有人群提供支援性住房和庇護中心。
- 是為多倫多具有最少選擇的人士提供住房的最大供應商之一。

Program Goals

項目目標



- Provide safe space and stabilizing supports for people 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.
- 為目前在室外居住的人們提供安全的空間和穩定的支援。
 - 發展專注於培養生活技能和心理健康的項目。
 - 在內部和外部建立強烈的社區意識。創造讓周圍社區和庇護中心居民共同參與的項目機會
 - 創建項目和參加機會，使庇護中心居民能夠分享他們的故事和經歷。

101 Placer Court

101 Placer Court

Many wrap-around supports will be provided for residents at 101 Placer Court, including:

- ✓ program staff on-site 24/7
- ✓ all meals provided on site
- ✓ recreational and social engagement programming
- ✓ Access to harm reduction supports available on site
- ✓ COVID-19 public health measures
- ✓ Case manager assigned to all residents

101 Placer Court 將為居民提供許多無縫銜接支援，包括：

- ✓ 項目工作人員每週7天、每天24小時在場服務
- ✓ 庇護中心提供全部膳食
- ✓ 娛樂和社交參與項目
- ✓ 庇護中心提供減少傷害支援
- ✓ COVID-19新冠肺炎公共衛生措施
- ✓ 所有居民都配有個案經理

Rights and Responsibilities

權利和責任



- Shelter residents are equal residents of the city and have the same rights, freedoms, privacy and responsibilities as other residents of the city.
- They have the right to a safe place to shelter and a welcoming program.
- 庇護中心的居民都是多倫多市的平等居民，與本市的其他居民享有相同的權利、自由、隱私和責任。
- 他們有權獲得安全的庇護場所和歡迎項目。



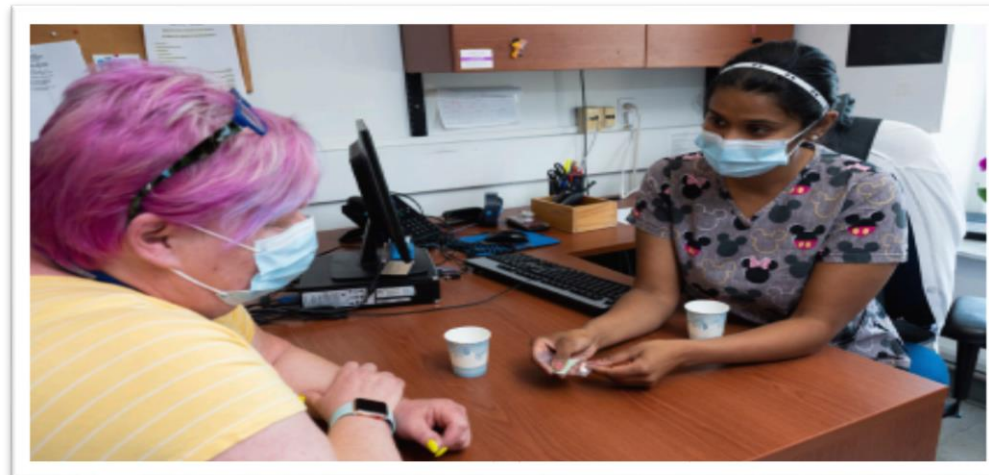
Rights and Responsibilities

權利和責任



- There are conduct expectations and rules for all residents that must be followed when staying in shelter programs.
- Staff meet and communicate with residents regularly to remind them of rules, policies and concerns from a neighbour perspective.

- 入住庇護中心期間，必須要遵守為所有居民制定的行為期望和規則。
- 工作人員定期與居民會面和溝通，從鄰居的角度提醒他們留意規則、政策和問題。



Community Engagement

Jane Farrow

Community Engagement
Facilitator



社區參與

Jane Farrow

社區參與協調員



Community Engagement

社區參與



The City is committed to community engagement to ensure the success of the shelter in the community.

We engage with communities after the site is secured in advance of a site opening. Goal of engagement is to support the community member and shelter residents and success of the new program into the community.

More information on community engagement is available on the project website

多倫多市致力於社區參與，以確保庇護中心在社區中取得成功。

我們會在庇護中心的地點確定之後、開放之前，與社區進行互動。參與的目標是支援社區成員和庇護中心居民，以及確保新項目成功引入社區。

有關社區參與的更多資訊，請訪問項目網站。

Community Engagement

社區參與



Actions currently underway

- ✓ Community Engagement Facilitator
- ✓ Tracking of community concerns – action and follow up
- ✓ Stakeholder meetings, phone briefings, outreach
- ✓ **Information Session (Oct 6)** – today
- ✓ Community Liaison Committee-(*to be determined based on community interest*)

Sign up to receive email bulletins and updates, including the meeting summary:
clc.101placercourt@gmail.com

目前正在採取的行動

- ✓ 社區參與協調員
- ✓ 追蹤社區關注熱點 - 行動和跟進
- ✓ 利益相關者會議、電話簡報、外聯
- ✓ 資訊發佈會 (10月6日) - 今天
- ✓ 社區聯絡委員會 - (*將根據社區利益確定*)

進行註冊以便接收透過電子郵件發送的公告和情況更新，包括會議摘要：
clc.101placercourt@gmail.com

問與答

社區參與協調員

Jane Farrow, 言行部協調員



Meeting Recording

會議錄音



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.101placercourt@gmail.com.



請注意，本次會議正在被錄音，您的意見、陳述和聲音將被納入公共記錄。

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、地址和聯絡資訊。如果您想討論私人事宜，請透過電郵與我們聯絡：

clc.101placercourt@gmail.com。

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

WebEx 基本操作： 筆記本電腦/臺式電腦 (僅限英文主會場)



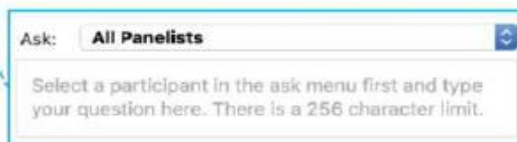
Open the Participants and Q&A Panels

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



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.



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.
- Once a question is answered, it will become visible to all attendees.
- Please keep your question brief (below 250 characters).

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

WebEx Basics: Phone

WebEx 基本操作： 電話



Dial / 撥打 : 416-915-6530
Access code / 訪問代碼 : 177 216 7952

- People who have called in can ask questions verbally
 - To raise your hand virtually, dial *3
 - The Host 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 Host 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
- 電話接入者可以口頭方式提問
 - 想要虛擬舉手，請撥 *3
 - 主持人會在您來電號碼的前三位數字旁邊看到一隻舉起的手，提醒我們您想要提問。
 - 在「問與答」環節，主持人將取消靜音並讓您知道您可以發言了。
 - 您的問題得到回答之後，請撥 *3 放下您的手

Question & Answer Period

「問與答」時間



- We will do our best to answer as many questions as possible rotating between the various methods of participation, phone, chat and advance emails.
 - Our staff will continuously monitor and review the Q&A to ensure the most common issues are addressed in tonight's meeting.
 - We will try to answer all your questions in the allotted time. For questions not answered, please reach out to project gmail account.
- 我們將在各種參與方式如電話、聊天和提前發送的電子郵件之間進行輪換，盡最大努力回答盡可能多的問題。
 - 我們的工作人員將持續監控和查看「問與答」，以確保在今晚的會議中解決最常見的提問。
 - 我們將盡力在計畫分配的時間內回答您的所有提問。對於未被回答的提問，請發送至該項目的 Gmail 帳戶。



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 and shared on the project website
- Connect with Community Engagement Facilitator:
clc.101placercourt@gmail.com
- Visit the Project Website:
www.toronto.ca/ShelterExpansionSites

後續步驟和更多資訊

- 公開會議摘要將會發佈在網站上
- 該活動的錄音將發佈到多倫多市的YouTube頻道，同時也在項目網站上共享
- 請與社區參與協調員聯絡：
clc.101placercourt@gmail.com
- 請訪問項目網站：
www.toronto.ca/ShelterExpansionSites

**Thank you for
participating
tonight!**

**感謝您
參加
今晚的會議！**

