

ONLINE / TELEPHONE INFORMATION SESSION 22 METROPOLITAN ROAD

**Monday, December 20, 2021
6:30pm to 8:30pm**

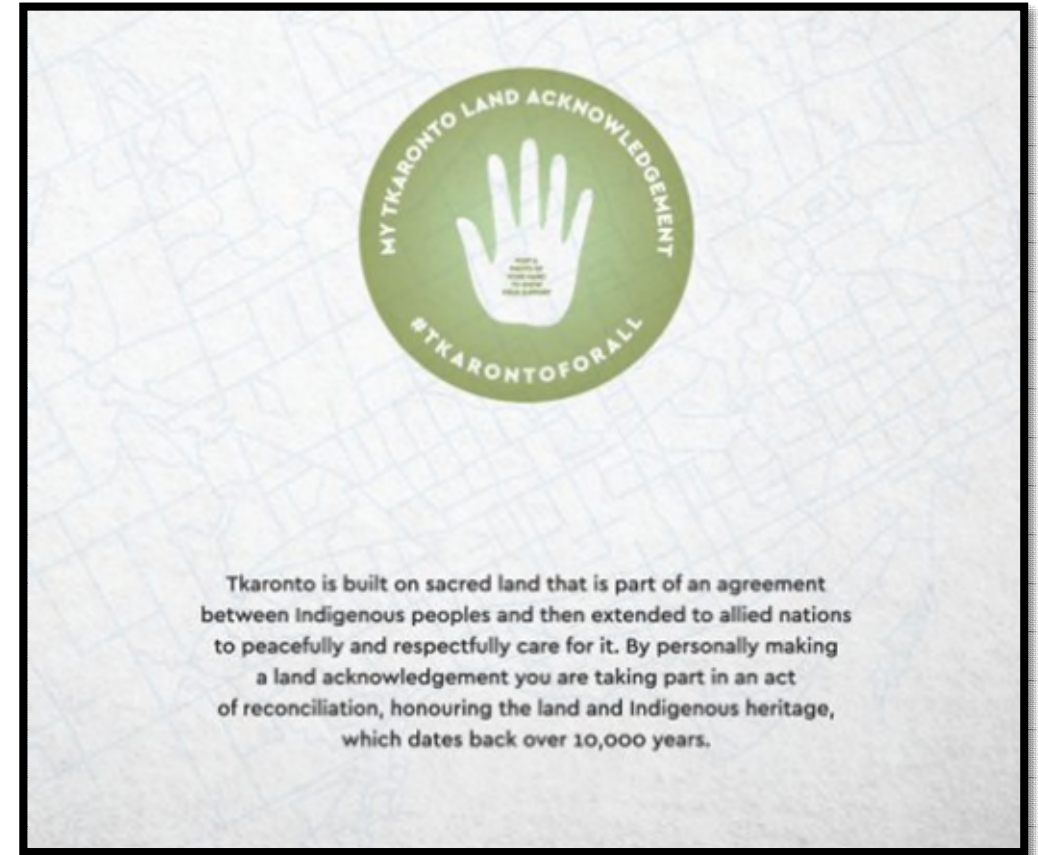


Land Acknowledgement



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.



Connecting via phone



Dial: 416-915-6530

Access code: 2451 022 5394



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: 2451 022 5394

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 22MetropolitanRoad@gmail.com.

Presenters

Joe Mihevc, Community Engagement Facilitator

Mayor John Tory, City of Toronto

Deputy Mayor Michael Thompson, City Councillor –Scarborough Centre (Ward 21)

Loretta Ramadhin, Project Director, Capital Development Unit,
Shelter Support and Housing Administration (SSHA), City of Toronto

Ryan Evershed, Manager of Community Engagement & Client Programming, Homes First Society

Michael Lyster, Director of Housing and Shelters, Homes First Society



PURPOSE & AGENDA FOR TODAY'S DISCUSSION



Purpose

- Provide an overview of the **22 Metropolitan Road – Strachan House 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

Agenda Items

1. Opening Remarks
2. Presentation on 22 Metropolitan Road.
3. Q&A and Feedback
4. Closing and Wrap Up

Opening Remarks

Presented by
Mayor John Tory
City of Toronto



Opening Remarks

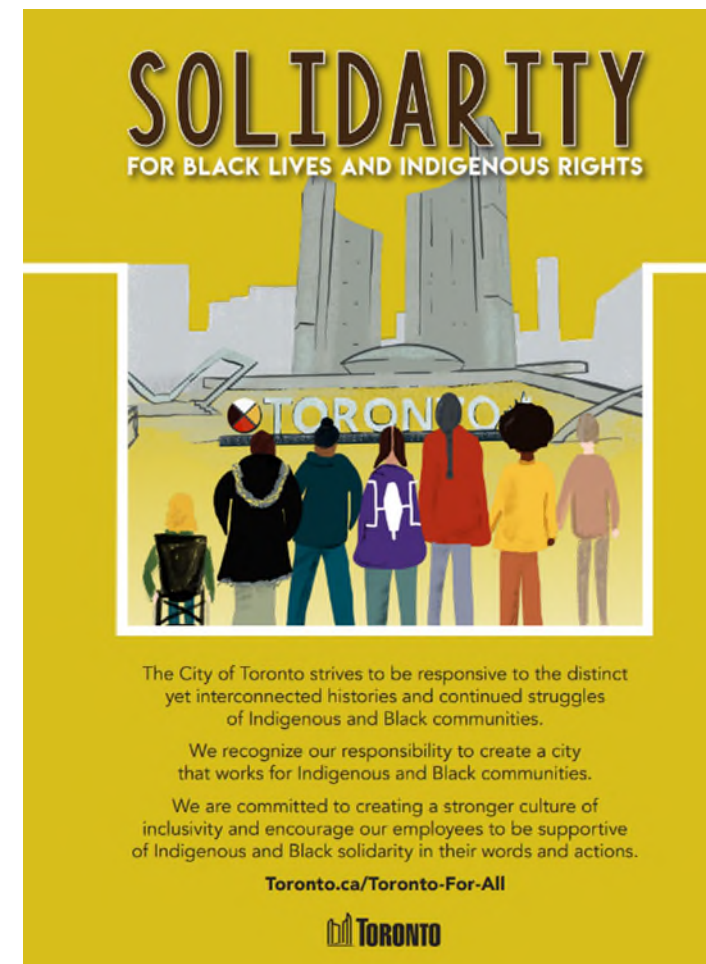
Presented by
Deputy Mayor Michael Thompson
Scarborough Centre (Ward 21)



African Ancestral Acknowledgement



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.



Webex and 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 and Answer Period



After the presentation participants can ask questions and make comments in TWO ways.

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

Participants can:

1. **Type questions into the Q and A box** on the lower right of the screen (computer only)
2. **Verbally ask questions** by raising their hands (computer and phone)

City of Toronto Shelter Services Overview

Loretta Ramadhin,
Project Director, Capital Development Unit
Shelter Support and Housing Administration (SSHA)
City of Toronto



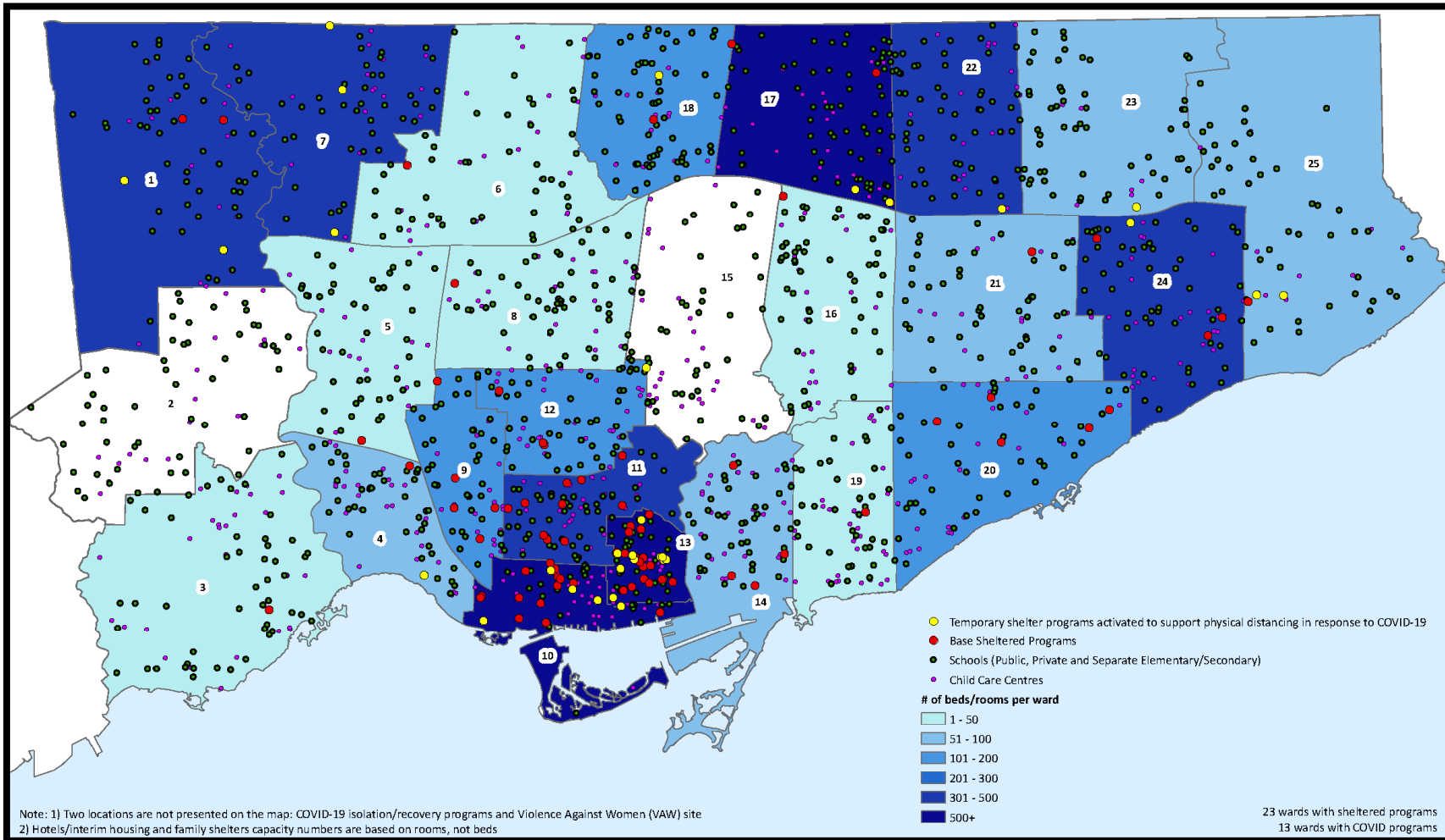
Context of Homelessness in Toronto



- Based on the 2021 Street Needs Assessment, it is estimated that there were 7,347 people experiencing homelessness in Toronto on April 21, 2021
- Challenges in the shelter system have been compounded by the opioid crisis, the COVID-19 pandemic and limited affordable housing.
- Half of all respondents reported a mental health issue; 42 per cent identified a substance use issue.
- As part of the City's COVID-19 response, the City has moved:
 - More than 3,000 people into temporary shelter locations; and,
 - 7,414 people experiencing homelessness from the shelter system into permanent housing from April 2020 to November 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
Copyright (c) 2021 City of Toronto -- Published: February 2021
Prepared by: SSHA -- Contact: twagha@toronto.ca

Strachan House Relocation



- Strachan House is located at the corner of 805A Wellington St. W. where it has been operating as supportive housing for many of Toronto's most vulnerable individuals.
- 805 Wellington Street currently requires extensive repairs. Shelter, Support and Housing Administration (SSHA) and the Housing Secretariat are advancing plans to relocate residents in anticipation of a planned redevelopment
- The current tenants will be safely relocated to new locations, including 22 Metropolitan Road, in early January 2022.
- The City of Toronto will be working with Homes First on the redevelopment of 805 Wellington St. W. to create new affordable and supportive rental housing following the relocation of tenants. More information will become available in 2022 as the design of the redevelopment progresses.

Criteria for Selecting a Shelter Location



Shelters are one of many municipal services that the City provides. Like daycares, libraries and community centres, it is important that shelters are available in neighbourhoods across Toronto.



When searching for a **shelter location**, City staff will seek buildings that are available, affordable, of a suitable size, and close to transit and services.



The City operates a number of hotel locations to expand and contract available space to quickly respond to shelter demand.

As authorized by City by-laws, City staff have the Delegated Authority to site new shelters in locations that meet zoning requirements before engaging with the community.

Criteria for Selecting a Shelter Location



Due to the urgency of this search, we focused on identifying a space that was:

Turn-key ready with
minimal retrofits
required

Suitable size that
adequately meet
physical distancing
guidelines

Available,
accessible and
affordable

22 Metropolitan Road



- The property is a two storey brick building
- Site assessment highlighted the site will allow sufficient client and staffing spaces as well as client programming
- The 68 Bus stops at Metropolitan Road and Warden Avenue, a two minute walk from the property.
- Common spaces at the hotel include
 - A breakfast lounge
 - Office space
 - A commercial kitchen
 - A ball room and campaign room that could be used for programming
 - Outdoor grassed central courtyard with some brick walkways

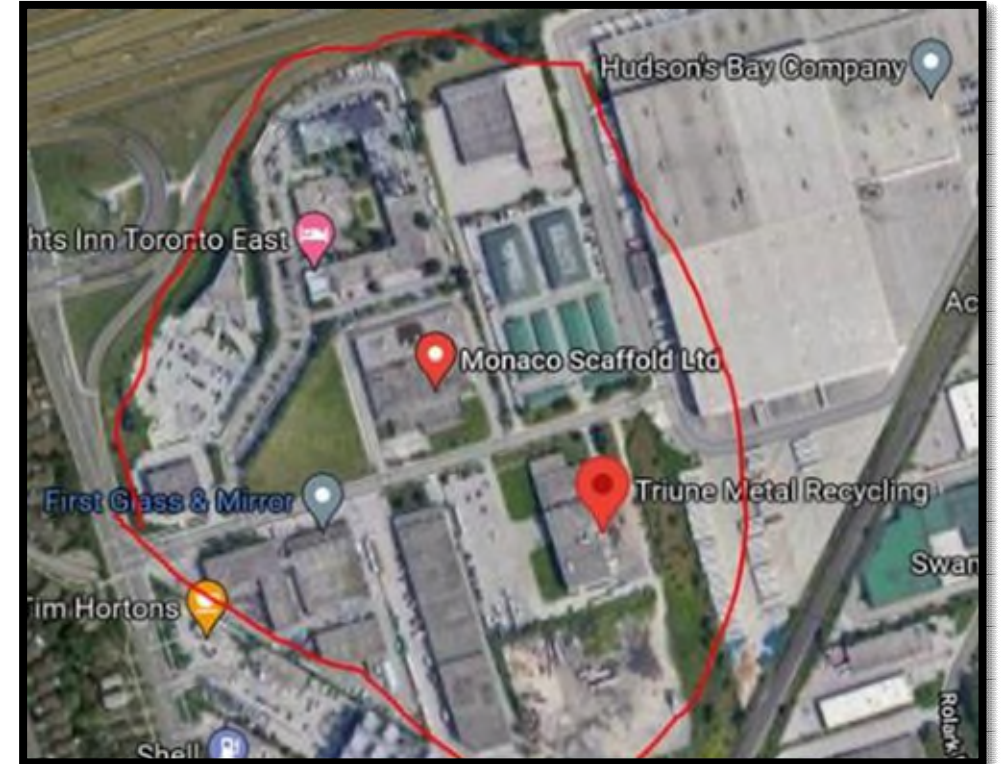


Community Safety



Community Safety Team for 24/7 foot patrols to:

- Establish healthy relations and lines of communications with 22 Metropolitan Road residents
- Ensure 22 Metropolitan Road residents comply with Toronto Shelter Standards
- Support 22 Metropolitan Road residents while also creating safer community spaces
- Monitor for discarded drug paraphernalia and ensure proper removal



Program Overview of Strachan House Program at 22 Metropolitan Road

Ryan Evershed, Manager of Community Engagement & Client Programming, Homes First Society

Michael Lyster, Director of Housing and Shelters, Homes First Society



Homes First Society



- The shelter will be run by Homes First Society and offers:
 - ✓ case management (assessment, program supports and referrals to community services/resources)
 - ✓ housing search help
 - ✓ meals
 - ✓ harm reduction
 - ✓ recreational programming.
- Homes First Society 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.



Strachan House (805A Wellington St. W.)



- Located in Liberty Village
- In 1999, Levitt Goodman Architects, were awarded the Governor General's Medal of Excellence for it's design.
- Strachan House is a supportive housing location that provides 24/7 supports to 83 residents, many of whom are venerable seniors.
- The building is being redeveloped into a cutting-edge supportive housing facility site that will provide residential accommodations to approx 200 individuals. There will be two separate supportive housing programs one for adults and one for seniors.



22 Metropolitan Rd



Relocating to 22 Metropolitan Rd

Many wrap-around supports will be provided for residents including:

- Program staff on-site 24/7
- All meals provided on site
- Recreational and social engagement programming
- Harm reduction supports available on site
- On-site services are for program residents only



Program Goals for 22 Metropolitan



- Provide safe space and stabilizing supports for clients currently living outdoors.
- Enhance the health and wellbeing of the residents.
Develop programming that has a focus on building life skills and mental wellness.
- Build a strong sense of community internally and externally.
- Create program and engagement opportunities that enable shelter residents to share their stories and experiences.



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.
- Residents are entitled to same rights to privacy as any other citizen.
- They have the right to a safe place to shelter and a welcoming program.



Art of Neighbouring Weekly Overview



WEEK

1

Myths Around
Homelessness

WEEK

2

Building
Compassion

WEEK

3

De-escalation and
Responding with
H.E.A.R.T

WEEK

4

Building Rapport

WEEK

5

BONUS: Naloxone
Training

Mission: Art of Neighbouring provides a safe space for participants to reflect on their personal experiences, recognize where their thoughts and beliefs come from and explore the relationship between the two in effort to become a more supportive community member, loved one, and friend to themselves.

Community Engagement

Joe Mihevc

Community Engagement
Facilitator



Community Engagement During COVID-19



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. The goal of engagement is to support the community members in welcoming the shelter residents into the community successfully

More information on community engagement is available on the project website

Sign up to receive updates, including the meeting summary: 22MetropolitanRoad@gmail.com

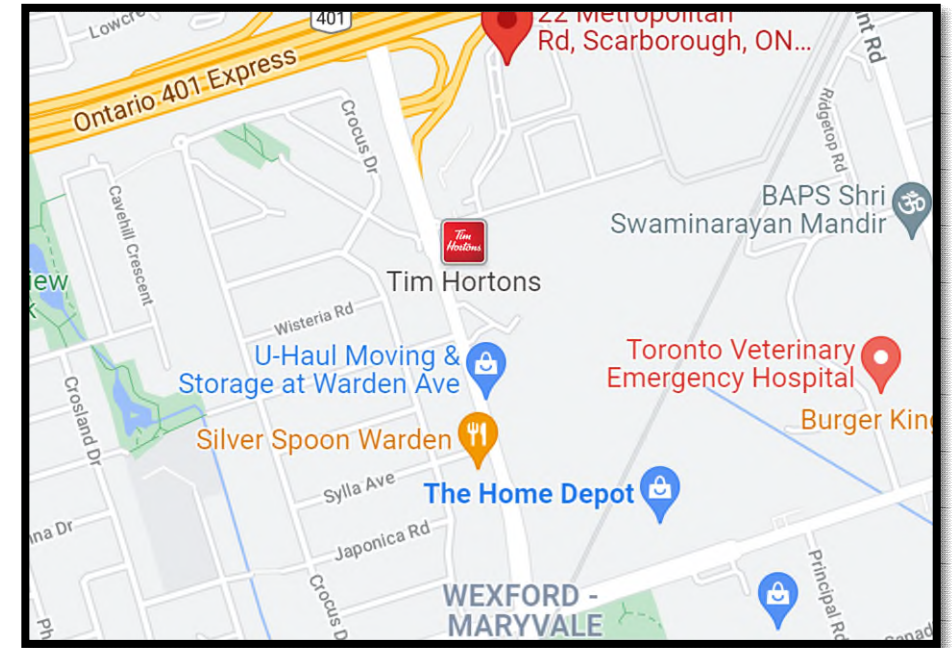
Actions currently underway

- ✓ Community Engagement Facilitator
- ✓ Tracking of community concerns – action and follow up
- ✓ Stakeholder meetings, phone briefings, outreach
- ✓ **Information Session (Dec 20)** – today
- ✓ Community Safety Walk (Dec 30)
- ✓ Art of Neighbouring workshop (early 2022)
- ✓ Community Liaison Committee (early 2022)

Community Safety Walk



- When: 3pm on Thursday, December 30, 2021
- Where: Meet in parking lot of 22 Metropolitan
- Community Safety Walk and How it Works
- Participants / Invitations
- Route



Community Liaison Committee



- What is a Community Liaison Committee (CLC)?
- What does a CLC do? How does it function?
- How does someone become a part of a CLC?
- If you would like to see a CLC linked to the Metropolitan Shelter, please inform the Community Engagement Facilitator, Joe Mihevc through the clc.22MetropolitanRoad@gmail.com. We will follow-up early in the new year.



Question and Answer Period



Staff Supporting Question and Answer Period



Additional representatives from the City and Homes First will be supporting the question and answer period. These representatives include:

- Shelter, Support and Housing Administration:
 - Sinead Canavan, Project Director, General Manager's Office
 - Suhal Ahmed, Manager, Infrastructure Planning and Development
 - Brad Boucher, Manager, Homelessness Initiatives and Prevention Services
- Homes First:
 - Alexandra Perry - Assistant Director of Community Partnerships and Client Services
 - Catey Saunders - Manager of Strachan House
 - Jamie Facciolo - Director of Development and Homelessness Initiatives

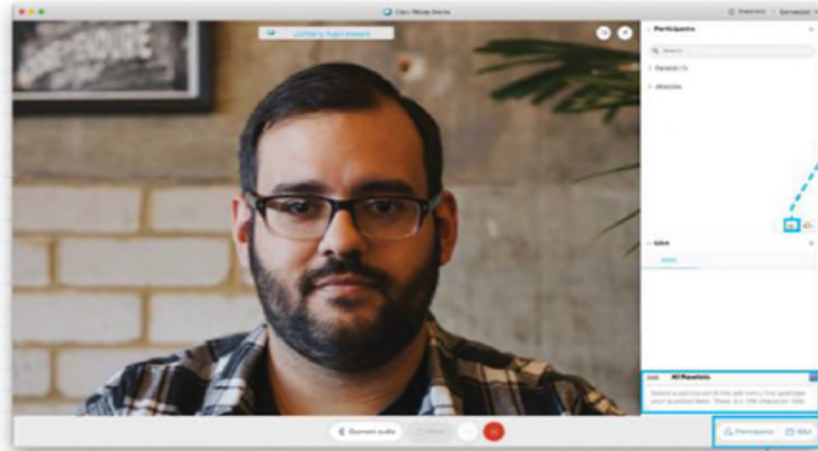
Meeting Recording



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 22MetropolitanRoad@gmail.com.

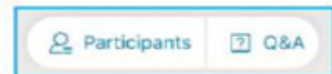
WebEx Basics: Laptop/Desktop



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

Ask: **All Panelists**

Select a participant in the ask menu first and type your question here. There is a 256 character limit.

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: 2451 022 5394

- 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

Question & Answer Period



- 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 22MetropolitanRoad@gmail.com.

Closing Remarks



Next Steps and 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:
22MetropolitanRoad@gmail.com
- Visit the Project Website: www.toronto.ca/ShelterExpansionSites

**Thank you for
participating
tonight!**

