

22 Metropolitan Public Meeting & Community Engagement Report

December 20, 2021

1.1 Overview

22 Metropolitan Road provides rooms for residents relocated from Strachan House at 805A Wellington St. West as it undergoes redevelopment.

Strachan house was a housing program operated by the Homes First Society offering transitional housing and support services to people with high support needs, including the elderly. There was an urgent need to relocate tenants of Strachan House and a need to redevelop the property. Homes First in partnership with the City of Toronto is working to safely transition Strachan House residents to new locations, including to the new site at 22 Metropolitan Road.

Homes First has been providing supportive housing and shelter services to Toronto residents for over 35 years, with a focus on the chronically homeless, people with complex mental health and addictions issues, and seniors. Homes First provides case management, housing support, health services, meals and recreational programming on site. Harm reduction supports and services will also be provided on site.

1.2 Notification & Communications

The virtual public meeting on December 20th 2021 was advertised through a hard copy flyer invitation that shared information on the new program at 22 Metropolitan Road and invited community members to participate in a public meeting. The flyer was delivered to 1,000 residents and businesses in the Warden Rd and Hwy 401 community. Specifically, the area covered was bordered by Hwy 401 to the north, Ellesmere Road to the south, Crocus Road to the west and Warden Avenue to the east. The businesses along Metropolitan Road east of Warden also received a hard copy flyer invitation. The public meeting invitation was also posted on the City's project [webpage](#).

1.3 Virtual Public Meeting

The City's Shelter Support and Housing Administration (SSHA) Division held a virtual public Meeting on Monday, December 20, 2021, between 6:30 to 8:00 p.m. The meeting was attended by 33 people. The meeting included presentations to share information on the state of homelessness in the City and the services proposed for 22 Metropolitan Rd. It also provided local residents with opportunity to ask questions and share comments.

The meeting was led by Community Engagement Facilitator Joe Mihevc and the agenda included:

- Land Acknowledgement by Scott McDonald, Homes First Society (see Appendix 4 for further information);
- Introductory comments from Mayor John Tory, included in Appendix 2;
- Introductory comments from local Councillor and Deputy Mayor Michael Thompson, included in Appendix 3;
- African Ancestral Acknowledgement by Scott McDonald, Homes First Society (see Appendix 4 for further information);
- A presentation by Loretta Ramadhin, Project Director, Capital Development Unit, Infrastructure Planning and Development Section, Shelter Support and Housing Administration (SSHA), City of Toronto on the context of homelessness in Toronto and the City's response, and the overall plan to move residents of Strachan House during the redevelopment process;
- Presentations from Ryan Evershed and Michael Lyster from Homes First on the service model and the vision and values informing the new shelter; and
- A presentation from Joe Mihevc, community engagement facilitator, on the community engagement strategy.

Following the presentations, questions and comments were chosen on a rotating basis to include live phone questions, questions submitted via email in advance, and questions typed live in the Q&A box during the virtual event.

The presentation and recording of the meeting are available on the project web page and a complete list of presenters and staff in attendance is available in Appendix 1.

2.0 Feedback Summary

During the meeting, 8 questions were received live and in a written format in the Q&A box, and 3 questions were received in advance of the meeting in an email format.

The synthesized questions and comments received, and the responses from the panelists, are below. The attendees to the event were also invited to add their names to the email listserv (via 22metropolitanroad@gmail.com) to receive ongoing progress reports and to have a forum to ask additional questions. Future questions, concerns and responses received will be provided in subsequent community bulletins sent to the email list maintained by the Community Engagement Facilitator and added to the [22 Metropolitan Road project web page](#).

Questions from the Community Information Meeting

Question: Could you provide an overview to the community as to how the notification took place and how the homes were notified about this meeting?

Response: Joe Mihevc (3rd party Community Engagement Facilitator): The notification included two pieces: first, we collected as many emails as we could through researching the emails of the businesses along Warden Avenue and Metropolitan Road. Secondly, a hard copy flyer was delivered to every home within the boundaries of Ellesmere Ave to the south, Highway 401 to the north, the hydro corridor to the west and Warden Avenue to the east, plus all the businesses along Metropolitan Road. The flyers were delivered on Thursday, December 16. The emails that were sent also encouraged people to spread the word.

Question: How many tenants will move from Strachan House to 22 Metropolitan Road and when will that happen?

Response: Michael Lyster (Homes First Society): We currently have 75 residents at Strachan House. They will all be offered a spot at 22 Metropolitan Road. We do have legislative requirements as landlords as everyone at Strachan House is a tenant and we need to work within that framework. We have started meeting with tenants earlier this month and indications are that most people are very excited about the move.

The building that they're living in is currently not in great shape. We recognize that the move is disruptive. Metropolitan Road isn't in the downtown core where people have ties. But I think there are some benefits to the built form of the hotel.

The move will be an iterative process. We are going to start moving people in early January. We have an original resident of Strachan House that moved in 25 years ago, and other people have deep roots in the building. We need to make arrangements for belongings and other things like income supports to change.

Residents do have the right not to come, and we will support people as much as we can with alternative options, which unfortunately are limited when it comes to affordable housing, or even shelters in downtown Toronto.

Our expectation is that a significant majority of the 75 will be coming with us, and we hope to have them all in place throughout the month of January. We will stagger the move. We will have to for capacity reasons.

Question: I've been a very strong advocate for the homeless, working with the homeless for the last 25 years. But I have some serious concerns. First, are we going to increase the police budget to make sure that we're protected in the neighbourhood? Secondly, with respect to potential residents that have drug and or mental health issues: is the Scarborough health network prepared to deal with an additional 30 to 40 people on a regular basis?

I also believe that your outreach to the community was lacking. You only went as far as the Hydro right of away. I firmly believe that you should have distributed between Pharmacy and Birchmount and from the Hwy 401 down to Lawrence. That's a huge concern. I heard about this meeting very remotely, just by accident. And that's not a good thing when you're trying to reach out to the community.

Response: Michael Lyster (Homes First Society): I cannot speak to the policing budget. I do know that many of the tenants of Strachan House have been there for quite some time and that we have very close working relationship with the police at 14 Division. Not glossing over the policing concern, but maybe we had a

unique program with Strachan House and that it wasn't a particularly large impact on the community when it came to policing.

In terms of the support services, Catey and Alex from Homes First will work on ensuring that there's a bridge with whatever services are transferred. The point is that the Scarborough health teams, which we may partner with local physicians to provide support, will free up capacity for the teams that are supporting our clients downtown, so overall, in terms of the City of Toronto, it's a wash.

Response: Alexandra Perry (Homes First Society): We know that the transition can be both disruptive to the clients and to the communities that are around these programs. I really appreciate the way Deputy Mayor Thompson mentioned earlier that this transition is a key part of the plan, making sure that we have the proper supports on site even before the doors open in January.

We have been working very hard to ensure not only that the supports that are currently being provided continue being provided, but also that we take the opportunity to actually grow in our partnerships.

We have a strong partnership with the Canadian Centre for Refugee and Immigrant Health. They will be on site, Monday to Friday, at least through a registered nurse, an MD or nurse practitioner. Catey and I are also going to be focusing on making sure that there's a smooth transition and a warm transfer from the doctors and primary health teams that were supporting the Strachan site to be the same when they come over to 22 Metropolitan Road.

Further, our team also includes a harm reduction team that will be coming on site possibly as early as next week to make sure that we're all ready and set up to go. We are looking at more harm reduction support, which would be through a peer program and a COVID- related kind of mobile, safe supply and harm reduction team that will be on site as well. We'll also have a pharmacy on site through TrustCare 7 days a week.

Homes First is definitely wanting to take this opportunity to expand services as much as possible, and hopefully manage everything and anything on site so that the community is not having to take on any adverse impact from this change and transition.

Response: Catey Saunders (Homes First Society): We recognize that we are moving out of the downtown core away from a number of the supports that we do have in place for residents. My staff team is working to support the residents in maintaining strong connections to their community support from the downtown core through facetime and having a meeting room where the teams can gather with the residents directly on site to address everything that they need to set up while we transition folks from the downtown core and to the health supports in Scarborough.

Response: Mayor Tory (City of Toronto): One of the lessons that I've learned as we've gone through projects of this kind is exactly what the Deputy Mayor said, which is to have the supports in place at the beginning. You've heard that reaffirmed by the two people that will be helping with that. I think that makes a world of difference in terms of how people settle in, and how the people have had advance time to prepare on site to make that happen. I can assure you that this is very much a part of how we establish shelters now, whether we do it on our own, or with excellent organization like Homes First.

Question: Have there been studies on the effectiveness and outcomes of such programs over the years? Have shelter residents found affordable housing, employment and have they integrated back into society? How successful have you been?

Response: Michael Lyster (Homes First Society): I think it's a great question, though I would say probably not aligned with this particular program at 22 Metropolitan Road. This question is very appropriate for the traditional shelters. We run the congregate shelters and there is a lot of data that is being collected on measuring success. This is very important not just for funders, but for others to see what we're doing. Homes First has a whole data analytics department that is working on collecting data.

Tracking people moving into housing from shelters is quite easy. There are quite a few people, even in the thousands, that over the course of the pandemic have moved from shelters to housing. But I think we want to go deeper to understand how successful this has been in terms of reintegration into society, employment,

health outcomes, social determinants of health and so on. These are all the things that in which we're very interested.

The program specifically for the tenants of Strachan House is a bit different. Almost everyone there has a significant physical or mental health issue; we also have quite a few seniors who are past their working age and are on a pension. It's a different program from other shelters.

Response: Loretta Ramadhin (Shelter, Support and Housing Administration): To focus on our shelter services in general, our focus is on getting people housed. To reiterate some of the stats mentioned earlier, 7,414 people experiencing homelessness were moved into permanent housing from April 2020 to November 2021. I do think that demonstrates the effectiveness of the outcome of these programs in the context of ensuring that individuals are moved into housing.

The city does provide data and information about people who are experiencing homelessness and who are entering and leaving the shelter system each month on its website, through the shelter system flow data. This includes information about people entering the shelter system, which in November was 1,315 and people exiting the shelter system, which was 1,063 people in same month.

We also have historical trends and comparison between the years, and we provide [Shelter System Flow Data](#) through the open data portal on the City's website.

Question: What kind of challenges or impacts might we see on the surrounding neighborhood based on previous experiences of placing transitional housing clients in the community?

Response: Michael Lyster (Homes First Society): This relocation is quite unusual. People are having to move to facilitate the redevelopment of the site. The Strachan House community was formed long before there was much of a community at that location about 25 years ago. It is hard to believe how much that neighborhood has changed. Liberty Village didn't exist. There were no condos around. We were the local community. We have a community within the building, and it was also integrated into the broader neighbourhood.

Our goal at 22 Metropolitan is the same in that when we move the group, these aren't strangers. The people that are now living at that address are part of the Strachan neighbourhood and we have expectations that we will integrate into the new community around 22 Metropolitan as best as we can.

After working in this field for a long time, I can say that almost everyone that is staying at a homeless shelter, or in a supportive housing program, has the same goals as everyone else, namely that they want to have a good day, they want to get to the night, they want to get along with everyone. They are people with pressing challenges and one of the reasons we have staff on site and have the support systems is to address those challenges.

If there is going to be an impact on the community, hopefully, it will be largely positive. There will be people that will frequent businesses. There will be people that use the services in the neighbourhood, the TTC, restaurants, and other places. And if there is a negative impact, we have an experienced staff team on site, and we're there to address it. We do have an older clientele with physical and psychiatric challenges and if there is a concern because neighbours see someone that looks like they're struggling, or perhaps have trouble getting across the street, the neighbours can call us, and we will try to address that from a medical perspective.

I can't promise that we are going to fix every problem that's brought to us, but I can promise this - we will address every issue that is brought to us. We will to the best of our ability address psychosocial issues that we can address through our supports.

That is our plan. I'm hopeful that the impact is largely positive and if anything comes up that is felt to be negative, please bring it to our attention and we will do our level best to investigate it.

Response: Mayor Tory (City of Toronto): There are many instances across the board where, after these residents have been in the neighborhood for a while, the neighbours reach out and do things like trivia nights and other events. Last year the local neighbours came and put up Christmas decorations. There really is a degree of neighbourhood integration that happens and there are many, many, positive stories where the local neighbourhood adopts the shelter and takes it in,

and local residents engage in activities. I think there are challenges that come up from time to time, but there are also really terrific good news stories that have happened in many, if not most, shelter housing locations.

Question: What kind of measures has Homes First taken in the past to manage impacts or challenges in the community?

Response: Ryan Evershed (Homes First Society): Homes First has a strong working relationship with our community safety team One Community Solutions, and with the Toronto Police.

We are looking forward to working with 41 Division, and that includes internal meetings, regular check-ins where we take the concerns or questions raised from the community and put solutions into action. We will have the Community Liaison Committee where people can ask questions and learn and also address concerns. There will be open lines of communication, like a phone number provided for security, and for our Homes First contacts as well. We are really trying to be solutions-focused responding to the concerns that we receive and putting solutions into action with the teams with whom we work onsite. We want to be as open and transparent as we can be.

Response: Alexandra Perry (Homes First Society): There are a few strategies we've done in the past that have worked really well. One strategy is encouraging and supporting our clients to take part in cleanup crews that go outside and cleans up the surrounding area. This has led to amazing relationships in terms of neighbours really starting to get to know the clients.

Another strategy we've used in one of our recent hotel programs downtown is the peer ambassador program, which is our own internal peer liaison that supports the community safety team. This program can effectively speak to clients and support them especially during challenging moment because it is peer to peer conversation.

Finding opportunities for our clients who are really, really motivated to be part of the community and to contribute and give back to the community is really important for us.

Response: Catey Saunders (Homes First Society): At Strachan House over the years, we have built strong relationships with residents in the surrounding community. The members of neighbouring condo boards were provided with the phone number for the front line office, which is staffed 24/ 7, and with my direct number and email address so that my staff team and I could respond to any complaints or concerns promptly.

Condo groups have also organized and come out to support our residents. They are invited to regularly serve Sunday night supper. They coordinate clothing drives, event tickets and Christmas presents for the Strachan House residents. This initiative really provided opportunities for many of our neighbours to break bread and build meaningful relationships with both our staff team and our residents.

Response: Sinead Canavan: Helping to establish and working with a productive and constructive Community Liaison Committee (CLC) is probably something that everyone can do. A CLC keeps an open dialogue and conversation with the team managing the site, and will lead to success because problems can be addressed as staff are made aware of them. It is important to work through the problems and keep that open flow of communication with the community.

Question: I'm echoing what I think to be in place in terms of an effective and constructive community liaison. My question is how are we going to access you in the future? How do we provide community information to you? How and where are we going to have this dialogue continue? I guess I'm looking for the infrastructure in place so that I won't be surprised when I come up against something and I need to contact someone and I'm getting the run around. I want this to be a relationship, and I'm not feeling I was included in the process until it's basically in our community without anything other than this couple of days before.

Response: Joe Mihevc (Community Engagement Facilitator): First you will want to get your name on the email list serve (22MetropolitanRoad@gmail.com) so that you can receive community bulletins. Secondly, early in the new year, residents will be invited to apply to be a member of the Community Liaison Committee (CLC). Lastly, Homes First will be passing on a phone number for direct contact

with the shelter. Of course, there is also 911 for incidents that are of an emergency nature.

Response: Ryan Evershed (Homes First Society): I will also be adding names of residents that contact us to the email list serve. Further, the contact information for Homes First will be added to the website shortly. My email contact information will be provided along with site phone numbers, including the phone number for Catey, the manager of the site, and how to contact the community safety team who are 24/7.

Going forward into the new year, hopefully we can start to do some stuff in-person where we can have opportunities for everybody to get together and get to know each other outside of the Community Liaison Committee as well.

Question: Can someone tell me how many rooms are at the site? You are indicating that you're looking to move between 65, and let's say 75 residents from Strachan House. Is that the total number or is there perhaps a potential addition? If not, how are the other 130 or so rooms being used? Are you planning to add other clients?

Response: Michael Lyster (Homes First Society): There are 200 rooms in total on two floors, with 100 rooms on the bottom floor and 100 rooms on the top floor. As many as 75 residents from Strachan House will each be offered a room at the new site.

Response: Sinead Canavan (Shelter, Support and Housing Administration): Our focus right now is to ensure the successful transition of Strachan House to this location. We'll have to keep an open mind as winter progresses, but certainly that would be a further discussion for a later time.

Question: What have been some of the challenges and/or some of the great things that are taking place currently in the Strachan facility? I asked this question because I think that some of the questions about policing may be muted and we are not sure about what we're going to see taking place in the community.

Response: Michael Lyster (Homes First Society): This gives me an opportunity to speak to the strength of the model at Strachan House. I will admit my bias in that I was the life skills worker at Strachan House for over a decade. It is a model that can and should be replicated across the country and North America. In any meeting we ever had with the city, people have often said we need ten more Strachan Houses. The idea behind it, and how we developed it over the past 15 years, was to give people a chance for housing that have had a lot of trouble maintaining housing in the past because of the difficulty of accessing services because they were in and out of hospitals and in shelters. It is often very difficult to support people around their mental health and physical needs when they don't have an address. We wanted to give people a room of their own and embed the services and outreach. Many of these people had not had the opportunity to see a doctor on a regular basis or a psychiatrist or had access to harm reduction supports. Our feeling was that being able to have a stable address and offer these supports would make a big difference in their lives. Further we would lower the impact on the local neighbourhood for people that were in and out of shelters and in and out of hospitals or living on the street.

Providing the appropriate supports in a housing setting really went well. Not all were success stories, and there were some failures, but I can say that there were people that were on the verge of being barred from nearly every shelter in the city because of their complex needs. Congregate settings aren't for a lot of people, and they came to Strachan House and that became their housing and they're still there. Our goal is always increasing the quality of life and reducing the impact of negative things on health outcomes. Strachan House has been a success and I think the city's made a tremendous commitment to seeing this program through because of that.

This question also allows me to talk a little bit about the development. The residents of Strachan House must move to facilitate the redevelopment of the site. The moment is also an exciting beginning. Our director of development and homelessness admissions is also in this meeting and his primary goal over the next few years will be to take this program and replicated on a larger scale in that same location, to add 125 units for homeless seniors that are currently in shelters with nowhere to go. More people who have nowhere else to go need a room of their own. We wanted more space to expand, and this is an opportunity.

The most amazing thing I've ever been involved in is the idea that we could take the current site, and we can make it a cutting-edge state of the art place. We want the best supportive housing program in the world now. I know that in the years ahead people will copy what we've done, because we've learned everything that's worked, and we've learned everything that hasn't worked. We are meeting with architects, consultants and design firms that are Indigenous led.

Response: Loretta Ramadhin (Shelter, Support and Housing Administration): We're starting off with the maximum potential services we can offer for the community in terms of the community safety team and other services we may find are necessary. From Michael's description, we're likely to find they're not necessary. We find it's easier to scale back, rather than wait for issues to arise, and then ramp up. The approach we're taking is to offer the maximum we can to the community. Then, if it's not necessary, we'll reduce from there.

Question: On the site itself: Can someone explain how the site is going to be cleaned up? There is a fair amount of debris there, like vehicles and other types of material on the site. When will that take place?

Response: Loretta Ramadhin (Shelter, Support and Housing Administration): The cleanup has already commenced. The hotel owner is taking on that responsibility. All the vehicles have been removed from the site. We have been working closely with the hotel ownership group to ensure that's taken care of.

Question: Is it fair to call 22 Metropolitan Road a shelter hotel?

Response: Loretta Ramadhin (Shelter, Support and Housing Administration): Yes, I think it would be fair to call 22 Metropolitan Road a shelter hotel. While the residents will be given the opportunity to move back as tenants, and Homes First can reconfirm, but I don't believe they're bringing that tenancy rights with them.

Response: Michael Lyster (Homes First Society): It is not that people have to relocate to this site, but we are ending people's tenancy through this process. It wasn't necessarily anyone's intention to open this as a shelter hotel, but I think that's fair. It is a hotel.

22 Metropolitan Road will be run as a shelter. The people there will not have tenant rights under the Residential Tenancy Act and in the future, we will not have to go to the landlord and tenant board if a case of legal conflict arose. But of course, what we're going to do, same as we do at any of our sites, is to aim our work towards not having to discharge people, unless there is aggression or threats to other people in the program, or to the community.

3.0 Next Steps

The shelter at 22 Metropolitan will open in January 2022, welcoming residents in a phases throughout January.

The immediate next step will be a Community Safety walk to take place on December 30, 2021, with community residents, the City's Corporate Security, One Community Solutions, Homes First staff and the Toronto Police.

The following step will be to support Homes First in the implementation of their service plan. This will occur in early 2022.

Following the public meeting on December 20th, the presentation, summary and recording of the event will be posted on the 22 Metropolitan Road project [webpage](#).

The Community Engagement Facilitator will issue community information bulletins to the email list to share updates and responses to frequently asked questions received. These will also be posted to the project [webpage](#). These will start in early 2022.

Also potentially happening in early 2022 will be the formation of a Community Liaison Committee. The Community Liaison Committee will offer a space for community members, Homes First as the shelter operator, and City staff to collaborate on ideas and opportunities that can help foster partnerships and mitigate any community concerns related to the shelter. It will include interested representatives from stakeholder groups such as residents, businesses, and community organizations.

The Community Engagement Facilitator, working with Homes First and City staff, will continue to connect and make themselves available to the public for on-going

questions, concerns, and engagement inquiries. The project [webpage](#) will also remain a central place to access for information. The Community Engagement Facilitator can be reached at 22metropolitanroad@gmail.com.

Appendix 1: Presenters and Staff in Attendance

Panelists:

John Tory, Mayor, City of Toronto

Michael Thompson, Deputy Mayor and City Councillor, Ward 21

Scott McDonald, Homes First Society, Manager of Hotel Programs,

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

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

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

Alexandra Perry, Homes First Society, Assistant Director of Community Partnerships and Client Services

Catey Saunders, Homes First Society, Manager of Strachan House

Sinead Canavan, Project Director - Issues Management, General Manager's Office, SSHA

Joe Mihevc, Third Party Community Engagement Facilitator

Virtual Logistics Support Staff:

Suhail Ahmed, Manager, Planning and Engagement, Infrastructure Planning and Development Section, SSHA, City of Toronto

Brad Boucher, Manager, Homelessness Initiatives and Prevention Services, SSHA, City of Toronto

Markus Charles, Support Assistant, SSHA, City of Toronto

Carolyn Doyle, Acting Supervisor, Stakeholder and Community Engagement, Planning and Engagement Unit, Infrastructure Planning and Development, SSHA, City of Toronto

James Facciolo, Homes First Society, Director of Development and Homelessness Initiative

Zoona Khalid, Programs Coordinator, Planning and Engagement Unit, Infrastructure Planning and Development, SSHA, City of Toronto

Alessandra Scarpitti, Programs Coordinator, Planning and Engagement Unit, Infrastructure Planning and Development, SSHA, City of Toronto

Calvin Scott, Indigenous Youth Research Associate, Planning and Engagement Unit, Infrastructure Planning and Development, SSHA, City of Toronto

Appendix 2:

Introductory Welcome: Mayor John Tory

First of all, I want to say, thank you to the residents of the Scarborough who are participating tonight and of course the people who are presenting as well. I can tell you the Deputy Mayor and Councillor Michael Thompson and I have been most anxious to ensure that both of us came tonight. Councillor Thompson and my office have been actively engaged throughout in making sure that this project moves forward in a way that is compatible with our responsibilities which, of course extend both to ensuring that neighbourhoods are kept stable and safe, while at the same time, addressing that other most important part of our responsibilities as elected officials, namely to the healthcare of the most vulnerable people who are living with us.

I have spent the last Spring, Summer and Fall attending meetings that are being held right across the City from west to east and north to south, where we have been forced, in part by the pandemic, to provide for more support for housing that is meant to provide proper places to live where supports are in place to some of our citizens that have issues confronting them. The responsibility for sheltering and housing people that face some difficult issues in their lives, starting with the experience of homelessness itself, rests with all of us across the city. I can tell you, with a totally honest heart that if you look at the map that comes up later on in the presentation tonight, it indicates that every part of the city is being asked to help in the responsibility we have of sheltering people who are trying to stabilize themselves.

The second thing that I want to emphasize is the dual nature of the responsibilities I have, and for that matter of the Deputy Mayor and all of the members of City Council have. These are to make sure that we promote and support the stability of neighbourhoods across the city, while at the same time making sure that we carry out our responsibilities to look after people who have issues confronting them. We try to get people back on their feet and get them into a more permanent and stable settings for themselves.

There is a very careful set of criteria that are used in deciding on places for supportive housing and shelters in different parts of the city. In this case, it is

occasioned by a renovation of an existing building downtown that must be emptied out in order to be completely renovated. City staff look at various criteria, which include the appropriate nature of a given building, the location of that building relative to transit, and so forth. In this case, there was a building that was a hotel type building, almost ready made for a shelter in many respects. It is close to transit and so it met most of the criteria. This is the process. We've gone through this same careful process in many other parts of the city.

I can assure you that, given the commitment Deputy Mayor Thompson has demonstrated to making sure this is done right, that we will be having whatever number of meetings we have to have, including public meetings and others that happen at city hall, to make sure that we get this right.

I hope you'll keep this balance in mind as you make comments. I will take notes and listen to the entire discussion. This balance is to make sure we meet the needs and the desires of all the people who live in neighborhoods across the city of Toronto, but also fulfill our responsibilities to those who are struggling the most. We will be vigilant about issues like community safety, while also providing supports and shelter for people who are in need. I stand behind this as a matter of principle and have done so right across the city. In fact, without exception, new shelters have worked out well across the city, sometimes after some initial adjustments, both in terms of sheltering people and in terms of having them fit into local neighborhoods where often local residents end up adopting these places and play a role in their success.

I look forward to the discussion tonight.

Appendix 3

Introductory Welcome: Deputy Mayor and Councillor Michael Thompson

Good evening everyone, good evening Mayor Tory.

I want to follow up on the theme of responsibility to help one another while also looking at the overall impact of a particular facility.

I learned about the intent of the City's Shelter, Support and Housing Administration Division staff along with Homes First, to put a facility at 22 Metropolitan Road about two weeks ago, at which point I asked that this meeting be held today.

This meeting is an opportunity for members of the community to hear about the proposal, to ask questions, and to understand how it will impact the community. I know that there are residents on the west side of Warden, that is, the residents living on Crocus Drive, Lupin Drive, and the other streets nearby. You're not immediately next to the facility. But I felt that it was necessary that you along with the businesses in the area to have an opportunity to hear about what's being proposed by our staff as well as Homes First.

We know that there are plans to ensure that the services and programs are provided for those residents moving into the community. We also know that often there are concerns around safety and those are some of the issues that I wanted to ensure are well managed.

It's important to recognize that we don't have to go far to find homelessness in our community. This summer, we had a woman whose name was Domonica. You may have seen her when you went to Highland Farms on Kennedy Road. We have people that are taking up residency in the open field of the former Hydro lands and we are working to address those particular issues. We have the Brookdale women's shelter in the community. From my perspective, as the mayor has pointed out, all communities are being asked to do more to help this particular problem that not only the city of Toronto is facing. Cities around the world are facing these issues. The question is how we address these issues, how we work in conjunction with the service provider, the city agencies, the community at large,

and the local Councillor, because we know that there are residents who unfortunately are having challenges and we have an obligation to help.

And so, this meeting is designed to allow you to be able to ask your questions as well as to get more information about the shelter. I'm also learning about what's being proposed. I want you to know that. I don't have all the information; I don't know all the details. I know the holidays are fast approaching, but as the city staff and Homes First are looking to open this facility in January of next year, we needed to have this meeting. So, I'm here to listen. Thank you all very much as members of the community for being here. Thank you to all the presenters as well as the staff that are here.

Appendix 4: The City's Commitment to Truth and Reconciliation

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.

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.