

# Update on Homelessness Service in the Community



## Services at 1677 Wilson Ave. Temporary Shelter

The shelter at 1677 Wilson Ave. is staffed 24 hours a day, seven days a week, and provides wrap-around supports to those experiencing homelessness, including:

- Laundry and meals
- Recreational programming
- Assessments and referrals
- Access to harm reduction, mental and physical health supports
- Counsellors/Case Managers who develop housing plans with shelter residents

## Addressing Community Concerns Proactively

City of Toronto staff are highly trained in operating shelters and supporting those experiencing homelessness. Staff are educated in de-escalation tactics and participate in health and safety training, including First Aid and CPR.

The City is working to ensure that the residents of this temporary program are good neighbours. Those using shelter services are equal citizens and are free to move around and use amenities like parks. All residents are expected to act within the laws/by-laws.

This site has five security guards that provide service 24/7. A Community Safety Team patrols the area daily. Wearing yellow vests, they engage with shelter residents offsite and address safety concerns, including discarded drug paraphernalia.

The City is developing a plan that will assess the future of these sites in the shelter system. Learn more: [toronto.ca/PhysicalDistancingShelters](https://toronto.ca/PhysicalDistancingShelters)

**Address: 1677 Wilson Ave.**

**Shelter residents: All Genders**

**Operator: City of Toronto - Shelter, Support and Housing Administration**

**Opened: 2016**

**Number of rooms: Maximum 190**

The City of Toronto, Shelter, Support and Housing Administration (SSHA) has been operating the hotel at 1677 Wilson Ave. to accommodate those experiencing homelessness since 2016. The hotel is currently being used as a temporary shelter as part of the COVID-19 response.

The City has started a community engagement plan to ensure the site's success. This process includes hiring third-party Community Engagement Facilitators to connect with the community to address local concerns and explore opportunities for collaborative engagement. You can reach the Community Engagement Facilitators, Maria and Violetta, at [1677wilsonavenue@gmail.com](mailto:1677wilsonavenue@gmail.com).



# Key contacts for 1677 Wilson Ave.

## Emergency Services

For situations where the safety of people or property are at risk.

- Fire
- Crime in progress
- Medical emergency
- Agitated or aggressive behaviour

Emergency Services: **9-1-1**

## Toronto Police Services – 31 Division

For complaints/by-law inquiries, non-emergencies and ongoing issues.

- Trespassing
- Vandalism
- Panhandling
- Abandoned belongings
- Graffiti removal
- Noise complaints
- Drug /alcohol use in public area

General Non-Emergency:  
**416-808-2222**

Neighbourhood Officer Contact:  
**416-998-8443**

## City of Toronto Staff

To request Community Safety Teams to patrol a certain area and/or collect drug paraphernalia on the ground.

Shelter Contact: **24/7**  
Shift Leader: **416-392-4616**

To connect with City outreach workers regarding local encampments and referrals to a shelter.

Call: **3-1-1**

## Third Party Community Engagement Facilitators

For questions or concerns about the shelter at 1677 Wilson Ave. including:

- Shelter operations
- Donations
- Engagement opportunities

**1677wilsonavenue@gmail.com**

[toronto.ca/PhysicalDistancingShelters](https://toronto.ca/PhysicalDistancingShelters) (and click 1677 Wilson Ave.)

