

# 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 provide safe shelter and wrap-around supports to those experiencing homelessness since 2016. The hotel is currently being used as part of COVID-19 response.

The City is working with the community to share information and address local concerns through the Community Liaison Committee (CLC), which is comprised of shelter staff, relevant City of Toronto agencies, local stakeholders and community members. The CLC meets regularly to problem-solve and identify initiatives to enhance the understanding of homelessness. For updates related to the CLC, or information about community engagement initiatives, contact [TorontoPlazaShelter@toronto.ca](mailto:TorontoPlazaShelter@toronto.ca)



# Key contacts for 1677 Wilson Ave.

Emergency Services	Toronto Police Services – 31 Division	City of Toronto Staff	Community Engagement
<p>For situations where the safety of people or property are at risk.</p> <ul style="list-style-type: none"> <li>• Fire</li> <li>• Crime in progress</li> <li>• Medical emergency</li> <li>• Agitated or aggressive behaviour</li> </ul> <p><b>Emergency Services: 9-1-1</b></p>	<p>For complaints/by-law inquiries, non-emergencies and ongoing issues.</p> <ul style="list-style-type: none"> <li>• Trespassing</li> <li>• Vandalism</li> <li>• Panhandling</li> <li>• Abandoned belongings</li> <li>• Graffiti removal</li> <li>• Noise complaints</li> <li>• Drug /alcohol use in public area</li> </ul> <p><b>General Non-Emergency: 416-808-2222</b></p> <p><b>Neighbourhood Officer Contact: 416-998-8443</b></p>	<p>To request Community Safety Teams to patrol a certain area and/or collect drug paraphernalia on the ground.</p> <p><b>Shelter Contact: 24/7</b> <b>Shift Leader: 416-392-4616</b></p> <p>To connect with City outreach workers regarding local encampments and referrals to a shelter.</p> <p><b>Call: 3-1-1</b></p>	<p>For questions or concerns about the shelter at 1677 Wilson Ave. including:</p> <ul style="list-style-type: none"> <li>• Shelter operations</li> <li>• Donations</li> <li>• Engagement opportunities</li> </ul> <p><b><a href="mailto:TorontoPlazaShelter@toronto.ca">TorontoPlazaShelter@toronto.ca</a></b></p>

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

