

Warming Centre Information Session

November 1, 2023

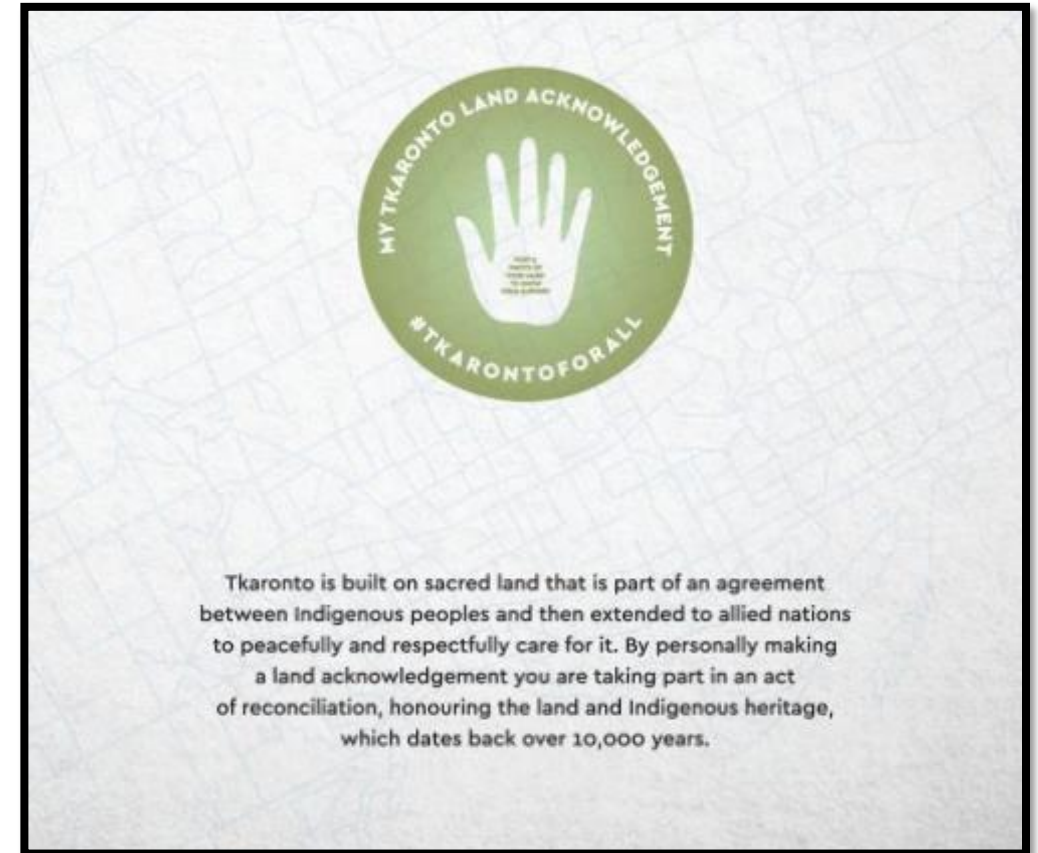
6:30 PM to 8:00 PM



Land Acknowledgement



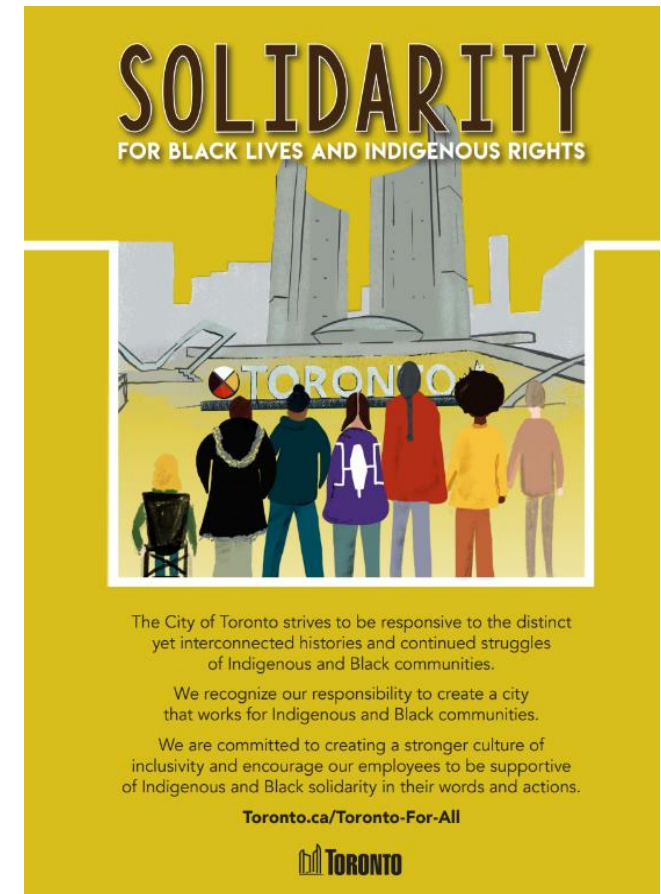
We acknowledge the land we are on is the traditional territory of many nations including the Mississaugas of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee and the Wendat peoples and is now home to many diverse First Nations, Inuit and Métis peoples. We also acknowledge that Toronto is covered 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.



Connecting via Phone



Dial: 647-558-0588
Webinar ID: 818 7193 2226

If you are having audio issues, please dial 647-558-0588 to connect to the session by telephone.

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Meeting Recording



Please be advised that this meeting is being recorded and your opinions, statements and voice will become part of a public record.

Please do not share any personal information about yourself, such as your name, address or contact information. If you wish to discuss a private matter, please contact us at WeatherResponseTO@gmail.com.

Zoom and Accessibility



- If you require an accessibility-related accommodation, adaptive technologies on your phone often work best.
- Panelists will describe the 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.
- To turn on captioning during this meeting, please click CC on your Zoom controls.
- To ask a question, click the Raise Hand button on your Zoom controls or type your question into the Q&A box.
- If you are experiencing technical difficulties, please email support@kingevents.ca for assistance.

Meeting Code of Conduct



As both participants and panelists we will:

- Be respectful in words and action to all in attendance.
- Be patient with the technology.
- Share the air. Listen and when needed, ask for clarification.
- Actively participate and speak from your own perspective.
- Respect personal and organizational confidentiality.
- 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.

Presenters and Panelists

Facilitator

Jane Farrow, Dept of Words & Deeds Inc, Community Engagement Facilitator

Presenters

Loretta Ramadhin, Director, Infrastructure, Planning & Engagement

Milton Barrera, Director, Outreach and Access



Agenda



1. SSHA System Overview
2. 2023-2024 Winter Services Plan
3. Warming Centre Overview
4. Question & Answer Period

City of Toronto SSHA System Overview

Loretta Ramadhin, Director

Infrastructure Planning & Development (IPD)

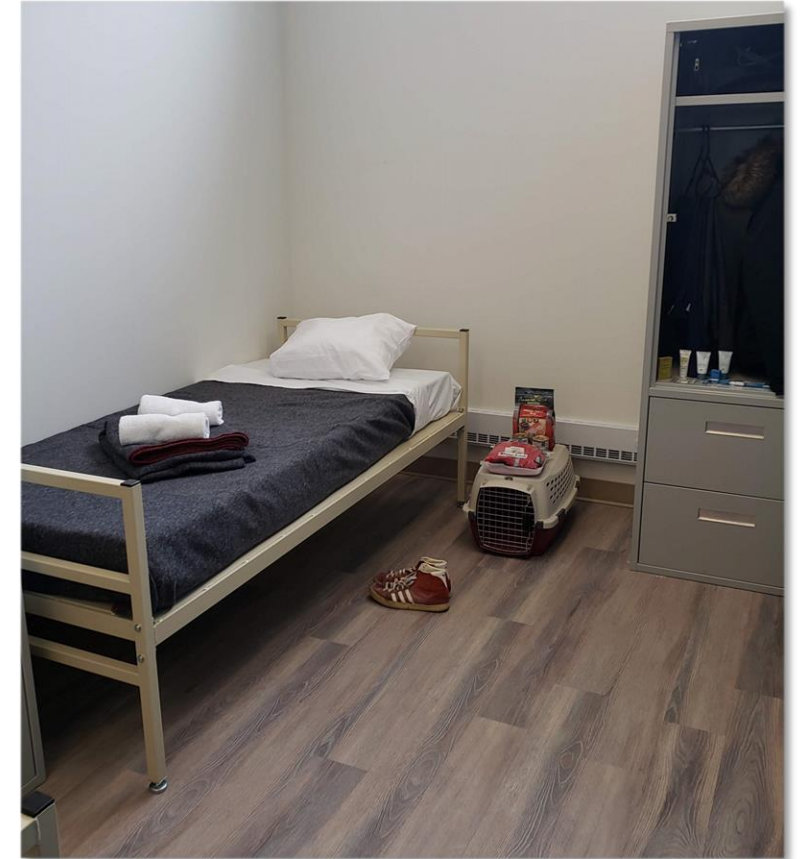
Shelter, Support and Housing Administration (SSHA)

City of Toronto



City of Toronto Shelter System

- Currently the largest in Canada, providing shelter and support to more than 10,700 people
- Demand for shelter space has increased due to:
 - housing cost and insufficient affordable supply
 - a volatile economy with high inflation
 - low wages and income supports
 - growing demand from refugee claimants
- Expect demand to continue to rise during the winter months



Different Services



What is the difference between a Warming Centre, a Drop-In, a 24-Hour Respite, and a Shelter?

Warming Centres: Warm spaces for vulnerable residents to come inside during colder temperatures

Drop-In Programs: Day-time access to basic necessity services

24-Hour Respite: Low-barrier services, providing resting spaces, meals, and service referrals. Open 24 hours a day, 7 days a week

Shelters: Emergency accommodation and related support services that assist people to move into housing

Other City Services

- Daily outreach to those living outside, including in encampments
- Housing support through non-profit agencies, shelter and outreach staff
- Pet services, including food and emergency veterinary care
- Network of public washrooms, showers and drinking fountains

www.toronto.ca/homelesshelp



City of Toronto Winter Response & Warming Centres

Milton Barrera, Director

Outreach and Access

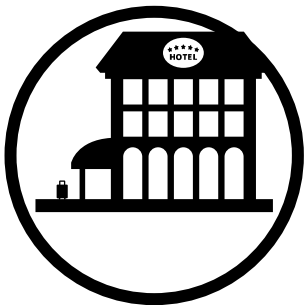
Shelter, Support and Housing Administration (SSHA)

City of Toronto



2023-2024 Winter Services Plan

Outlines measures to support those experiencing homelessness between November 15 and April 15.



Maintain
and Add
Capacity



Warming
Centres



Enhanced
Street
Outreach
Response



Supportive
Housing

Warming Centres

- A key component of the [City's Winter Services Plan](#)
- Activated when temperatures reach -5° Celsius and/or when Environment and Climate Change Canada issues a winter weather event warning
- Open at 5:00 p.m. and remain open 24 hours a day
- Once closed, staff work to refer individuals onsite to alternate spaces



Warming Centre Services

- Facilities provide:
 - resting spaces
 - snacks
 - washroom facilities
 - referrals to emergency shelters and other community services
- Sites are staffed 24/7 and have a complement of security staff
- Staff will also conduct patrols and needle pick up around the premises



2023/2024 Warming Centre Locations



2023/2024 Warming Centre Locations



- Staff have worked with City divisions, real estate brokers, faith-based and community groups to identify available buildings
- 130 locations assessed for use since April 2023
- This year's Warming Centres will provide approximately 170 much-needed spaces
- Staff will continue to explore additional opportunities to secure additional sites across the city to maximize spaces available for those in need.

Warming Centre Siting Criteria

Main criteria the City looks for when searching for a Warming Centre site:

- Located across the City of Toronto
- Availability for potential activation daily from November 15 to April 15
- Accommodate 30 – 60 cots
- Toilet for every 15 clients
- Fire and life safety provisions required
- Accessible to those with mobility challenges
- Be able to accommodate pets
- Close to transit

Homelessness Services are located in areas zoned for municipal shelter services (residential areas).

Community Engagement



The City is committed to working with neighbours to support the success of each Warming Centre in the community.

- ✓ Community Engagement Facilitator
- ✓ Hosting meetings with key stakeholders
- ✓ Tracking and responding to community concerns

Engagement Team: WeatherResponseTO@gmail.com

Sign up to receive notification when Warming Centres open and close:
www.toronto.ca/homelesshelp, click “Warming Centres”

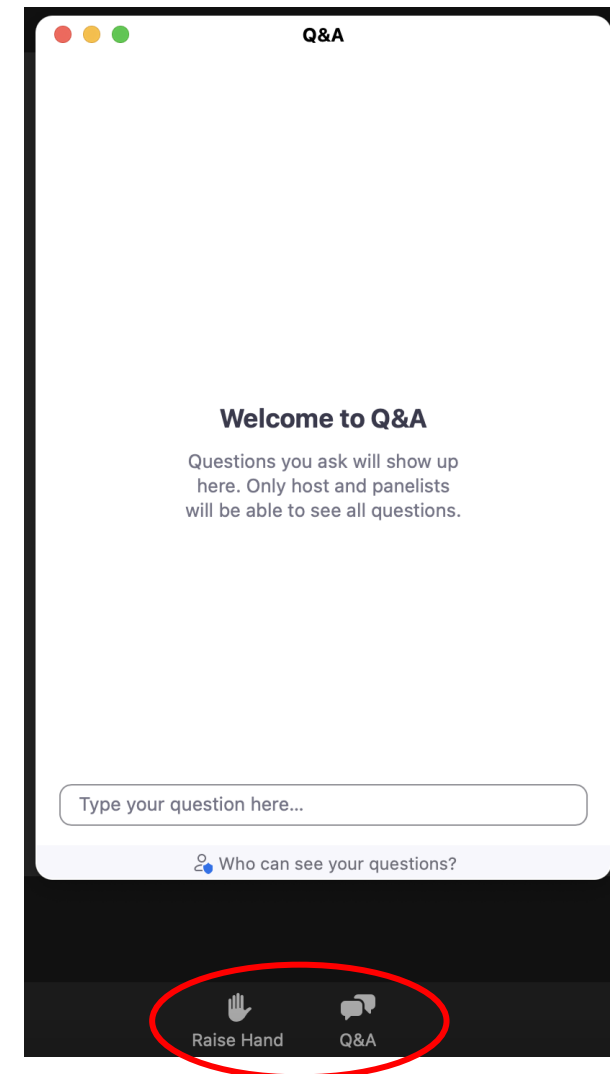
Question & Answer Period

Jane Farrow, Community Engagement Facilitator
Dept of Words & Deeds Inc.



2 WAYS TO ASK QUESTIONS

1. Type your question in the **Q&A BOX** in your Zoom control panel
 - Questions will put into the queue to be answered as time permits
2. Click **RAISE HAND** to verbally ask your question
 - The host will unmute your line and you will be prompted to ask your question to the panelists
 - If you have joined the webinar by phone, **DIAL *9** to raise and lower your hand



Question & Answer Period

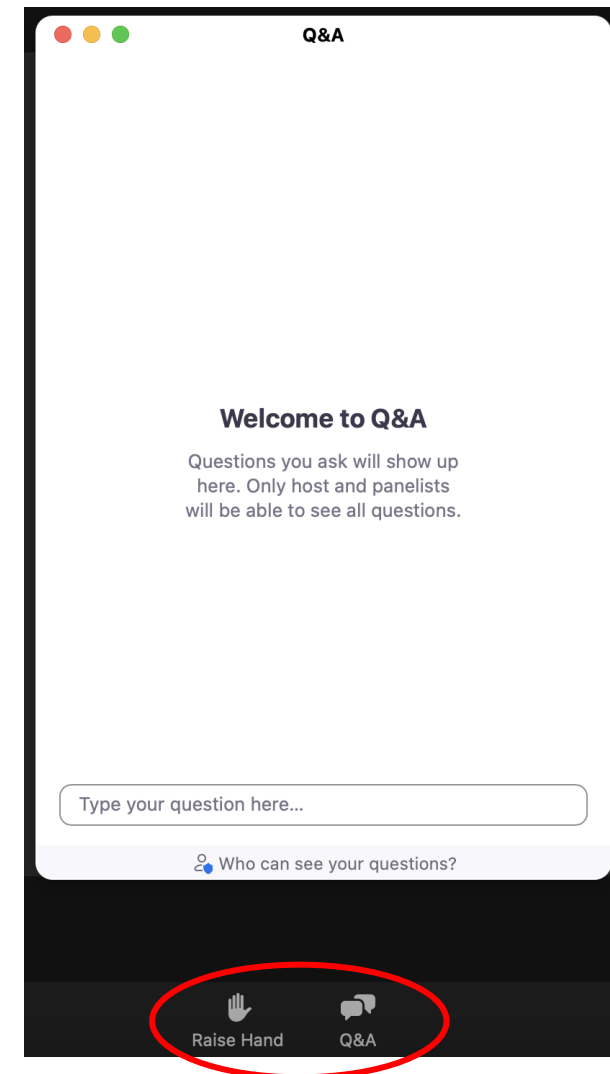


- We will do our best to answer as many questions as possible during the session.
- Staff will monitor and review the Q&A to ensure the most common issues are addressed in tonight's meeting.
- We will try to answer all your questions in the allotted time. For questions not answered, please reach out to WeatherResponseTO@gmail.com.
- We remind you that the session is being recorded and please do not identify yourself by name, address or other information.
- The recording of this meeting will be available in the next few days on the Warming Centre website.

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Closing Remarks



- A summary of this meeting will be posted on the website.
- A recording of the event will be posted to the City's YouTube channel and shared on the Warming Centre website.
- To engage further, contact us at: WeatherResponseTO@gmail.com
- Learn more and sign up for regular email updates at the Warming Centre website <https://www.toronto.ca/community-people/housing-shelter/homeless-help/warming-centres-2/>
- For general questions about City services to support those experiencing homelessness please email ssha.homeless@toronto.ca

**Thank you
for participating!**

