

Shelter at 2299 Dundas St. West

Community Bulletin 2

February 24, 2025

About the Shelter Program

This new shelter is part of the [George Street Revitalization](#) project, with approximately up to 80 beds relocated from Seaton House. The shelter program will be designed to support individuals who identify as male and are experiencing chronic homelessness. This program provides housing-focused, client centered case management, and healthcare supports in an inclusive environment. Construction began in Spring 2024 and the anticipated opening date for this shelter is late Q4 2025.



Key Features of the Shelter

All shelters are staffed 24-hours a day, seven days a week and offer outcome focused supports to help shelter residents improve their well being and stabilize their lives.

Services will include:

- 80 sleeping spaces, including Infirmary beds, with three meals provided daily. The shelter, once complete, will be accessible
- Housing-focused case management to assist clients in securing permanent housing
- Access to harm reduction services, including a Managed Alcohol Program (MAP)
- Onsite healthcare, including personal support workers (PSWs), nursing, medication support, and access to an in-house physician
- Mental health services and referrals to a wide range of additional community supports

What is a Managed Alcohol Program (MAP)?

The City's Managed Alcohol Program is recognized as one of the first MAPs in Canada. It was established in response to a public inquiry into the freezing deaths of three men who were homeless and whose drinking prevented them from accessing adequate shelter due to strict abstinence policies. The shelter program has evolved and now offers a broader continuum of alcohol harm reduction supports.

Once participants enter the program, they work with their counsellor to create a case management plan that supports their unique goals. Alcohol harm reduction goals can include, but are not limited to:

- Having a supportive indoor place to drink
- Increasing the amount of time between drinks
- Reducing the amount of alcohol consumed
- Focusing on case management, healthcare and other mental health supports

The MAP offers the opportunity to develop a sense of community, support to reduce risky drinking practices, connect with case management and medical supports, improve mental health outcomes, reduce use of emergency services or interface with police, and work towards reaching self-identified goals and securing appropriate housing.

Who Will Stay at the Program?

Clients must be:

- Male, trans male, or genderqueer individuals experiencing chronic homelessness
- In need of medium to high support services
- Engaged in harm reduction programs and willing to participate in harm reduction case management

How Do People Access This Service?

This is a specialized program that can only be accessed by eligible individuals through a referral. Program admission is based on the submission of a referral form, which considers goals and determines the right fit based on supports available. Referrals can be made from shelters, hospitals, drop-in programs, street outreach, and family and friends. Clients often have high needs and stay at the shelter for an extended period of time.

What the Shelter Will and Will Not Do

- ⊘ No tolerance for violence, discrimination, or unsafe behaviors
- ⊘ Clients are not required to be abstinent and must follow harm reduction protocols
- ⊘ The program does not permit actions that compromise safety

The shelter is committed to helping individuals transition to stable housing while fostering a respectful and supportive relationship with the community.

Commitment to the Community

The City is committed to working with the community to support the success of the site.

The shelter program will follow a Good Neighbour Policy to ensure a positive relationship with the community, including:

- Maintaining a supportive and respectful environment for both clients and community residents in the area
- Regularly engaging with community members, businesses, and organizations
- Promptly addressing concerns through open communication and feedback channels
- Creating and distributing a Who to Call sheet with key contact information to the local community closer to its opening date

There are many ways to ask questions, share comments, and receive updates about this site:

- Visit the project webpage at toronto.ca/2299dundas
- Send an email to homeless.support@toronto.ca