

New Shelter at 2204-2212 Eglinton Ave W e-Update

March 2025

In December 2024, the City of Toronto announced that 2204-2212 Eglinton Ave W is one of the first six sites it is developing as a new shelter as part of a 10 year capital plan to stabilize the shelter system. Since then, the independent Community Engagement Facilitation team Third Party Public has been engaging community members about the City's plans to build this shelter, building a contact list to share updates like this one, and collecting community questions and comments.

This e-Update collects common community questions and City of Toronto answers. It includes questions shared by community members through ongoing conversations, emails to 2204Eglinton@gmail.com, phone calls, and webform submissions.

The questions have been numbered for ease of reference only and are not intended to reflect an order of priority.

Through on-going Community Bulletins and E-Updates, the City will continue to respond to community questions and comments and provide any other updates about its work on this project.

Questions and City Responses

LOCATION AND BUILDING DETAILS

1. Where exactly will the shelter be located (the City's website identifies the address as 2204 – 2212 Eglinton Ave W)? What will happen to 601 Caledonia Rd?

The City of Toronto has secured 2204-2212 Eglinton Ave. W. for use as a municipal shelter that will provide critical services to help individuals experiencing homelessness move to permanent housing. 601 Caledonia is a vacant single-family home under TPA's jurisdiction immediately adjacent to the Eglinton Avenue property. The property has been slated for demolition.

2. Why has this site's proposed use changed from a parking lot to a shelter?

In 2023, the Toronto Parking Authority reviewed its assets to determine which ones were surplus to operational needs. Through this exercise, it was determined that the parking lot at 2204-2212 Eglinton Ave. W. was no longer required. CreateTO, an agency that manages the City's real estate holdings, then conducted a thorough evaluation and determined that the lot would be best used as a shelter location.

3. How many floors will the shelter be? Will it include a private yard for clients to use during the day?

While detailed design is underway, it will be completed in collaboration with the new operator once they are selected. Areas such as outdoor client amenity space are standards in new shelter developments.

4. When will construction begin?

The shelter is estimated to open between 2028 and 2030. As directed by City Council, staff continue to explore rapid construction techniques to ensure these sites are built as quickly as possible while achieving positive outcomes for all shelter users, staff, visitors and the surrounding community.

SITE SELECTION PROCESS

5. Did the City consider proximity to / concentration of shelters in the community when selecting this site? What about its proximity to homes and businesses?

Currently there is only one shelter in ward 8. Shelters exist in many neighborhoods across the city, often near other services and businesses. Their proximity to these services does not prevent the establishment of a new

shelter in the area if the location meets all applicable criteria.

6. Why was there no community consultation on the selection of the site?

In 2017, City Council [delegated authority](#) to City staff to find and select new locations for shelters and approved [a new community engagement process for opening new shelters](#).

The direction to staff as a result of this Council decision includes:

- City staff need to engage local Councillors on the selected site, but they do not require City Council approval to either purchase or lease it as long as the shelter site meets the shelter [zoning by-law requirements](#) and is within an approved capital budget; and
- While site is not subject to community consultation and approval, the City knows that successful shelters have strong community engagement. This includes sharing up-to-date information about the shelter's planning, design, and operation; working together to address community concerns, such as safety and cleanliness; and collaborating on initiatives to support shelter residents and help them move forward with their lives. The City also invites residents and businesses to take an active role through Community Liaison Committees.

SHELTER SUPPORTS AND INTEGRATION

7. Will the shelter have staff to help clients struggling with mental health or addiction issues?

The site will be staffed 24/7 by individuals who are trained in case management for housing and support, conflict resolution, crisis prevention, and intervention and management. The site will also have access to a range of primary care services and mental health and harm reduction supports.

8. What supportive services and programs will be provided? Will staff be trained to make sure clients are good neighbours?

The site will be staffed 24 hours a day, seven days a week. The site will be pet friendly, ensuring pets and owners can stay together. Examples of services provided by the shelter operator include: three meals and snacks each day, access to laundry services, restrooms and showers; case management for all clients, with a focus on helping them secure permanent housing; wrap-around supports include crisis management, referrals for income support, access to primary and mental health care, recreational, social, employment and academic programming. Program details are being finalized and partner agencies may be brought into the shelter to provide the wraps around supports as required.

All shelters follow a Good Neighbourhood policy, and the expectation is that all clients will participate in building a positive atmosphere for everyone in the neighbourhood by sharing in actions such as keeping the volume down outside the shelter, placing garbage in the appropriate containers available and engaging with neighbours, staff and other guests in a respectful way.

9. How does the City address concerns about community safety (like the safety of people waiting for the TTC at the corner of Eglinton and Caledonia)?

Concerns about community safety are taken very seriously. Shelters are staffed 24/7 by individuals who are trained in de-escalation, conflict resolution, crisis prevention, intervention and management. All team members are trained to respond to immediate non-police or non-EMS-related matters when made aware by the community.

There is an affordable housing crisis in Toronto. When people experiencing homelessness are not staying in City shelters, the City receives concerns about their safety and well-being while sleeping outside in tents or seeking refuge from the elements.

Increasing the capacity of the City's shelter system is one way to reduce the need for individuals to sleep in tents or on the streets, sidewalks and parks.

10. How does the City ensure streets around the shelter do not get covered with litter, graffiti, etc.?

Community members are encouraged to report minor crimes at www.torontopolice.on.ca/core/. If there is immediate danger, please call 911.

COMMUNITY IMPACTS

11. Will the shelter decrease area property values?

No research in Toronto or other cities has shown a consistent or direct link between the presence of a homeless shelter and declining property values. Property values in Toronto are driven by much larger factors such as market demand, housing supply, interest rates, and neighborhood amenities. As part of our commitment to the successful integration of shelters in the surrounding neighborhoods, we emphasize shelter management and programming aligned with the Toronto Shelter Standards, community engagement with open communication and addressing concerns, and the long-term community benefits of combating homelessness and providing essential services.

12. How will the City manage noise and traffic impacts from the shelter?

City staff are keen to work together with local communities to support the successful integration of the shelter into the neighbourhood and implement good neighbour policies. There will be regular meetings with community members to understand concerns and address them.

13. Does the City have any information about the impact of shelters on local businesses?

The City does not have data to indicate impact on local businesses as part of the opening of new purpose-built shelters. The City and shelter operator will meet regularly with businesses to address any issues that may occur.

ABOUT SHELTER CLIENTS

14. Do you have to be homeless to be offered a space at the shelter?

Yes, people are referred by Central Intake if they need a shelter space. Clients typically stay in shelters until housing or other suitable accommodations are available. New clients are only referred to a shelter when a space becomes vacant. People access shelters through Central Intake, a City-operated, 24/7 phone-based service that refers people experiencing homelessness to emergency shelters and other overnight accommodations. Central Intake also provides information about other homelessness services.

15. Who will be the target demographic of this shelter? Will it be a youth shelter?

The program is expected to serve adults experiencing homelessness. The City is working to confirm a service provider, expected to be completed in the coming months. Service providers are typically non-profit community-based organizations specializing in supporting people experiencing homelessness.

COMMUNITY CONSULTATION

16. What will the consultation process look like? Will there be a community meeting?

Toronto Shelter and Support Services has an Engagement Roadmap supported by Toronto City Council.

There will be multiple phases to engagement, including:

- **Active Engagement Pre Opening:** For 2204-2212 Eglinton Ave W, this work started in December 2024. During this phase, the focus is on sharing information and collecting feedback. To date, this engagement has included door-to-door canvassing, phone calls, emails, in-person meetings with local community members, and sharing information (such as this e-Update).
- **Ongoing Engagement Post Opening:** As the shelter planning and construction phase wraps up, and the site opens, community engagement transitions into an ongoing activity led by the shelter operator, often with a Community Liaison Committee (CLC)

established. Regular meetings of the CLC continue as the shelter operator works together with the community on shelter integration.

17. What is the role of the engagement facilitator, Third Party Public?

The City of Toronto has retained Third Party Public to facilitate and support the community engagement process for 2204-2212 Eglinton Ave. W. Third Party Public's role is not to advocate for or against the shelter, but to steward a process that supports information sharing and discussion between the community and the City of Toronto.