

COMMUNITY UPDATE

3838 Bloor St. W. | May 2026



Community Update

In June 2025, the City of Toronto announced it had secured 3838 Bloor St. W. for use as a municipal shelter to provide critical services to help women experiencing homelessness gain stability and work toward permanent housing. The shelter is expected to open in 2028 with a capacity of 60 spaces.

Street Haven at the Crossroads, a Toronto-based non-profit organization with sixty years of proven experience, will be the operator for this women's shelter.

Community Engagement Updates

The City continues to engage with local residents, community organizations and the Councillor's office to support thoughtful planning and community partnerships. Since the first community bulletin in September 2025, the Community Engagement Facilitator and shelter operator have engaged in discussions with community members, local school representatives and community organizations.

On March 4, 2026, the City held an in-person community consultation meeting for Zoning By-Law Amendment of 3838 Bloor St. W.

On March 31, 2026, the City held a follow-up meeting with local community representatives and neighbours. After a brief presentation by City staff, attendees discussed planning and design, community engagement and accountability, safety and neighbourhood well-being, and shelter operations. The following summary captures the questions and feedback heard during the meeting

and is not intended to be a verbatim record of the discussion. The summary was prepared by LURA Consulting and reviewed by TSSS.

Planning and Design

Attendees expressed interest in the shelter's design and its operational impacts on nearby properties, including noise and waste management. A suggestion was made to improve laneway greenery. The neighbourhood has grown and changed quickly, raising concerns about more people experiencing homelessness coming to the area. Several attendees asked about the process and timing for site approval, including concerns about delegated authority. City staff explained how members of the public can submit opinions on the zoning application before the Planning and Housing Committee meeting on May 7, 2026. Additional points included public realm improvements, and construction impacts and mitigations for nearby neighbours.



Community Engagement and Accountability

With the site confirmed, community members asked what aspects of the project remain open to input. Clear information about who neighbours can call for concerns must be made available.

Participants requested more details about the community engagement process, Community Liaison Committees, and the roles each project team plays, including the division of responsibilities between the shelter operator and City divisions. They also want to see how shelter success can be measured, to understand its community impact, and to celebrate client success stories. Additional points covered were response times for flagged issues and ongoing opportunities for community input.

Safety and Neighbourhood Well-Being

Community members wanted to better understand women's pathways into homelessness and the intake and referral process. They also sought information on health and addiction supports for clients and how issues outside of the shelter would be resolved. Concerns included management of drug paraphernalia, potential strain on emergency services, and community safety. Questions about different shelter types were addressed, as were security concerns such as cooperation with local police and security measures like CCTV and lighting. Safety measures for women living at the shelter were also discussed.

Shelter Operations

Attendees were interested in Street Haven's experience with shelter operations, including programming, harm reduction and the day-to-day functioning of the shelter. Community members also sought information about the shelter's approach to building relationships with clients, setting behavioural expectations for staff, residents,

the community and maintaining effective staff-to-client ratios. Questions included how to contact the shelter, available health and addiction supports and management of neighbourhood debris, including sharps.

More information about the shelter operator, programming, and frequently asked questions can be found in the [first community bulletin](#).

Upcoming Engagement Events

The City is committed to ongoing community engagement that is responsive to local needs and supports the successful integration of the shelter.

Doors Open TO

Each May, [Doors Open Toronto](#) invites the public to explore the City's buildings and sites that are not usually open to the public. [Street Haven](#) will participate again this year and welcome visitors to their downtown site on May 23rd and 24th.

Meet the Operator Event

A Meet the Operator event is being planned for early summer. Details will be posted on the project website when finalized.

Planning and Building Updates

The shelter site and proposed zoning by-law amendment will go to the Planning and Housing Committee on May 7, 2026.

Community Engagement Facilitator Update

The City has retained LURA Consulting to lead the next phase of community engagement. LURA may be contacted by phone or email using the information below.

Stay Connected

Updates and information will continue to be shared as the project progresses. For more information or to stop receiving updates, please contact us:

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