

COMMUNITY UPDATE

2299 Dundas St. W. | June 2026

The City of Toronto is pleased to share an update that construction at 2299 Dundas St. W. is progressing and anticipated to be completed in late Q4 2026 (Winter 2026). This community bulletin provides updated information about this shelter and how the community can stay informed and get involved.

Since 2019, the City has kept the community informed of the project's status and milestones by responding to inquiries, holding a public information meeting and various stakeholder meetings, and sharing flyers and community bulletins.

About the Shelter

The shelter at 2299 Dundas St. W. is part of the George Street Revitalization (GSR) transition plan which relocates Seaton House shelter programs and clients to newly renovated and upgraded facilities across Toronto. To date, four programs have transitioned to new sites, with 2299 Dundas St. W. being the final site. The City of Toronto's Shelter and Support Services (TSSS) Division will be running the modernized shelter, offering specialized health and support services for 80 residents through a referral-based process. Intake will not be on a walk-in basis.

Health and Support Services

The shelter will be staffed 24-hours a day, seven days a week and offer two specialized programs that will provide health and housing support to help residents improve their health and move toward permanent housing. To ensure continuity of care as Seaton House prepares to close, and as part of the GSR transitional plan, clients from the Annex Infirmary/Managed Alcohol Program (MAP) will be transferred to 2299 Dundas St. W. As these clients transition into permanent housing, new referrals will be coordinated through the City's established intake and referral processes, in partnership with community-based agencies.

Services and features of the shelter will include:

- Onsite healthcare, including personal support workers, nursing, medication

support, and access to an in-house physician.

- Access to health services, including a Managed Alcohol Program (MAP) and the Annex Infirmary program which provides short-term medical observation, care, and recovery support to clients experiencing health challenges.
- Case management to support clients secure permanent and supportive housing.
- Mental health services and referrals to a wide range of additional community supports.



Construction and Design Overview for 2299 Dundas St. W.

The City is retrofitting the existing building at 2299 Dundas St. W. into a municipal shelter, with construction expected to be complete late Q4 2026 (Winter 2026)*. Once open, the facility will provide safe, welcoming, and functional accommodation, and will include sleeping areas, dining and programming spaces, and a rooftop outdoor amenity space for shelter staff and residents. The retrofit incorporates security, durability, and environmental features, including access to natural light and appropriate ventilation, to support staff and client well-being, accessibility, and effective day-to-day operations.

*These timelines are high-level estimates and may vary as the project progresses. Actual dates may be subject to change based on various factors throughout the development process.

Opportunities to Support the Shelter

Community members who are interested in supporting the shelter are encouraged to:

- Offer programs that benefit shelter residents
- Participate in community events or partnerships
- Donate goods through organized drives

If you are interested in supporting the shelter, please email 2299dundas@toronto.ca.

Good Neighbour Commitment

The City of Toronto is committed to maintaining a positive relationship with the surrounding community. The shelter will operate with clear policies and procedures designed to support a safe and respectful environment for clients, residents, neighbours, and local businesses.

City staff will regularly engage with community members, businesses and organizations to maintain open lines of communication. If concerns arise, community members will have access to a clear point of contact to ensure questions or issues can be addressed promptly. A “Who to Call” sheet with key contact information will be shared publicly prior to the shelter opening.

Upcoming Engagement Events

A community event to welcome the shelter to the neighbourhood will be held after construction is completed. Details will be posted on the project website as they become finalized.

Ongoing Engagement

The City has hired a Community Engagement Facilitator, Birchwood Consulting, to serve as the point of contact for the community during this phase of engagement. The Birchwood Consulting team has extensive experience engaging communities on public issues. Birchwood Consulting’s role is to share information, take community feedback and ideas to the City, respond to questions, and provide updates. Birchwood may be contacted using the project email address below.



Stay Connected

The City will continue to share updates as the project progresses. For more information or to stop receiving updates, please contact us:

- Visit toronto.ca/2299dundas for additional information and previous bulletins.
- Sign up for future bulletins and project updates: 2299dundas@toronto.ca
- Ask a question or share an idea: 2299dundas@toronto.ca