

COMMUNITY DROP-IN SESSION SUMMARY

New Shelter at 2 Buttonwood Avenue

November 10, 2025

Learning Enrichment Foundation

Drop-In Information Session from 6 – 8 p.m.

Overview of the community information session

On Monday, November 10, 2025, from 6:00 to 8:00 pm, over 20 people participated in a Community Information Session hosted by the City of Toronto about the new shelter at 2 Buttonwood Avenue.

Community members were invited to the drop-in via door-to-door delivery and a mailed flyer sent to residents neighbouring the new shelter within a 500m radius. Also in attendance were City of Toronto staff from Toronto Shelter and Support Services, Councillor Frances Nunziata, and Joe Mihevc Consulting, an independent facilitation team retained by the City to support the community engagement process.

The purpose of the drop-in was to:

Provide more information about the new shelter, including how the site was selected, the kind of shelter being planned, how local communities will continue to be engaged and answer questions. Discuss how best to integrate the new shelter into the community.

Community members were invited to ask questions, join table conversations with neighbours and share their feedback with staff at various information stations on various topics, including Site Selection, Development and Construction, Shelter Operations, and Community Engagement.

Q&A

The following section includes a summary of questions from participants and answers provided during the community drop-in session. They are summarized under common themes and are numbered for ease of reference only.

1. Shelter Operations and Services

There was significant interest in understanding how the shelter would operate, who would maintain shelter and neighbourhood cleanliness, how shelter clients were selected.

Q: How was this site selected for a shelter?

A: As part of the City of Toronto's [Homelessness Services Capital Infrastructure Strategy \(HSCIS\)](#), the City is working to open 1600 beds in up to 20 new shelter sites by 2033 across Toronto to transition out of the costly temporary sites opened during the Covid-19 Pandemic. City Council authorised staff to negotiate and approve

the acquisition of real estate to advance HSCIS. Building these shelter spaces will help to stabilize the shelter system and deliver significant cost savings.

To be considered as a potential new shelter service, sites considered are located in areas where there is a service gap, a Municipal shelter is a permitted use, is accessible by public transit, and meet budget, programming and minimum sizing requirements. There are a limited number of available properties in Toronto that meet these requirements. Shelters are often located in residential areas commonly near community amenities such as libraries, schools, community centres and health care services. 2 Buttonwood Avenue was secured by the City for shelter use for women with children.

Q: How will families at the shelter be supported during their stay and after they leave the shelter?

A: TSSS will provide wrap-around supports to all clients at this shelter, including but not limited to:

- Housing search support and stability;
- Tenant rights education;
- Financial education and counselling;
- Primary and mental health services;
- On-site programming, such as life skills training, childcare and recreation activities.

TSSS also partners with local community service providers to connect clients with local resources and services that are available to them. In addition, there will be specific supports for clients to help enrol their children into the local schools.

Q: Once the site is open and operational, how are clients selected for this location? Do they have to request 2 Buttonwood Avenue? How long do they typically stay?

A: Clients are referred to shelters and other overnight accommodations through [Central Intake](#), a City-operated, 24/7 telephone-based service. Central Intake staff track vacancies and work to refer new clients to shelter system spaces that meet their needs as they become available. Clients that match the demographic profile for the shelter will be referred to 2 Buttonwood Avenue. The length of a client's stay in a shelter varies depending on their unique circumstances and their housing case plan.

2. Community Safety

Participants expressed concern with community safety and how the City and the shelter operator would address existing and future safety concerns.

Q: There are a number of existing safety concerns that residents see and experience in the community. What is the City undertaking to ensure the safety of community members, including shelter clients and neighbours?

A: The City recognises those concerns raised by community members. As with all shelter sites across the City, this location will have security on-site, including cameras and secure access. 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. In addition, there will be

escalation protocols in place in the event of an emergency. In regard to safety matters in the wider community away from the shelter site, staff have built relationships with the local Ward 5 Cluster Table and the Division 12 Community Police Liaison Committee to raise and discuss any wider community safety concerns. In the event of an emergency, residents are advised to contact 911.

Q: Will the shelter clients be individuals fleeing domestic violence situations?

A: This shelter site will not be a Violence Against Women (VAW) shelter site. VAW shelters are provincially funded and operated, and are a non-disclosed location to ensure the safety of those clients.

3. Other feedback

Other concerns related to matters in proximity to the shelter site.

Q: Our street is already busy with limited parking. Will there be enough parking on-site for staff? Will more parking enforcement mechanisms be put in place as a result of the shelter coming?

A: The site will have a certain number of parking spaces for staff parking. More information on this will be available at a later date. Regarding enforcement, this is a matter for TPS's Parking Enforcement Unit to give comment on.