



## 233 Carlton Street Fact Sheet

October 17, 2019

There has been confusion and misinformation about the City of Toronto's leasing of 233 Carlton Street. To address this, the following fact sheet has been prepared by City staff to respond to many of the specific questions that have been asked.

**Q: Is 233 Carlton becoming a shelter?**

No, 233 Carlton will be a women's resource centre that is being relocated from 67 Adelaide Street East that includes recreation, health and employment supports and a 24hr women's drop-in.

**Q: What is the Adelaide Resource Centre for Women and who is it operated by?**

The Adelaide Resource Centre for Women was established in 1998. In 2014, the 24-hour women's drop-in was created at this location as a result of Council direction to increase safe overnight spaces for vulnerable women<sup>1</sup> who are at risk of gender-based violence and street-involved. The 24-hour drop-in services were created in response to a number of sexual assaults of vulnerable women in the downtown area.

Open 24 hours a day, seven days a week, the space provides access to key necessities for women including food, rest, clothing, toiletries, hygiene products and other items. For many of the women who use the program, it is their only way to connect with other women and access services that uniquely meet their needs.

The service is currently delivered as a partnership with several organizations including:

- Fred Victor which runs the women's 24-hour drop-in service that includes emergency overnight spaces
- Street Haven at the Crossroads
- University Health Network
- Centre for Addiction & Mental Health
- Regent Park Community Health Centre

Additional project partners may be brought on board once the service is moved to 233 Carlton based on client and service needs.

<sup>1</sup> <http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2014.CD29.1>

**Q: When will the Women’s Resource Centre be relocated?**

The new program is expected to open at 233 Carlton in late 2020 or early 2021. While staff have signed a lease that begins January 1, 2020, there are major renovations that need to be done to prepare the space. Design planning for the space has already begun and renovations are planned to begin summer 2020.

**Q: Will there be beds/cots/mats for people to sleep there?**

There will be a mix of mats and chairs where women can rest.

**Q: Will meal programs be offered?**

Yes, three meals will be served daily.

**Q: Will there be 24/7 security guards?**

At the current site, there is onsite security on Thursday, Friday and Saturday nights. Security needs will be assessed as part of the process to relocate the program and may be increased as needed.

**Q: Will 233 Carlton Street become a Safe Consumption Site?**

The 24-hour Women's drop-in at 233 Carlton Street will not host a Safe Consumption Site. Staff will provide information about various Consumption and Treatment Sites (CTS) that are available. Some women may be housed and using in their own homes, or with others.

**Q: Will needles be distributed at 233 Carlton St?**

City-funded programs, including this one, operate under a harm reduction model, meaning clients can access clean needles and other harm reduction supplies. Providing harm reduction kits is a health intervention to ensure that when people are using they are using safely.

**Q: Is outdoor space being provided on-site?**

Yes, the architects are exploring options for providing outdoor space (such as a rooftop patio) as part of the renovation of the site.

**Q: Will women and their children be served?**

The site will not serve children and will serve women 18 years of age and older.

**Q: Where do service users typically go when not using the Resource Centre?**

Many of the women who use the drop-in stay there throughout the day, as the service is open 24 hours. Clients often also access other services for vulnerable women in the community (e.g. faith-based services, Fred Victor Women's Shelter etc.). Staff work to help clients access shelter beds within the permanent shelter system and housing options.

**Q: Can you provide details as to what supports will be provided to those who are staying at the facility to ensure that they are transitioned to long term stable and supportive housing?**

Fred Victor will have counselling staff and housing workers available on-site to assist clients with shelter referrals, long-term housing applications and housing follow-up supports.

**Q: Why did the community learn about the plans for 233 Carlton Street so indirectly?**

Councillor Wong-Tam asked that the City staff develop a community engagement and consultation plan for the proposed relation. The Councillor's intention was to proactively engage and consult the community prior to City staff and the third-party service providers finalizing any service relocation. The Cabbagetown BIA became aware of their plans to relocate the Resource Centre after obtaining a copy of the lease from the City prior to any public process taking place.

This was a flawed process that needs to be addressed and the Councillor has appealed her complaint directly to the City Manager. Further information regarding City staff delegated authority and City processes for the acquisition of new properties follow below.

**Q: What is the difference between a 24-hour drop-in and a 24-hour respite site?**

The women's 24-hour drop-in programs meet basic 24-hour respite standards, but offer a different model of support services for women experiencing gender-based violence, and consider themselves to be a different program model.

The Adelaide Resource Centre has been in place since 1998. The 24-hour drop-in was added as a result of a Council direction to establish a service that supports women at risk of gender-based violence<sup>2</sup>.

For more information on services and terminology, please refer to the Housing & Homelessness Services Glossary<sup>3</sup>.

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<sup>2</sup> <http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2014.CD29.1>

<sup>3</sup> <https://www.toronto.ca/city-government/data-research-maps/research-reports/housing-and-homelessness-research-and-reports/shelter-support-and-housing-administration-glossary-of-terms/>

**Q: Why was there no community consultation? Why does SSHA do community engagement and not community consultation?**

In 2016, City Council requested an external third-party review<sup>4</sup> of best practices to improve community engagement related to emergency shelter development. The consultant identified that new sites that comply with zoning by-laws did not require approval or consultation from local communities and could be developed as-of-right. The review recommended that SSHA's engagement and planning process for emergency shelters be refocused from the location of sites to how communities can support and improve the success of the new service.

As a result, City Staff site new locations for shelters under delegated authority, as approved by City Council<sup>5</sup>, to address the urgent need for shelter spaces in the city of Toronto, using the Council approved community engagement process<sup>6</sup>. The relocation of the Adelaide Resource Centre for Women to 233 Carlton St. falls under this authority as it is required due to 67 Adelaide being selected as a prospective new shelter site.

Through this process, community engagement is implemented generally six to nine months before a new location is opened and focuses on addressing concerns and how to support the success of the service in the community, rather than on service location. Based on the results of the 3rd party review of the community engagement process that was requested by Council in 2016, this was the approach that was recommended and approved by Council. The review found that this new engagement process, based on best practices, is more successful for both community members and service users.

Community members can expect several engagement opportunities, led by a third-party facilitator, including but not limited to:

- An Information Session where the community can meet and ask questions of the service provider, local partners and City staff
- The formation of a Community Liaison Committee made up of local community representatives, City, and service provider staff that focuses on addressing questions, sharing information, discussing and collectively problem-solving community concerns, and linking shelter needs with community offers of support
- Periodic e-Newsletters
- Other opportunities for problem-solving focused stakeholder meetings

Additional information about SSHA's approach to working with the community is available on our community engagement web page<sup>7</sup>. Infrastructure and programming updates for this location will be provided on an ongoing basis when available.

If you wish to join the City's electronic mailing list for 233 Carlton St., please email [ssha.homeless@toronto.ca](mailto:ssha.homeless@toronto.ca).

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<sup>4</sup> <https://www.toronto.ca/legdocs/mmis/2017/cd/bgrd/backgroundfile-102629.pdf>

<sup>5</sup> <http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2017.CD24.7>

<sup>6</sup> <http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2017.CD19.6>

<sup>7</sup> <https://www.toronto.ca/community-people/community-partners/emergency-shelter-operators/about-toronto-shelter-system/welcoming-new-shelters-into-communities/>

**Q: When will the community engagement meeting take place?**

Meetings with key stakeholders and interested representatives of residents' associations and the BIA will be ongoing. Staff have committed to expediting the typical community engagement process and are looking at setting up a broader information session about the new service for local residents in November or early December 2019.

**Q: Is there a process to have this decision reviewed? What is the appeal process? If not why?**

No, there is not an appeal process. Sites that comply with zoning by-laws are allowed as-of-right. Siting shelters and other services is a decision made following a specific Council approved process for delegated authority and based on a careful assessment of the client and operational needs. This site meets all requirements under existing by-laws and planning approvals for use as a 24-hour drop-in.

**Q: Can this property be sub-leased? To what type of organizations/service providers?**

As per the Lease, the City cannot effect any transfer without the prior written consent of the Landlord, except for community agencies and operators. No Transfer (whether consent is required or not) can affect a change in the use as set out in Lease. The permitted use defined in the lease is for Health and Welfare Services, community programs, and services ancillary to the foregoing.

The lease was secured under delegated authority and funding designated by Council<sup>8</sup> for the creation of new shelters, due to the related use of 67 Adelaide Street East Use of the property for other services would require different approvals and funding sources to be identified.

**Q: Who decided that the location needed to be in this specific neighbourhood instead of other Ward 13 neighbourhoods?**

When looking for a site to relocate the Adelaide Resource Centre for Women, the City sought a building that was in close proximity to the current service location and was close to transit and related community services. The building also had to include adequate space that could meet a range of programming opportunities and that could be renovated to meet accessibility requirements. 233 Carlton met these criteria.

**Q: What other locations were considered and why was this site, in particular, chosen?**

All available sites within a reasonable distance from 67 Adelaide Street East were looked at. Of those, 11 were investigated further. After consideration of the cost, size and distance from 67 Adelaide, 233 Carlton was the only viable site that met all requirements-- other options failed to meet one or more of the necessary criteria.

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<sup>8</sup> <https://www.toronto.ca/legdocs/mmis/2018/ex/bgrd/backgroundfile-111879.pdf>

**Q: In 2008 Streets to Homes assessed the Cabbagetown BIA area and found that there were street-involved people but not homeless people in the area. Why is this service being relocated in the heart of Cabbagetown in the middle of a commercial strip?**

SSHA's street outreach teams work to support people experiencing homelessness across the City of Toronto. Staff spend a significant amount of time supporting people experiencing homelessness in the downtown core, including the Cabbagetown area. In planning for the 2018 Street Needs Assessment point-in-time count, street outreach staff confirmed that Cabbagetown continued to be visited often by street outreach staff to provide services to people experiencing homelessness. It is also worth noting that not all women that use the Adelaide Resource Centre are experiencing homelessness as the site offers many different employment, recreation and health services.

**Q: What will the property at 67 Adelaide Street East be used for?**

The property, which is owned by the City of Toronto, will be used for a new shelter service.

**Q: Why is 67 Adelaide Street East being repurposed?**

As part of Council's direction to create 1000 new shelter beds<sup>9</sup>, staff have been identifying suitable sites for new shelters and optimizing the use of space for existing services. The ageing infrastructure currently at 67 Adelaide Street East presents challenges for the effective delivery of the Adelaide Resource Centre for Women's services and requires significant renovations. Given these required infrastructure improvements and the need to leverage available City properties, the site was identified as suitable for adaptation into a shelter.

**Q: Some local real-estate agents say the building was on the market recently for \$6M, was there any effort from City Staff to purchase the property?**

At the time, 233 Carlton was brought to SSHA's attention, it was only available for lease.

**Q: When is the new shelter at 67 Adelaide Street East scheduled to open?**

The site requires renovation and is currently scheduled to open in 2022.

**Q: What health/mental health supports are being provided on-site at 67 Adelaide Street East today?**

The Centre for Addictions and Mental Health (CAMH) is currently on site 5 days per week to offer mental health supports and link clients to additional mental health services. CAMH operates a "Shared Care Team" which is comprised of a Registered Nurse, Outreach worker, Family Doctor and consulting Psychiatrist. Regent Park Community Health Centre also offers a foot clinic once per week. Other health-related programming offered includes a self-care class and mindfulness class.

<sup>9</sup> <http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2018.EX31.2>

**Q: What are the statistics for Ward 13 services per capita? Compared to other wards?**

Ward 13 is one of the wards with the highest number of shelter beds in the city. As part of the City's long term plans for addressing shelter capacity and diversifying services across Toronto, Ward 13 is expected to see a significant reduction of shelter beds by 2022 when compared to 2017 levels through the George Street Revitalization<sup>10</sup> process.

Since 2018 SSHA has opened four new sites<sup>11</sup> outside the downtown core in Leslieville, North Etobicoke, and Scarborough, plus one new site in the Annex. Additional new sites are planned to open in 2019 and 2020 in the Junction and Dundas St W neighbourhoods, as well as two additional locations in Scarborough.

**Q: Are there any more facilities coming to the neighbourhood? If so could you confirm where those will be located?**

SSHA staff are not currently pursuing any new locations for services in Ward 13. City staff are required to monitor and respond to the service needs of people experiencing homelessness and to ensure that there are adequate services to respond to these needs. Key amongst the constraints is the availability of suitable real estate.

The City's goal is to open new services in neighbourhoods across Toronto to serve people within their own communities. SSHA is mindful of the concentration of services when considering new service locations and will continue to factor this into the decision to purchase or lease properties for new services.

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<sup>10</sup>-<https://www.toronto.ca/city-government/accountability-operations-customer-service/long-term-vision-plans-and-strategies/george-street-revitalization/>

<sup>11</sup>-<https://www.toronto.ca/community-people-and-partners/emergency-shelter-operators/about-torontos-shelter-system/new-shelter-locations/>