



October 17 Engagement Session

Thank you for attending the 1635 Dundas Street engagement session on October 17 at Durham Region Headquarters. We appreciate you taking the time to attend and speak with us. We heard you and are considering the comments and survey results about concerns from the community.

We have summarized the information discussed below.

What happens at a shelter.

- A central intake process takes place:
 - All shelters in Durham Region follow the same intake procedures.
 - The resident must be lucid and able to fully participate and consent to the code of conduct in the admission intake.
 - Personal information is collected, and a code of conduct is signed.
 - Personal belongings are stored, and any illegal items are discarded.
 - Service assessments are completed to establish support services (wraparound services) for working towards long-term housing goals.
 - If an intake cannot occur, a referral to another agency takes place. For extreme behavioural incidents, emergency services such as paramedics or police will be called.
- Wraparound supports are provided. Wraparound social services supports are akin to what happens when a person sees a doctor for a medical need. They are referred to specialists depending on what they need. In the shelter, the referrals may be to employment counselling, mental health supports, addictions services or others as required. Wraparound services help an individual work towards their long-term housing goal.

Staffing and security measures will be in place.

- Residents can call in 24/7 with security concerns. Call 1635 Dundas or call the 24/7 Regional phone number. These numbers will be provided at time of shelter opening.
- There will be 12 outreach staff out in community 24/7. This will be in place before 1635 Dundas opens.
- Call 911 in life-threatening situations or when there is immediate danger to life or property, or when a crime is in progress. For minor crimes, please report through the Durham Regional Police Services (DRPS) [online reporting tool](#).

- Durham Region has a coordinated intake program to find spaces for guests and to minimize a line up for shelter space. We are limiting spaces to 45 beds as requested by the community.
- No one wants people to be kicked out for having a bad day. Staff observe for signs of escalating behaviour and will intervene and look for other places that are more appropriate.

There are ongoing repairs and site will open later this year.

- We do not have a firm date currently as we are experiencing delays with construction. At this time 1635 Dundas will not be open before December 15, 2023. The community will be updated on the date of opening through the project website and the Community Liaison Committee.

The Community Liaison Committee will be established.

- Applications closed on October 13, and we will be announcing committee members this month (October 2023).

There isn't a cap for how long people can stay at 1635 Dundas.

- The average shelter stay in Durham is 21 days since many people are housing ready, however if the resident is not ready to leave the shelter at that time they are not asked to leave.
- Staff will be working on what is known as a [continuum](#). Where guests start in a shelter bed, get stabilized and move into transitional housing. Individualized supports help people to graduate and move out into housing in the community.

Community Safety and Well-Being

- The Durham Regional Police Service (DRPS) is committed to the safety and well-being of those who live in Durham. While Durham is a vast geographic and rapidly growing region that has so much to offer those who live, work and play here, it also has traditional and emerging challenges that impact community safety and the perception of safety. DRPS is committed to working with our partners as new challenges present themselves.
- DRPS is a partner in the Regional Community Safety and Well-Being Plan.