

1635 Dundas Community Liaison Committee

Minutes

Location: 605 Rossland Road E., Whitby – 1B

Date: 2024-01-17

Time: 7 – 8:30 p.m.

Attendees:

Akuah Frempong
Amanda Hoover
Bruce Watson
Christopher Simms
Ema Rosa
Eva Guta

Jennifer Bishop
Jose Barbosa
Lisa McIntosh
Lisa McNee Baker
Margaret Eskins
Paul Johnston

Sarah Klein
Stacey Leadbetter
Stephanie Corringham
Stephanie Leblanc
Stratton Findlay
Travis Tiedge

Regrets: Rhonda Jessup, Reverend Alexander Wilson, Taylor Uden

1. Contact Information for Committee

- Discussion around how the committee would like to gather inquiries and concerns from the community.
- Discussion around how the group would like to share contact information for community questions and concerns to the group members.
- Lisa shared how the Beaverton Transitional Supportive Housing Community Liaison group members received messages from the community. There was a discussion to pros and cons to this approach and how relevant it is for this committee.
- Discussion creating bios for each member to put on the website was also discussed.
 - Decision was to use the CommunityLC@durham.ca email for inquiries. Any messages directed at a specific member of the CLC would be shared with them between meetings as appropriate. The inquiries will be reviewed by staff or technical members as well as draft responses for discussion at future CLC meetings. This would allow for input and perspectives from all members and keep all members up to date with questions and concerns. The inquiries and responses will be posted with the approved minutes.
 - Decision was made to hold off on bio's for members until a later date.

- Discussion included that information about the committee will be uniform for all members on the regional website. Committee members are already connected to community groups and social media platforms and have formed connections.
- Discussion around phone calls or personal chats that CLC members have with community included that often questions and queries come in this form of communication. How should committee members bring these items forward or document them.
 - Decision was made to continue having personal chats and phone calls but then documenting them in an email to the CommunityLC@durham.ca mailbox for review at future CLC meetings.
- Discussion took place on developing a communication plan that will include processes and protocols around email inquiries and responses. For now, items will be forwarded to the committee email and reviewed as part of the meeting agenda under correspondence.

2. Community Inquiries

- Discussion around concerns from the neighbouring street regarding the gate in the fence backing on to Greenfield Crescent. Why is it there and what will it be used for? Who will have access to it? How will it be locked?
 - Lisa confirmed that gates have been included in the plan since the site was acquired in August 2023, this information has been consistently communicated.
 - An example of why a gate may be used would be for emergency situations or if there is a need to get equipment into the courtyard to service the building. Only facility staff will have a key to the gate. It will be locked from the inside.
 - There are two gates on the North side of the building into the back courtyard. They will be locked on the outside of the gate.
- Question brought forward as to whether there will be landscaping on the Greenfield Crescent side of the fence, as well as a community mural. Landscaping will be a planned item and it will be done through a security lens to ensure all types of scenarios are reviewed.
 - For example, types and height of bushes, placement of items, etc. will be reviewed to ensure safety measures are considered. Community mural is being considered in consultation with the CAO's office under such initiatives involving community partnerships. The art will reflect the neighbourhood.
- There have been numerous inquiries from community agencies wanting to provide meals to the shelter.
 - Lisa explained that although this is a positive gesture, service providers must meet public health standards for food service. The program will be unable to accept any food donations that are not made in a commercial kitchen under Ministry of Health and Public health regulations.

- Food must be supplied by a commercial kitchen that has regular inspections from Public Health and has a green DineSafe pass.
- Preparation of food must be done by someone who has their food handler's certificate. However, there may be opportunities in the future for agencies to help in the commercial kitchen on site once ready in future phases.
- Lisa will respond to the agencies who have made the inquiries to advise the legislation and possible future opportunities.

3. 1635 Dundas Agreement – Town of Whitby & Region of Durham

- Final version of agreement is posted on the Town of Whitby website.
- Once agreement is fully executed by both parties it will be shared with the CLC and posted on the 1635 Dundas webpage. [1635 Dundas Agreement - Town of Whitby & Region of Durham](#)

4. Public Code of Conduct and Terms of Reference

- CLC was unable to review at the meeting, but a copy of both will be sent out with the minutes. It is the expectation that we follow the Public Code of Conduct and the Terms of Reference. [Public Code of Conduct Policy \(durham.ca\)](#)

5. Site Updates

- Still working towards opening date but will be sometime during the winter of 2024. Currently working on modernizing systems:
 - pulling fiber cables,
 - installing maglocks and card readers for secure areas,
 - working of fire and security deficiencies to ensure we are up to standard.
- Occupant's rooms are not single rooms but rather set up for 3 or 4 occupants with a shared full bath in each room. The shelter beds are located on the ground level on the southwest wing. Access to the shelter will be from an entrance on the northeast side of building (not the existing main door).
- There is a main intake area, activity room, dining room, resident laundry room and storage.
- Facilities and protocols will be in place to address bedbugs and/or needs as people arrive. A room is available for occupants who first arrive to shower, receive clean clothes and if necessary, have their personal belongings put in a bedbug machine that kills the bugs.
- Discussion around plan if need to go into isolation due to COVID or other infectious disease. The site will follow public Health directions. There is space to allow for an isolation room, however, if there is an outbreak, the rooms would also allow for occupants to be in cohorts in shared rooms.
- Region is finalizing the agreement with the Service Provider for the shelter. Once agreement is finalized, we will announce the name of provider. We will also have the Service Provider attend next CLC to review their plan and answer questions.

6. Other Business

- An inquiry was made regarding whether the site will be a harm reduction site. Durham's system includes harm reduction programs and practices. The region does not have safe injection or overdose prevention programs in shelters. However, agency staff are trained on substance use and protocols and include practices of frequent door checks, etc.
- In January, a new Regional Outreach team began supporting people who are experiencing homelessness 24/7. An Outreach Team presentation is an option for a future option to share their role in the community.
- CLC member reminded the team the importance of having the residents of shelter being fully integrated with the agency staff and programs. It was share that it is vital for residents to have ownership over their space for success.

1635 Dundas Community Liaison Committee

February 15, 2024 – Minutes

Location: Microsoft Teams (due to inclement weather)

Date: 2024-02-15

Time: 7 – 8:30 p.m.

Attendees:

Akuah Frempong	Jennifer Bishop	Stacey Leadbetter
Amanda Hoover	Jose Barbosa	Stephanie Leblanc
Baily Genge (recorder)	Lisa McIntosh	Stratton Findlay
Christopher Simms	Margaret Eskins	Taylor Uden
Ema Rosa	Paul Johnston	Travis Tiedge
Eva Guta	Reverend Alexander Wilson	

Regrets: Bruce Watson, Lisa McNee Baker, Sarah Klein, Rhonda Jessup, Stephanie Corringham

Guests: Pastor Fredrica Walters, Heather MacMillian, Marla Walters - CFOC

1. Welcome

- Lisa McIntosh welcomed everyone

2. Approval of agenda

- The following items were added to the Business Arising section of the agenda
 - A member will share Information about a documentary about the impacts of homelessness in the GTA
 - Discussion about Electing a co-chair
- Agenda approved

3. Approval of the Minutes

- Previous minutes approved
 - No objections or changes

- Going forward we will continue to ask and accept changes at meetings.
- If committee members have any suggested edits or additions to the minutes prior to the meeting please reply to the CLC email with suggested edits.
- During in person meetings committee members can raise their hands to speak, but those who are virtual will need to use the chat, virtual hand or unmute and jump in if they are not able to raise a hand.

4. Correspondence of the month

- A community member requested an update on the development of 1635 Dundas.
- Response provided via email
 - Good afternoon,
The 45 low barrier shelter beds are not quite open yet. We are working hard to get the remaining renovations and deficiencies completed in the section of the building that will house the shelter beds. We are still anticipating this Winter to have the shelter beds open.
Any updates on this project will be posted to the Your Durham website. Here is the link for your perusal. 1635 Dundas Street: Meeting immediate and long-term needs of Durham citizens without a home | Your Durham
- In the future, a correspondence chart will be added to the minutes with inquiries and responses.
 - The inquiries and responses will be summarized and deidentified.
 - The chart will be available and reviewed at each meeting.

5. Presentation – Christian Faith Outreach Centre (CFOC)

- Presentation slide deck provided to the committee via email.
- Christian Faith Outreach Center (CFOC) was named service provider for 1635 Dundas.
- The media release announcing the provider will go out tomorrow.
- The site is a 45 bed, low barrier, housing focused, shelter.
- Initial priority for accessing the site will be for Whitby residents experiencing homelessness. The shelter will be co-ed.

CLC Presentation Questions and Answers:

- Question (Q): In what capacity can volunteers be involved with the shelter?
 - CFOC does work with volunteers.
 - There is a process to ensure people are volunteering to support people who are unsheltered with respect and dignity.
 - Volunteers complete an orientation and need to follow policies and procedures.
 - There are volunteers including college students volunteering at the hub in Ajax.
 - In regards to 1635 Dundas opportunities to volunteer will be available once patrons and staff settle in to the new site.
 - People interested in volunteering should complete the application on the CFOC website to be considered.

- Q: What will volunteers be doing?
 - There will be opportunities in many areas of the shelter.
 - Food services requires standards related to public health requirements.
 - The skill sets of volunteers will be considered in their roles.
 - Some people may help serve food, offer programming such as arts, knitting, gardening etc.
 - Volunteers will go through an orientation if their application to volunteer is approved.
- Q: Is there a plan for community involvement? If so, what are your targeted strategies for the nearby community?
 - CFOC shared the team will go out and hand out pamphlets to be open conversations with the community, but the priority is the wellness and safety of the environment in the shelter.
- Q: Can you elaborate on the Christian faith aspect of your organization?
 - CFOC is a church operating in Ajax for over 30 years.
 - When the church moved to downtown Ajax, the reality of homelessness and the need of the people coming to our doors and asking for help required us to respond.
 - Our beliefs include helping people with dignity this is the foundation of our programs.
 - We are an equal opportunity employer and service provider.
- Q: What is your staffing compliment to manage the 45 beds?
 - There are intake staff on the front-line greeting people upon arrival,
 - Minimally there are 3 Shelter staff per shift;
 - There are 2 patron advocates for this location
 - each patron will have an individual case plan and will meet weekly or biweekly with the patron advocates to ensure that they are supported.
 - There will also be Kitchen support
 - There also be a security guard at the site.
 - Support services will be based on the needs of the people staying at the shelter. Community partner staff will be on site at times and we are also able to help patrons schedule and get to appointments off site as well.
- Q: How long can people stay at the shelter?
 - There is not a maximum length of stay, as a housing first site we request that all patrons have a goal to support housing readiness. This maybe finding a job, recovery, getting id – goals are based on individual case plans with the end goal being housed.
- Q: Where do you find housing people can afford?
 - Typically, the patrons relocate in Durham Region because they can stay connected to community. We have had some move outside of the Region but the majority of people stay here.
 - The cost of housing does make finding housing very difficult, but we are still supporting people to move into housing.
- Q: How does harm reduction work in a CFOC shelter?
 - All shelters in Durham are abstinence based. There are no safe consumption or overdose prevention sites in Durham.
 - Partner agencies responsible for Harm Reduction provide people with

- access to tools they need to stay safe.
 - Whether people need clean needles, condoms, medication, or access to doctors – the approach is allowing people who use to stay safe until they are ready to seek help.
- Q: What happens when an individual comes back to the shelter under the influence of a substance?
 - There is no use at the site but patrons can come into the site if they have used. We want to ensure that they are safe and not slipping into overdose.
 - The focus is on keeping patrons safe, not encouraging to use.
 - Services and information for detox and recovery are offered regularly but if a patron chooses to use we offer them a safe place for them to return to.
- Q: How are patrons checked for drugs or illegal substance or items?
 - Patrons returning to the property go through a search process, it is hands off but they remove their jackets to base layer, open bags, remove shoes.
 - Patrons are not allowed to have controlled substances in the building. They are held for patrons.
 - Illegal substances are reported and discarded as required and appropriate.
 - There is a duty to report, if there is a concern that substances are in an amount to distribute or deal to others. If an illegal substance is in an amount for personal use it is disposed of properly.
- Q: What will happen if issues with drug dealing occur in the - Mapped – red square – in attached to the agreement.
 - Incidents of drug dealing in Durham should be reported to DRPS.
 - There are partner agencies to access and support people who are unsheltered in the community too.
 - The regional outreach team is one option to contact as needed email Homelesshelp@Durham.ca or phone 311 ext. 5510.
- Q: Are there consequences if people staying at the shelter exhibit aggressive or inappropriate behaviour?
 - Progressive disciplinary actions allow us to work with patrons based on individual incidents that occur.
 - We want people to feel a sense of belonging so we have weekly house meetings to discuss programming options, needs, issues arising and this can include discussion about engaging with the community.
- Q: What does housing focused mean to CFOC?
 - Housing focus for us is allowing patrons to get the supports they need to become housing ready so they can sustain the housing. We believe that housing first works with supports to overcome barriers.
- Q: Will the shelter start up slowly bringing people in over time?
 - CFOC is the service provider for the 605 Rossland Rd, Whitby warming centre and is a program included in Durham's coordinated access system.
 - The plan is to transition patrons from the warming centre who are on the byname list to 1635 Dundas first.
 - The plan is not to fill the beds immediately but there is a priority to move people from warming centres staying in chairs to beds.
- Q: What agreements and partners do you currently have in place?

- We have current partners we work with although until the media announcement occurs tomorrow it is confidential so we are not entering into agreements yet.
- Q: Is the Region in a position to add extra funding for staffing?
 - The funding for the shelter was based on an Expression of Interest process and submission. The submission included a proposed budget to fund the services to be delivered. The staffing model was reviewed as part of the process and health safety and wellbeing were considered.
- Q: Will this site support people under 18 years old?
 - This 45-bed shelter will operate as a co-ed, low barrier shelter for patrons over 18 years old. We work closely with Durham Youth services they do an incredible job supporting people under 18 in Ajax.
- Q: Why is the site not serving children under 18?
 - There are strict rules and additional liability related to working with minors. We understand that offering shelter to adults may include some people with a background that would not be able to obtain a clear vulnerable sector check (VSC). However, people unable to obtain a clear VSC live in all types of housing and communities.
 - Additionally, the setup of this site supports space for adults. Adults are using warming centres and community spaces with chairs this winter and need to access the shelter.
 - Families with children in the Durham system are sheltered through hoteling programs that allow children to stay close to their school and in their familiar community. Housing first caseworkers are still provided for families in the hoteling program. Families with children tend to be easier to house than single adults due to levels of funding available to them.
- Q: Will this site support pet friendly options?
 - Yes, CFOC has experience supporting patrons with pets. There are expectations for health and safety of patrons, staff and the pets.
- Q: Will patrons of the LGBTQIA community be served?
 - Yes, we will adjust room assignments to maximize the use of the 45 beds and support patrons as needed.
- Q: What is the plan for the surrounding community for safety at night? Residents have concerns about safety, excess garbage and issues surrounding the shelter.
 - Patrons of the shelter have a place to stay indoors 24/7 there is no indicator that there will be new dangers at night,
 - At our current site, we build community relationships through respectful communication with neighbours.
 - We go above and beyond with perimeter checks
 - We have house meetings with patrons to clarify what is expected.
 - Neighbours can report to DRPS, call street outreach or facilities as appropriate if any issues arise.
 - We do engage with the community and participate in community events. We want to support positive community relations while ensuring the safety and dignity of the patrons and site.
 - In our current community we also attend and actively participate at town halls with the community as they arise.
- Q: Do you facilitate 12 step programs in your current shelter?

- Yes we do have agencies come in to provide those services if there is a demand we also provide patrons support to get to a meeting near by if that is better suited to them.
- Q: How are we going to get the community involved at the site to address fears in the community?
 - People who apply and are approved to volunteer maybe involved at the site.
 - We must ensure the shelter is a safe temporary home that supports the privacy and respect of the patrons.
 - If there are community events, we can share posters or information with the patrons and they can choose to participate.
 - We are open to additional ways to develop relationships.
- Q: Are additional community meetings planned to address concerns?
 - Additional community meetings are not planned at this time.
 - Community members with questions or concerns can connect and have them address by the Community Liaison Committee by emailing CommunityLC@durham.ca.

6. Business Arising

- Action item for next meeting was requested:
 - Two members of the CLC shared that they are maintaining a social media group to collect neighbourhood incidents. Data and reporting about clean up currently occurring in the mapped neighbourhood was requested to create a (base measure) going forward with this projected. Requested DRPS data as well for the mapped area.
 - The importance of reporting incidents occurring the DRPS was shared.
 - [The DRPS website supports reporting.](#)
 - Every report that goes online gets checked by the supervisor.
 - DRPS also allows for people to register their cameras.
 - Police cannot tap into the cameras
 - The registry allows police to know that you have a camera so they can reach out if an incident occurs in your neighbourhood to ask for footage without walking around looking for cameras.
 - All incidents reported will not be connected to the shelter, especially since incidents are being collected through the social media group currently and the shelter has not opened.
 - [DRPS also has a public data dashboard for the community to access.](#)
 - The review of data is also part of the agreement between the Town and the Region so internal data will also be reviewed, analyzed and reporting will occur as appropriate.
 - A data presentation will be added to a future agenda once it is ready.
- Action item: Lisa will send out an email to support deciding on a cochair instead of discussion due to the time.
- Information shared about a documentary being created about the unhoused community in the GTA.
 - It is a documentary, so they want unbiased contributions and they are

- seeking all perspectives from a diverse group.
- If anyone is interested in sharing their experiences, please share your interest with the CLC
- Your interest will be passed along to the CLC member connected to the project.
- At the moment, the documentary team is in the early stages of planning and working on their pitch.
- Additional Business arising:
 - The groups' purpose is sharing information, concerns and mitigation strategies and to promote successful integration of the Dundas Street Shelter into the community.
 - We are going to aim to have meetings end on time.
 - Community information sessions have occurred in the past and will in the future. Last year there were sessions at the Whitby Library, Whitby Council and Region Council.
 - Yesterday there was a presentation at Committee of the Whole [Committee of the Whole Minutes \(durham.ca\)](https://www.durham.ca/committees/committee-of-the-whole)
 - We will aim to have a presentation each month.

1635 Dundas Community Liaison Committee

Minutes

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Attendees:

Akuah Frempong
Amanda Hoover
Christopher Simms
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Eva Guta

Lisa McIntosh
Lisa McNee Baker
Marla Walters
Paul Johnston
Sarah Klein

Stacey Leadbetter
Stratton Findlay
Taylor Uden
Travis Tiedge

Regrets: Jennifer Bishop, Jose Barbosa, Margaret Eskins, Stephanie Corringham, Stephanie Leblanc, Reverend Alexander Wilson, Rhonda Jessup

Guests: Jocelyn Siciliano, Sahar Foroutani – Region of Durham

1. Welcome

2. Approval of agenda

- Approved and circulated

3. Approval of February 2024 Minutes

- There are some spelling and grammar errors throughout the minutes that will need to be corrected. The minutes will be circulated through email again for approval

4. Correspondence & Co-Chair Nominees

- The correspondence chart was shared and reviewed and will be shared on the website
- [Emergency Shelters](#) webpage was shared with the committee members and a reminder to share this information as needed

Co-chair nominees:

- Ema Rosa
- Stratton Findlay requested that his name be removed from the nomination
- **Ema Rosa was elected as the co-chair**
 - It was agreed that the co-chair team will be one year
 - The committee discussed how to build trust and help the patrons feel more welcomed at the shelter. They discussed future projects such as:
 - Community engagement for public art options for the fence
 - Garden projects in the yard

5. Presentation – Coordinated Access and the By-name List

- Sahar Foroutani- System Manager of Homelessness, Region of Durham- Presenting on Coordinated Access and the By-name List.
- Presentation slide deck provided to committee via email and attached to the minutes.
 - Additional links and information discussed throughout the presentation include: Point In Time Count - The Point-in-Time (PiT) Count Report 2021 provides a snapshot of the nature of homelessness in the Durham Region in 2021 based on the Point-in-Time (PiT) Count. These findings include the total number of people counted as homeless in the Region within a 24-hour period, basic demographics of survey participants, and other indicators of how and why people were experiencing homelessness in the Durham Region.
 - [Point in Time Count Report | Homelessness | Durham Region | CDCD](#)
 - Monthly Report Card - Each month, Durham Region will share information about the number of people experiencing homelessness in our community. We hope that sharing this information will promote transparency and accountability in our homelessness response.
 - [Built For Zero Report Card \(durham.ca\)](#)
 - Access Point In Durham to be added to the By-Name List and the Coordinated Access System
 - [Homelessness Coordinated Access System - Region of Durham](#)
 - Learn More about the Homelessness By-Name List and Coordinated Access
 - [Homelessness Coordinated Access System - Region of Durham](#)
 - Emergency shelter programs and support with Homelessness
 - [Homeless Shelters - Region of Durham](#)

6. Business Arising

- Discussion also occurred about how to build relationships between the Region, CFOC and patrons and the surrounding community
- The Region of Durham's Street Outreach Team is operational 24-7 via email Homelesshelp@Durham.ca or phone 311 ext. 5510
- Discussion about additional ways the community can feel heard with their concerns
 - Community meetings have occurred
 - Community survey completed

- Delegations have occurred
- Community Liaison Committee with an email address set up and active - CommunityLC@Durham.ca
- Homelesshelp@Durham.ca and 311 ext. 5510 set up as a central point to make inquiries related to the homeless
- 24/7 Outreach team set up and operational
- Additional items to support communication related to options to support concerns voiced about community safety and wellness.
- Post cards and magnets with the Homelesshelp@durham.ca information and a QR code for quick access to information on the regional website being prepared
- Discussion about additional community events and options will be discussed at future meetings
- QR code will be developed to allow anyone to scan and submit questions or concerns.



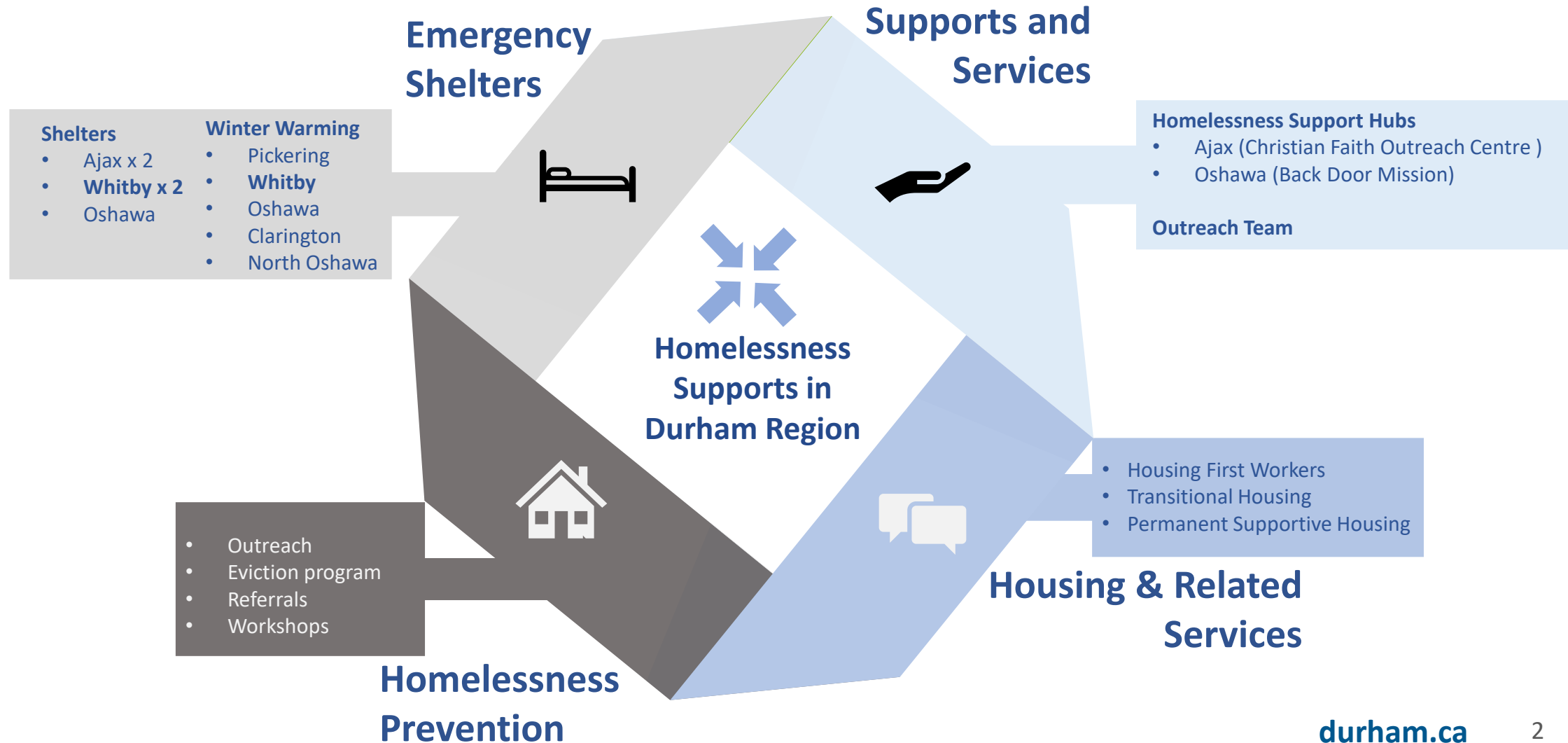
Durham Region Homelessness Overview

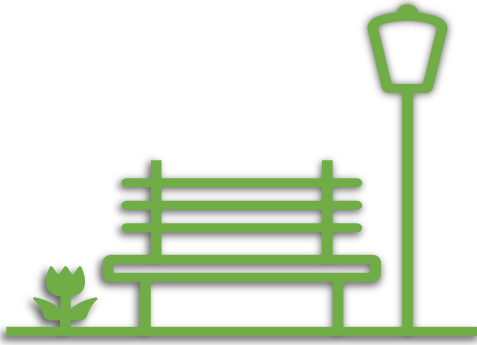
Sahar Foroutani
Manager, Homeless System Team

Presented to: Community Liaison Committee

March 20th, 2024

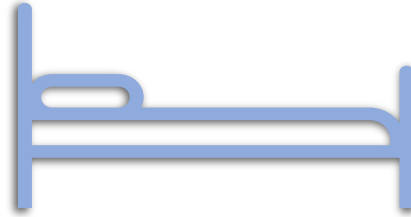
Homelessness System: A Continuum of Care





UNSHELTERED

Staying in public or private places where people are not meant to live permanently such as **tents, cars, parks**



EMERGENCY SHELTER

Overnight shelters are places for people to go when they have **nowhere else** to stay



TEMPORARILY ACCOMMODATED

Short-term, interim accommodations like staying with friends, **couch surfing, or living in a hotel**



AT RISK OF HOMELESSNESS

Their current housing situation is coming to an end with **no other housing options available.**



Housing First Model

Housing First is a program model, an approach, as well as a philosophy and has been recognized as an important policy towards ending homelessness by both the Canadian and the U.S federal governments.



Coordinated Access System

The goal of the system is to prevent and reduce homelessness and provide streamlined access to available supports.

Coordinated Access System Steps to Finding Housing



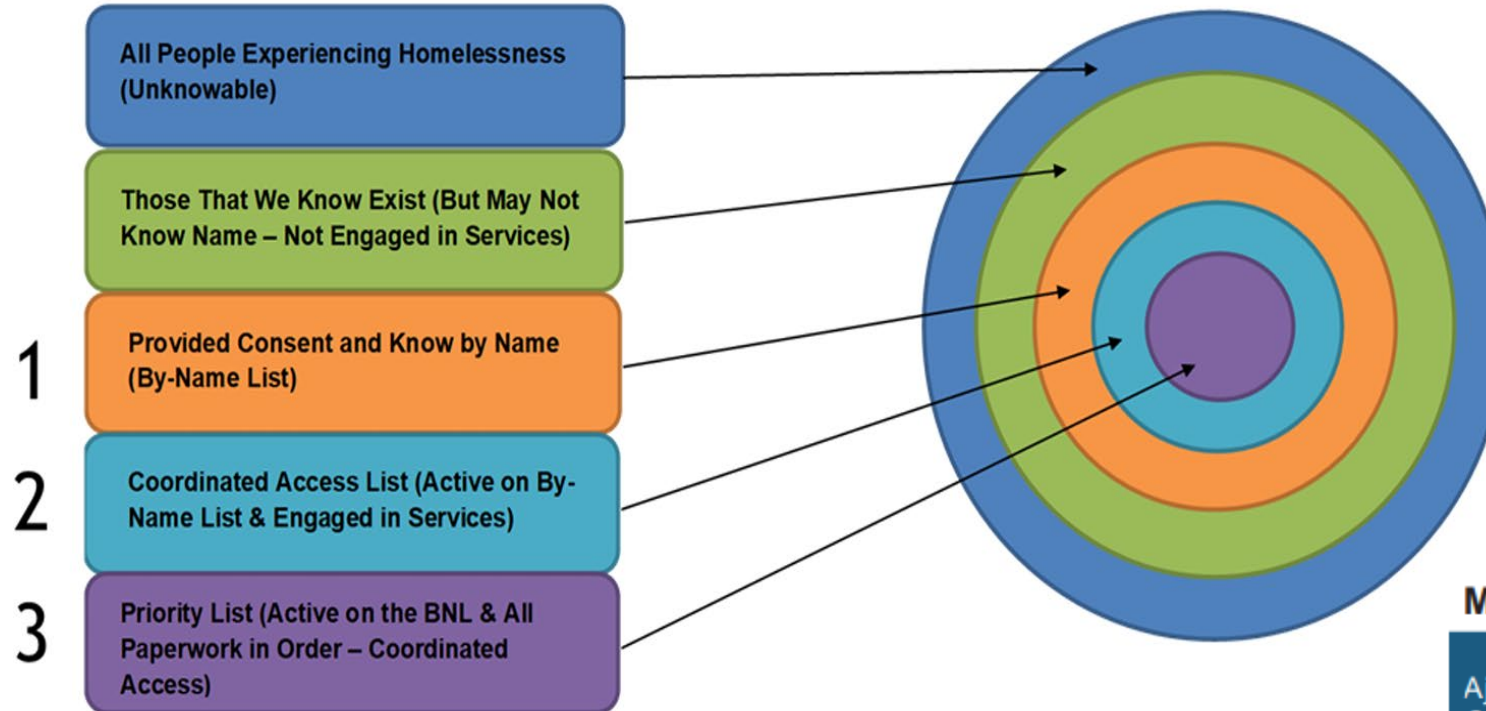
Access Points In Whitby

- Muslim Welfare Centre
- 1635 Dundas Shelter – Christian Faith Outreach Centre (CFOC)
- Durham’s Outreach Team
- Primary Care Outreach Program (PCOP)

Why is it important?

- The alternative to Coordinated Access is to provide help on a first-come, first-served basis. This means that people who can better navigate the support system get help, not people who need it most
- Coordinated Access helps people access services based on their individualized needs
- Helps track our progress in ending chronic homelessness
- Makes it easier for people to find help
- Helps us identify gaps in service

By-Name List



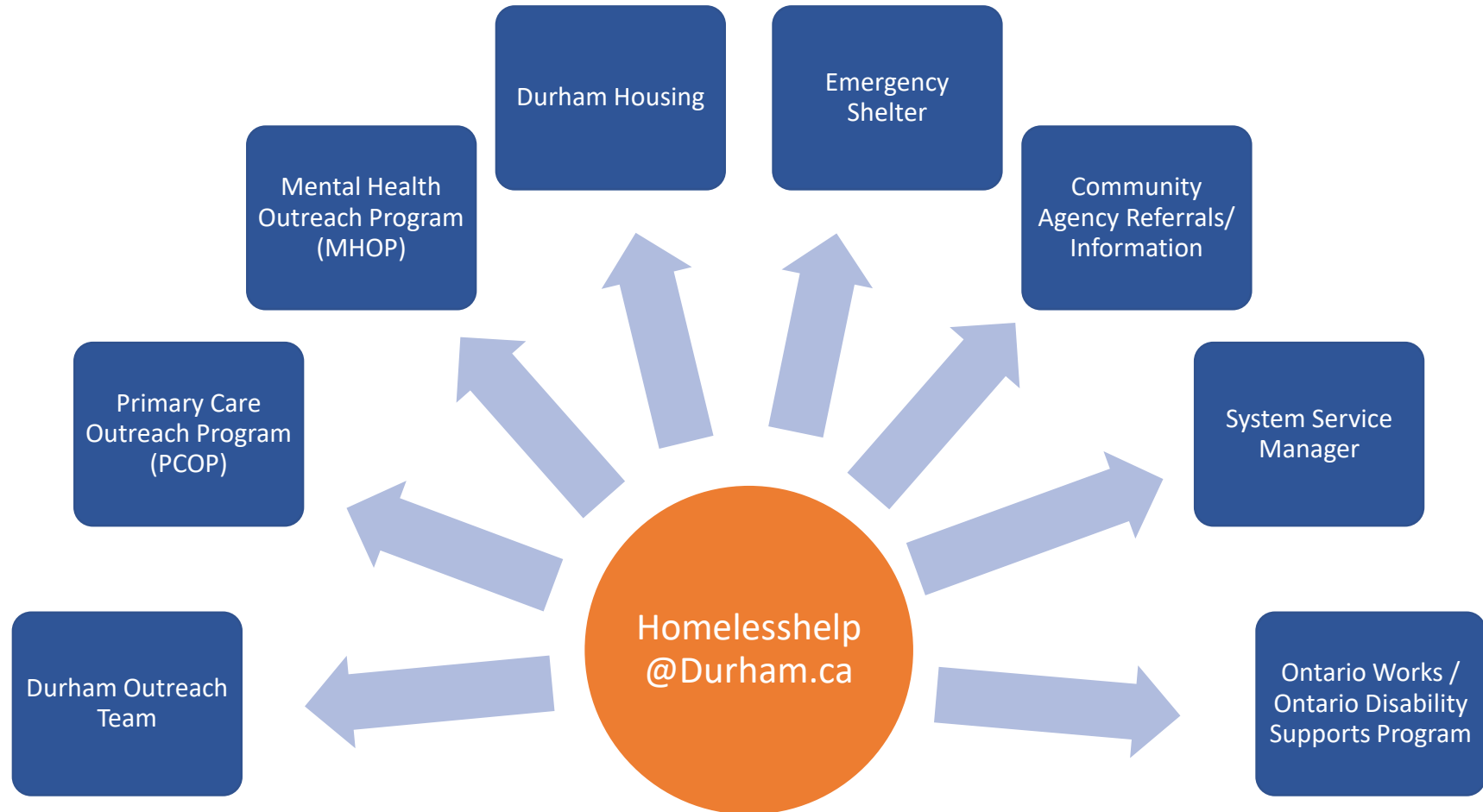
Homelessness in January By-Name List:

Municipality Breakdown: Actively Homeless

Ajax: 196
 Clarington: 13
 North Durham (Brock, Scugog, Uxbridge): 21
 Oshawa: 282
 Pickering: 18
 Whitby: 39
 *Other/ Unknown: 17

*Refers to people who may have not been living in Durham but have a meaningful connection to Durham, or who are working with the homelessness support system to complete intake information.

Homelesshelp@Durham.ca





Questions

Sahar Foroutani
Manager, Homeless System Team

durham.ca

[@RegionofDurham](#)



1635 Dundas Community Liaison Committee

Minutes

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Date: 2024-04-18
Time: 7 – 8:30 p.m.

Attendees:

Akuah Frempong
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Stephanie Leblanc
Stratton Findlay
Travis Tiedge

Regrets: Jennifer Bishop, Marla Walters, Reverend Alexander Wilson, Stacey Leadbetter, Stephanie Corringham, Taylor Uden

Guests: Jocelyn Siciliano, Ashley Smith, Meaghan Middleton – Region of Durham
Caitlin Rae, Heather McMillian – CFOC

1. Welcome

- Co-Chairs – Ema & Lisa for the meeting
- Business arising time increased so everyone has a chance to speak to add to the agenda for future meetings

2. Approval of agenda

- Approved and circulated

3. Approval of March 2024 Minutes

- Approved

4. Correspondence

- The correspondence chart was shared and reviewed and will be shared with the minutes on the website
- This is for a review to go out as part of the minutes

- The question was asked how inquiries for found sharps are being addressed for private property – Sarah Klein, Town of Whitby representative will provide the Town of Whitby Operations number for the minutes. Town of Whitby number to call is 905-668-3437.
- The Regional Outreach also is equipped and trained to help when they are out in the community supporting the unsheltered.
- John Howard Society operate an On Point Program that can safely pick up and dispose of drug paraphernalia
- Bus shelter concerns reported upon opening– both sides of Dundas directly across from the shelter. The response seems to have rectified and allows for any issues to be promptly addressed.
 - CFOC is doing regular checks
 - Region security is also doing checks
 - Some people were found to be people waiting for the bus
 - Video on Whitby neighbours Facebook page was circulated of two individuals smoking a substance in the bus shelter
 - Since CFOC and The Region's Security and Outreach team have been doing checks, issues seems to have been mitigated.
 - Outreach works closely with Durham Region Transit to address the needs of the unsheltered who maybe using bus shelters, transit hubs or vehicles.
 - Some members shared that if there are not appropriate supports in place to address the drug use then there isn't a solution to the problem.

5. Presentation – Region of Durham Outreach Team

- Jocelyn Siciliano, Manager Ashley Smith, Supervisor & Meaghan Middleton Supervisor – Region of Durham Outreach Team.
- Presentation slide deck provided to committee via email and attached to the minutes.
- 4 members of the Outreach team arrived and introduced themselves to the CLC
- 24/7 Outreach is a new concept for the Region.
 - Community agencies have formally and continue to operate outreach teams (only operating on standard business hours)
 - Community and Regional outreach teams work together to coordinate services.
- Toronto has operated a Municipal Outreach team for many years– The Durham Outreach team has researched their data and policies as well as other communities.
- What we are doing regarding drug use
 - Work in teams of two
 - Outreach is having open & honest conversations
 - Soft interactions when approaching encampments
 - Build on those conversations to help provide supports
 - Having the hard and uncomfortable conversations once relationships are built
 - Support individuals on site

- Currently have support sites at locations other than 1635 that the team relies on
 - Backdoor Mission has a medical team on site
 - Redemption House
 - Supports drug treatments
 - Have a few houses across Durham – currently 3 male housing offering services
 - Also work with Pinewood to bring community support workers out to meet with clients in the community.
- Relationship with Outreach and Durham Region Transit (DRT)
 - Assisting with people using the transit system for other than riding the bus
 - DRT and Outreach work closely together.
 - Outreach is called and they meet at the closest stop and board the bus to interact with the individuals to help support
- Encampments
 - Outreach goes out to encampments to build trust with people and then offers services or supports as it is appropriate.
 - Working closely with DRPS to ensure there is a Regional response to encampments
 - Outreach is tracking encampments and building Data and reporting capacity, to connect and support people.
 - The team works with all 8 local municipalities, fire and DRPS as needed to address encampments. It can be complex to determine the status and process to use with each encampment based on multiple criteria
 - Whether an encampment is active or inactive
 - Determining if it's a private or public property
 - If private, a notice is provided, indicating that is the responsibility of the property owner to have it cleaned up
 - Anyone removing items from a private property is technically trespassing
- Warming Centres
 - Outreach assisted in transporting to winter warming locations
 - 300 people transported to and from locations as well as issuing bus tickets throughout the winter
 - Still supporting people in helping to get into shelters
 - Not enough shelter spaces currently so we work with getting people ready for when a bed becomes available
- Outreach refers to and works with all shelters in the Region

Questions:

CFOC – Supports available at 1635

- When patrons come in after their first week of being here they are connected with an advocate to determine their needs and develop their action plans

- We are working on developing our data sets and data integrity next quarter we should be better equipped to report. Durham Community Health Centre(DCHC), Pinewood Centre, John Howard Society etc. – offer medical supports, addictions supports , and harm reduction
- Durham Mental Health Services (DMHS) & Community Care Durham – upcoming presentations at the site
- We Grow Food – develop the back of the building with gardening programs
- CFOC's role is not to tell them to quit, we are here to work with patrons where they are at to take them through those steps
- Redemption House - helping people who are overwhelmed by addiction with effective solutions
- Durham Region Outreach Team, Mental Health Outpatient Program (MHOP) & Primary Care Outreach Program (PCOP)
- Bus shelter
 - Staff is going out every half our to scan the area
 - If they find anyone in that area they engage with them and conversations to move on has been positive
- How long are people allowed to leave the shelter for before that bed becomes open again?
 - Anytime between 7am – 10pm at night
 - We expect people to be back on property by 10pm
 - Can go outside on property until 11pm (and do allow hourly smoke breaks)
 - If they miss curfew – we do provide some grace
 - If they need to leave for a reason as long as they are communicating with their patron advocate we are flexible
 - Intake is closed as of 11pm
- CFOC – Caitlin Rae brought on
 - Doing work on communications and development
 - Connecting with the community and engaging with the community to share the successes and impact
 - Solution focused group – wanting to engage patrons and the community
 - Multiple methods to gain feedback from the patrons – house meetings, anonymous meetings, etc.
 - Would this be an appropriate space to bring plans for future community engagement ideas – CFOC will move forward with this

Outreach

- Data is collected by City
 - As we continue to map, we will be able to focus on priority neighbourhoods as long as the numbers allow for confidentiality
 - Tracking referrals coming from Hospitals as well
 - Lots of requests are coming from the hospitals
 - By-law and city security are reaching out often
- Qualitative data will be shared – we are reporting to H&SS every quarter as the Region of Durham
 - Stories may be de-identified for confidentiality
 - Encounter numbers for total engagements – specifically how many for example for health supports

- Working on ideas on this for the future with PowerBI to move towards some public dashboards
- Harm Reduction Supports?
 - When people are sent to facilities usually the Regional Transitional Support Team stays connected
 - Work very closely with Durham Public Health
 - PCOP & MHOP work very closely with Outreach and have the ability to do a virtual appointment from the encampment.
 - Medical team at Backdoor Mission

6. Business Arising

- Success stories that we can share for the CLC would be very beneficial
- Neighbourhood community chats have been expressing how happy they are with the Outreach team
- Future plans for the site will be based off of things learned from surveys, service provider sessions and other public feedback
 - Future plans will come back to the CLC, Whitby Council, Regional Council and other areas for review
 - We are a housing first community
 - It is clear from information received that in Durham we need to develop places people can transition indoors with health and wellness services for stabilization.
- Bus Shelters – What are the boundaries of the community liaison committee? The bus shelters are not a part of 1635 Dundas, therefore the committee cannot control what takes place in a public bus shelter
- Social Media – discussion included feedback about sharing how fabulous the shelter is downstairs
 - This is not being spoken about as a committee publicly
 - Looks safe, well organized
 - It's a home for the people inside, not a shelter
 - The neighbourhood is a nice place.
- Would be helpful to have an abbreviation list
- Please try to stick to the agenda and timelines for meetings
 - An update before the meetings on how things are going at the shelter to help stay on track
 - Possibly an update e-mail with things that are going on
- Do the patrons know about this committee?
 - Could we organize a meet and greet with some of the patrons (i.e. a meet the CLC)
- The role of the committee is to not make operational decisions
 - The agency selected to run the site is going to follow safety procedures and the Region as the system manager will maintain quality and accountability practices.

- If we see police cruisers downstairs we should not presume issues are happening. The service provider and Regional team work with DRPS on a number of initiatives.
- Future agenda items –
 - May meeting Data processes and updates
 - June Meeting – Whitby Security team will be presenting
- CFOC – a suggestion box was started for patrons.
 - Request for CFOC survey the patrons to see what they would want to see from the community

1635 Dundas Community Liaison Committee

Minutes

Location: 1635 Dundas St. E., Whitby

Date: 2024-05-16

Time: 7 – 9 p.m.

Attendees:

Akuah Frempong
Amanda Hoover
Christopher Simms
Ema Rosa
Jennifer Bishop
Jose Barbosa

Lisa McIntosh
Marla Walters
Margaret Eskins
Paul Johnston
Reverand
Alexander Wilson

Rhonda Jessup
Stacey Leadbetter
Stephanie Leblanc
Stratton Findlay

Regrets: Eva Guta, Lisa McNee Baker, Sarah Klein, Stephanie Corringham, Taylor Uden, Travis Tiedge

Guests: Charmalee Harris, Meaghan Middleton – Region of Durham

1. Welcome

2. Approval of agenda

- Approved and circulated

3. Approval of April 2024 Minutes

- Approved and will be posted Tuesday to the website and with the presentation from last meeting.

4. Correspondence

- No current correspondence
- CLC member provided information about the landscaping crew and the gates being closed.

- Staff to follow up with Security and the landscaping crew.

5. CLC Terms of Reference (TOR) Review

- Introduction and purpose of the TOR shares the mandate of the group focused on areas of communication.
- The CLC members receive and take back information to the community and share thoughts and ideas about communication strategies.
- Committee members provide valuable input about the methods of communication that are preferred by community members and groups especially those they are sharing information with regularly.
- The CLC meetings include a presentation each month. Although the slides are shared publicly in the minutes some information provided seems to be more informative than others.
 - Some information in the presentations is from a system level and some is about the shelter.
 - CLC feedback on the presentations and/or links shared with CLC members help to ensure content and modes of communication align with what people want to know. Understanding what is interesting to people not working in the sector helps to create impactful public communications.
- Staff work in the sector, and they are immersed in the information about the funding complexities, programming options, partnerships and needs in the community so feedback from the CLC is vital in preparing communications to the public.
- Achievable outcome
 - The group will provide feedback and information on what people are asking for so the staff team can work with corporate communications to develop videos, newsletters etc., that includes information considered interesting to the public.
- Additional discussion related to the CLC TOR
 - Discussion about the term of the current members and how long the committee is intended to remain in place occurred. The agreement with Whitby says for the CLC will exist for the duration of operations at the site. Discussion around what a CLC for the site will look like after the full building is developed occurred.
 - Although there is no timeline for review of TOR on the document the group agreed to review the TOR again at the January 2025 meeting.
- Terms of Reference to be added to the website site as its own document. Currently it is only posted as part of the Agreement with the Town of Whitby.

6. Presentation – Phase 2 Engagement Process

- Charmalee Harris, Program Manager & Jennifer Bishop, Project Manager – Region of Durham, Social Services Department
- The introduction to the presentation included that there will be a presentation at the June, Committee of the Whole (COW) meeting.

- No decision report will go along with this presentation as the presentation will be the launch of the phase 2, 1635 Dundas, community engagement. A clip of the presentation from the COW meeting video will accompany a survey to ensure people completing the survey receive information about the conceptual plans for phase 2.
 - Additionally, the link to the survey plus information about the conceptual plans will be shared through social media, with service providers, and networks and community events to gather information broadly.
- Service Providers and outreach will support gathering information from people with lived experience through the link and paper copies of the survey.
- Community partners are also being engaged through facilitated sessions to consider service delivery and planning at the site as it is developed.
- Phase 1 engagement provided the information to develop the conceptual plans for the site.
- CLC will review the survey and provide feedback before it goes live. It maybe a pdf of the questions or a test link there is logistical work occurring to determine format.

Questions:

- How many people responded to the last survey?
 - The Phase 1 survey had 199 responses to the electronic survey and there were facilitated and public sessions as well.
 - There could also collect hard copies of the survey if they are available. Staff will have hard copies of the survey made available and will arrange for them to be picked up.
- How were the conceptual plans to be presented developed?
 - The team used the data and information collected throughout phase one and worked with an architectural design team. This is based off information from the community including service providers, people with lived experience and the public.
 - Feedback highlighted needs for long-term supportive housing to help people. There were requests to ensure that recovery and palliative care options for the people experiencing homelessness is included.
 - Health services are important as the physical needs seem to outweigh the need for mental health and addiction needs for many people who are unsheltered.
 - When a resident comes into the shelter and they can relax as they are in a safe environment then their body starts to speak to them in a way it couldn't during the high stress situation of living outdoors, in a car or

moving between friends. Medical issues seem to present acutely after a couple of days in shelter.

- How will people be able to complete the survey if they do not have all the information?
 - Consistently with other public service sectors, staff operating the programs work diligently to stay informed of the funding, public policies, data and research. It is complex and they are dedicated to offer the best services possible to serve those needing services. Staff work with communications teams to offer the public information related to the work.
 - The Phase 2, engagement survey will allow time for people to review the information on the Your Voice Durham website and watch the presentation at June COW.
 - Additionally, the homelessness team continues to present frequently at community forums to ensure information about homelessness in Durham is getting out.
- CMHA is not listed as a partner in the presentation are they not being approached as a partner?
 - The agencies shared in the presentation are the agencies that have signed a collaboration agreement with the Region of Durham at this time so we have permission to say they are planning with us but others are included as well.
 - It was shared that the presentation related to the Phase 2 engagement was well put together and clear.
 - A CLC member shared that Palliative care Canada can be contacted to help in work related to palliative care programs within the shelter.

7. 1635 Dundas Update – CFOC

- Marla Walters, Executive Director, CFOC shared artwork from residents for CLC members to review. The art and other information about the programs at 1635 will be shared in newsletters, presentations etc. for CLC members to share with their groups and the public soon.
 - 104 people have come through the shelter since it opened 6 weeks ago.
 - 5 people have returned to family, treatment and housing.
 - Activities such as yoga, a walking group are occurring.
 - The team is working on setting up a mindfulness program.
 - Partner agencies are coming in to work with people to support physical health, financial needs and mental health and addictions.
 - CFOC will start onboarding volunteers in the next month. There is an application on the CFOC website to apply to volunteer.

- Members of the group discussed possibilities of partnering with local Art galleries to plan an art exhibit.

Questions:

- Is there a waitlist for the program and how is it being managed?
 - There is a high demand for shelter in Durham,
 - People who can not access a bed will move around and between shelters trying to find one.
 - People on a list for shelter are called but if they do not answer then the staff move down the list to the next person waiting.
- Is 1635 pet friendly?
 - 1635 is a dog friendly shelter. Although low barrier the shelter has rules and there are limits to ensure a safe and healthy environment for all patrons.
 - Currently, there are 2 dogs in the shelter.
 - Dogs are crated or wear a soft muzzle indoors unless a designated service animal.
 - Dogs can walk the halls but must be on a leash and muzzled. Crates are in all common rooms and there is a shower specifically for dogs.
 - There is a section of the yard for dog owners to off leash their dogs.
 - There is a plan being developed to have ongoing partnerships with agencies to help with veterinary care and keeping vaccines up to date.
- Are there specifics on what items are needed for donations and how/what can be donated to 1635 Dundas?
 - It is good to call agencies and confirm items needed before dropping anything off.
 - There is always a need for
 - New underwear men's, women's, Bras
 - Art supplies.
 - Clothing maybe donated if it is new or gently used and freshly washed.
 - The program is specifically looking for Musical instruments such as guitars.
 - There was a piano donated and it is in the dining room and is used frequently by patrons who can play and those learning to play as well.
- A request was made to move the CFOC site update to the beginning of the agenda. Monthly. This will occur on the June agenda.

8. Business Arising

- What do people do if there is no space at 1635?
 - The shelter opened mid March, by mid April 1635 was operating at capacity.
 - In the homeless system all beds are full many nights.
 - If people require assistance a community member or the person can contact email HomelessHelp@Durham.ca or call 311 ext. 5510.
 - Outreach will assist with connect them to services even during the overnight hours.
 - It is difficult for staff and other people who are housed to understand that there are evenings with no indoor space for people or due to a persons experiences with trauma or health they may not be able to reside indoors close to others and individual spaces are not possible.
- Is Homelesshelp@durham.ca monitored 24 hours?
 - Yes, someone is reviewing and responding to inquiries 24/7.
 - The outreach team triages the inquiries based of urgency. For anyone supporting a community member who may be experiencing homelessness please forward a support request to Homelesshelp@durham.ca.
 - The Outreach team will action the request to support the person as soon as possible.
 - It can be disturbing for people to encounter someone who is unsheltered and here they are on a waitlist for a bed indoors. For anyone supporting a community member who may be experiencing homelessness please forward a support request to Homelesshelp@durham.ca and an Outreach Worker will action the request to support the person.
 - Calls that can be followed during office hours will receive action on the next business day.
- What is MFIPPA?
 - It is the Municipal Freedom of Information and Protection of Privacy Act requires that government institutions give people the right to access certain general records and their own personal information, but there are some exemptions. More information is available on the regional website.
 - Regional staff will prepare and send out a MFIPPA information update to Services providers in the sector.
- Data discussion
 - A data presentation will be shared in September.
 - There was a request for more information and data to share with the community.
 - The CLC will receive 1635 updates at the beginning of the agenda each month that they can circulate to their groups.

- Regional staff present at Regional Committee and Council; Local Councils, Rotary clubs, community groups, networks, and tables to share information.
 - Committee members are encouraged to share any information they feel is missing from current communications and website information.
 - The team has an action item related to building additional capacity in reporting data this year.
- Discussion about additional data to be shared with the CLC group occurred.
 - The level and detail of data for group will be further clarified in September through the Q and A after the presentation.
 - Members seeking specific system wide data and information can reach out to Charmalee Harris email Charmalee.Harris@Durham.ca. The following websites provide sources of information in Durham and more broadly.
 - [Durham, Built for Zero Monthly report cards](#)
 - [Open Data, Region of Durham](#)
 - [DRPS, Monthly Crime and Traffic Dashboard](#)
 - [Homeless Hub, Canadian Observatory on homelessness, York University](#)
- How is all this homelessness work funded?
 - Homelessness and Housing are funded through Federal, Provincial and Regional funds.
 - The Regional budget approval is a public process that includes public meetings, presentations.
 - In addition, work that compliment and supports the system includes community groups, local governments, not-for profit and charitable organizations, faith-based groups etc. also support the needs of people living in poverty including those who are unsheltered.
- Are there any updates on Dental care funding or options?
 - Ontario Works and ODSP clients have some dental coverage for emergency needs.
 - It is not easy for clients to find clinicians due to outdated services rates that are lower than Dental rates currently paid by third party insurance and billed at dental offices.
 - There are some dentists in Durham who support this demand.
 - [The Federal Dental program requires individuals to be registered more information is available on their website.](#)
- New information related to a concern about the landscapers using the access gates on the property was shared.

- When lawn maintenance is happening security should be outside to ensure the gate/fence is closed once the lawn cutting is completed.
- The security guard responded promptly once notified but the gate should be closed always
- Staff will follow up with security and the landscaping company to ensure the gate is always closed.

1635 Dundas Community Liaison Committee

Minutes

Location: 1635 Dundas St. E., Whitby

Date: 2024-06-20

Time: 7 – 9 p.m.

Attendees:

Akuah Frempong
Amanda Hoover
Christopher Simms
Eva Guta
Jennifer Bishop

Jose Barbosa
Lisa McIntosh
Margaret Eskins
Paul Johnston
Rhonda Jessup

Sarah Klein
Taylor Uden
Travis Tiedge

Regrets: Ema Rosa, Lisa McNee Baker, Marla Walters, Reverend Alexander Wilson, Stacey Leadbetter, Stephanie Corringham, Stephanie Leblanc, Stratton Findlay

Guests: Heather McMillian – CFOC, John Gallen – Town of Whitby, Jocelyn Siciliano, Meaghan Middleton, Sahar Foroutani – Region of Durham

1. Welcome & Land Acknowledgement

2. Approval of agenda

- Approved and circulated

3. Approval of May 2024 Minutes

- Approved and will be posted Monday to the website and with the presentation from last meeting.

4. Correspondence

- No current correspondence

5. CFOC Update – Heather McMillian

- Stats from March 20 until today:
 - 110 intakes (this includes: 6 seniors, 4 youth, and 100 adults)
 - Average length of stay – 34 days
 - Total bed occupancy is 93%
 - Currently the shelter is full
 - There have been 45 discharges (one of those was housed dependently, one was housed in supportive living, three left the area, one left for treatment, 38 self discharges)
 - 22 distancing (when someone has broken the rules significantly and they have been asked to leave)
- CFOC is in the process of reevaluating their distancing protocol
- Garden project is now open. “We Grow Food” has installed 4 garden beds
 - Patrons are taking care of the garden beds
 - It was suggested to have the community involved, such as having kids paint rocks for the garden
 - There will be pictures of the backyard sent out to the committee members with the meeting minutes.
- 22 - 911 calls to the shelter (18 were for medical emergencies).
 - Noted that none of these calls were drug related
 - Discussed that it would be beneficial to have communication to the community to assure them that when emergency services have been onsite it has been for medical reasons
- Town of Whitby mentioned the Region will be sharing information on DASH on the website
- Lots of programming scheduled at 1635:
 - Road Runner Club
 - Karaoke or Game night
 - Yoga/mindfulness
 - Movie night
 - Durham Community Health Centre on site every other week
 - Pinewood on-site
 - Ontario Works (OW) onsite weekly
 - Rock painting for the back garden
 - Art Workshop
 - Monthly birthday celebration with pizza, wings, cake
 - Managing Emotions Workshop
 - Literacy Network of Durham Region
 - In September there will be a Getting ahead- financial literacy program launching which is eight weeks in length
- The amnesty lockers have been installed
 - They are installed inside the front doors
 - The lockers allow people to voluntarily lock up things not allowed in the shelter. The individuals can access the locker when they go and come from the property. Keys to the lockers are maintained by the staff.
 - Items prohibited from going into the locker would be confiscated.

6. CLC Review

- 1635 Phase two survey sample (circulated)
- There was a presentation of Phase 2 Engagement Process to the Committee of the Whole (COW) meeting.
 - A clip of the presentation from the COW meeting video, including information about the conceptual plans will accompany the survey.
- Committee members have provided feedback on the survey. It was asked that any other feedback be sent by the end of day tomorrow to the CLC email address.
 - This information will help support us in moving forward with the appropriate program needs in the building.
- Discussed who will respond to the survey and how the data will be analyzed based on demographics.
- With our agreement with the Town of Whitby we need to engage the community when making decisions.
- It was suggested to have more details embedded in the survey.
- It was noted that patrons of the home will be prioritized for the services offered by 1635, if there is more room in the program then it could be opened to others.
- Suggested Revisions:
 - Change the introduction, and add the stats provided above.
 - Question #1- discussed removing this question (community identities)
 - Question #2 -Divide it into facility and community safety subcategories.
 - Question #3- reword: Addiction and substance use treatment.
 - Discussed having only question #3 and adding:
 - On a scale from 1-5 how pleased are you with the services at 1635?
 - What services do you think are needed in the community to make it better? Open text box.

7. Presentation – John Gallen, Town of Whitby – Security and CPTED Review

- Presentation slide deck provided to committee via email

8. Business Arising

- A name change was discussed. It was agreed that once we see what the final site configuration and programming looks like then we could discuss new names for the building.
- Confirmation that the back gate is only opened for emergency and maintenance.
- Durham community health centre is interested in offering health care services at the shelter.

CPTED Audit Designated Parks

John Gallen
Supervisor, Corporate Security
Town of Whitby

Background

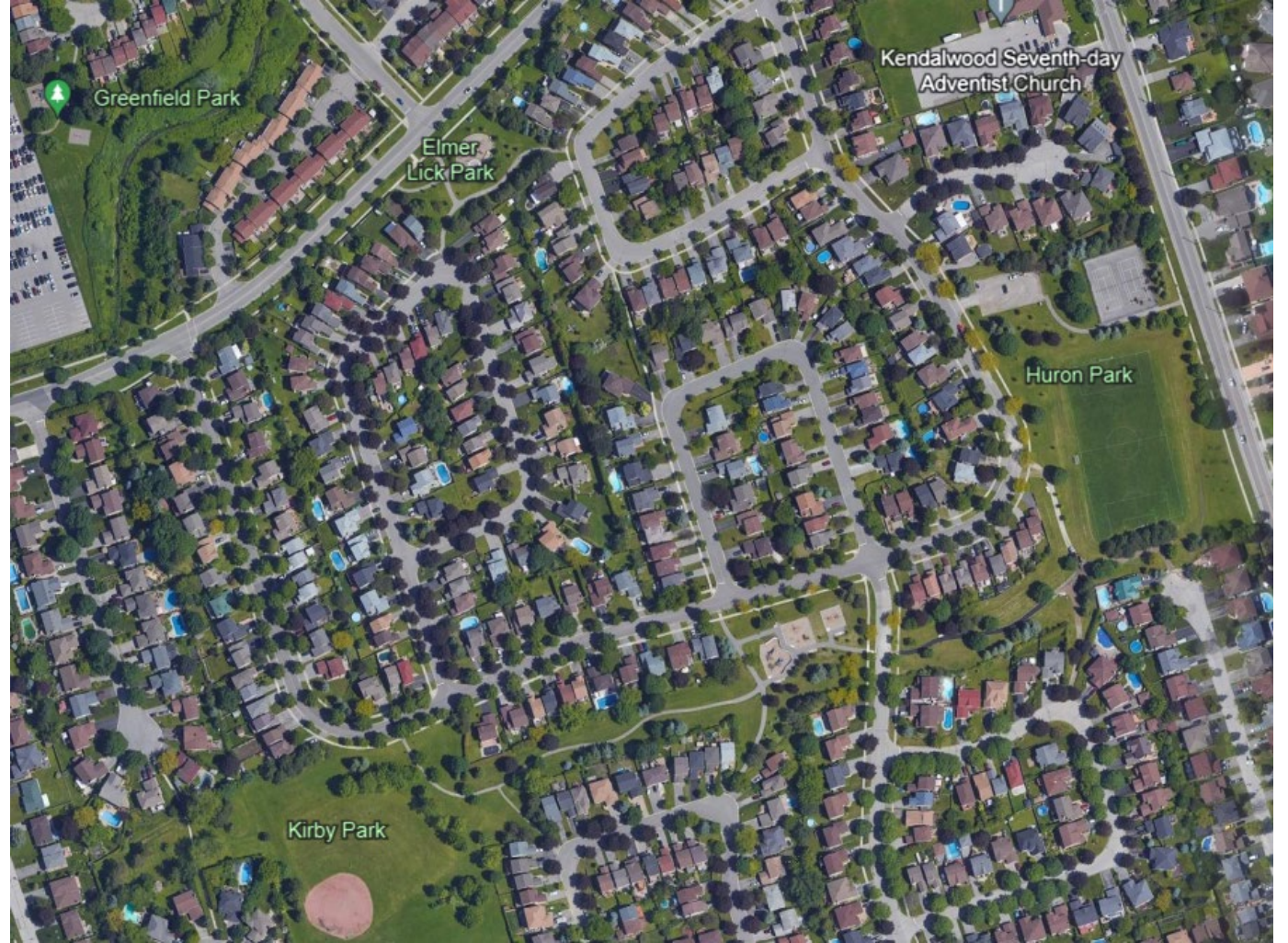
Agreement

The agreement between the Town of Whitby and Durham Region contains a commitment to complete Crime Prevention Through Environmental Design (CPTED) Audits of the 5 designated parks by the end of 2024.

These audits will be conducted in three phases over multiple months to assess the designated parks in a variety of seasons and hours of the day.

Designated Parks

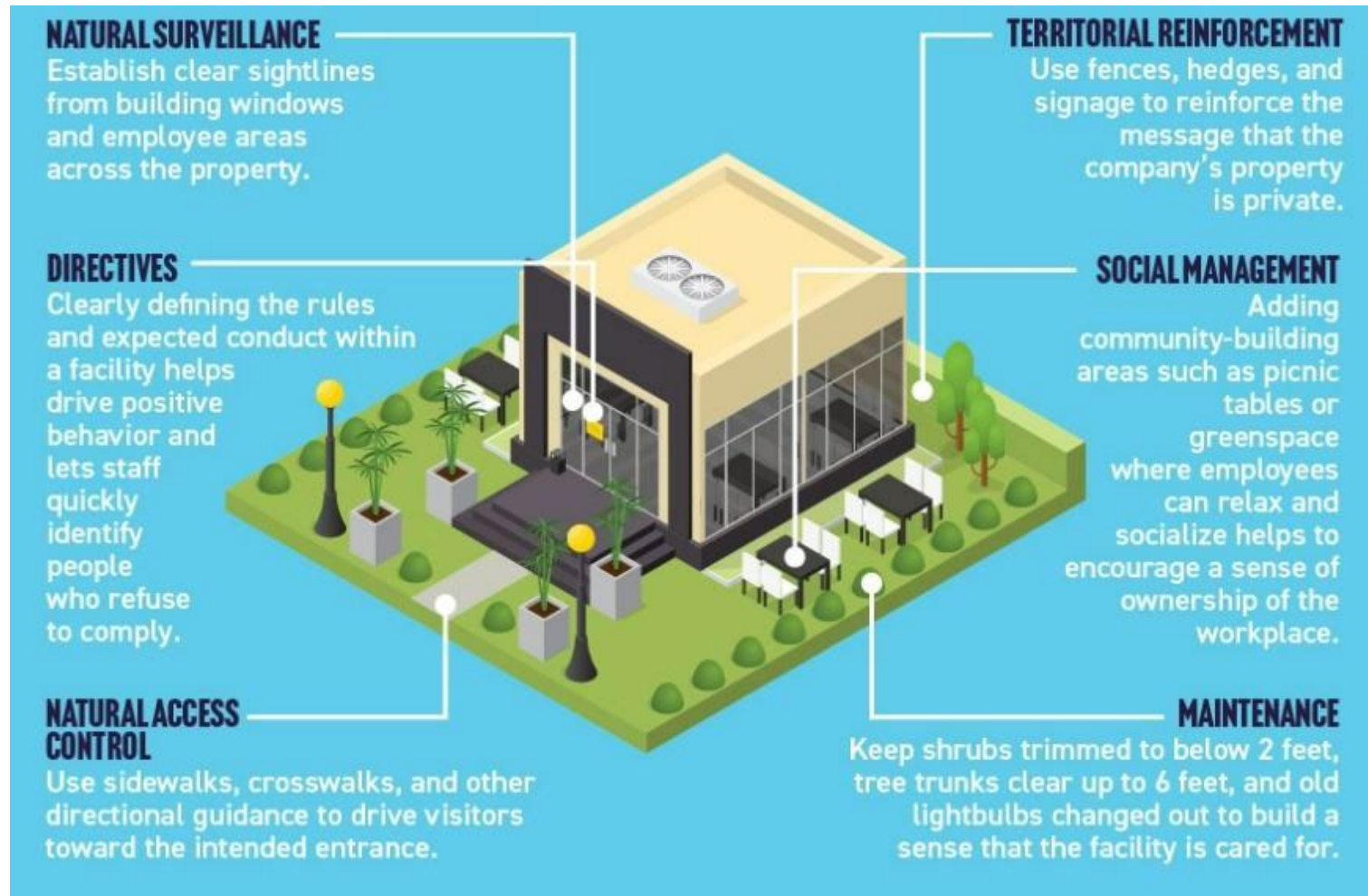
- Elmer Lick
- Greenfield
- Huron
- Kirby
- Prince of Wales



CPTED Overview

- Crime Prevention Through Environmental Design (CPTED) is a multi-disciplinary approach for reducing crime and fear of crime.
- CPTED strategies aim to reduce victimization, deter offender decisions that precede criminal acts, build a sense of community among residents and to reduce crime opportunities.

CPTED Design Strategies



Phase 1 Observations

Elmer Lick

- Entire play area is visible from Nichol Ave.
- Some directive signage missing.
- Landscaping is well maintained.
- No graffiti or damage found.
- Small amount of litter.
- No signs of drug use.
- No encampments.



Phase 1 Observations

Greenfield

- Most of play area visible from Greenfield.
- Entire play area visible from mall parking.
- Directive sign missing at Springwood St.
- Landscaping maintained by play area.
- Underbrush is overgrown by creek.
- No graffiti or damage found.
- Small amount of litter.
- THC vapes by creek.
- No encampments.



Phase 1 Observations

Huron

- Park is mostly visible from Kirby Cres.
- Courts partly visible from Kendalwood.
- Directive sign missing at Kendalwood.
- Trees need trimming to keep sightlines.
- Minor graffiti (tag) found on bench.
- Small amount of litter (dog waste).
- No signs of drug use.
- No encampments.



Phase 1 Observations

Prince of Wales

- Park is partly visible from Prince of Wales Dr.
- Directive signs in place at both entrances.
- Trees need trimming to keep sightlines.
- No graffiti or damage found.
- Small amount of litter found.
- No signs of drug use.
- No encampments.



Next Steps

- Phase 2 Site Visits will be conducted in July-August with Parks Staff and Community Services Unit Officers from Durham Regional Police Service.
 - Concerns found in Phase 1 will be reviewed with parks staff for correction.
- Phase 3 Site Visits will be conducted in November after clocks fall back.
- Final report is due to the Commissioner of Community Services by 20 December 2024.
- Questions?

1635 Dundas Community Liaison Committee

Minutes

Location: 1635 Dundas St. E., Whitby

Date: 2024-09-24

Time: 7 – 8:30 p.m.

Attendees:

Akuah Frempong
Amanda Hoover
Ema Rosa
Eva Guta
Jennifer Bishop

Lisa McIntosh
Lisa McNee Baker
Margaret Eskins
Marla Walters
Paul Johnston

Rhonda Jessup
Stacey Leadbetter
Taylor Uden
Travis Tiedge

Regrets: Christopher Simms, Jose Barbosa, Reverend Alexander Wilson, Sarah Klein, Stephanie Corringham, Stephanie Leblanc, Stratton Findlay

Guests:

Heather McMillian – CFO
Jocelyn Siciliano, Sahar Foroutani, Rachel Small – Region of Durham
Renee Dupuis – Town of Whitby

1. Welcome & Land Acknowledgement

2. Approval of agenda

- Approved and circulated
- Akuah Frempong approved, seconded by Stacey Leadbetter

3. Approval of June 2024 Minutes

- June minutes were approved virtually in the summer

4. CFO Update – Heather McMillian & Marla Walters

- Current Capacity Data for August
 - 13 new intakes
 - 99% occupancy rate (due to a overnight vacancy of a patron in hospital)

- 6 individuals were distanced.
- 12 emergency calls – medical or needing assistance
- Current patron demographics
 - Average age is 47.5
 - Currently have 20 female and 25 male, 3 indigenous and 1 veteran
 - 436 people currently on the waiting list
 - People are taken off of the wait list if they have secured shelter elsewhere
 - Currently over 700 people on the by-name list
- Patron housing successes for August
 - 1 with family
 - 2 in supportive housing
 - 1 secured ID
 - 1 secured seasonal employment
 - 3 permanent employment
 - 1 awarded parental rights through courts
 - 1 Personal Support Worker supports onsite
 - 1 reconciled with their family
- Community Support Services
 - Pinewood Mental Health and Addiction Workers are onsite weekly
 - Peer Support Workers are on site every day
 - DCHC – Primary Care and Hepatitis C clinic
 - Harm Reduction Services available weekly
 - Income Employment and Homelessness Supports Division is offering workshops such as Managing Emotions and Wellness
 - Durham Paramedic Primary Care mobile clinic is onsite once per month
 - Primary Care Outreach Program (PCOP) & Mental Health Outreach Program (MHOP) – onsite as need

5. Community Inquiries/Occurrences

- Current data from July-September 2024:
 - July 2024
 - There has been an overall decline in occurrences and concerns from Greenfield Crescent. One concern was put forward when Police and canine were seen searching the area – this incident was reviewed. It was not related to patrons or staff at 1635.
 - Additional review of all gates, doors and windows were completed to ensure security of the site.
 - People loitering in the plaza and the area
 - Outreach continues to frequently connect with people in the community. People accessing stores and services in the neighbourhood are not all connected to 1635. Outreach has responded and connected with people who are unsheltered and also calls that result in connecting with and confirming that a person is sheltered and does not need the teams' assistance with service navigation.

- Outreach will continue to respond consistently using a triage response model to inquiries submitted to Homelesshelp@Durham.ca or 311 ext. 5510.
- Apartments on Kathleen St
 - Resident complained of verbal abuse from patrons here and having to collect paraphernalia
 - Outreach does walk abouts of the area regularly and is equipped to properly clean up paraphernalia is required.
 - Resident of Kathleen apartments complained of patrons using the benches and the pool at the apartments
 - No evidence of 1635 patrons using the pool at the apartments. Confirmed with property maintenance. CFOC staff have addressed the concern with patrons and asked that they not use the benches outside of the Kathleen building at a weekly patron meeting.
- Behind Kathleen St
 - Encampment behind the apartment – Outreach attended, no one was staying at the site. Outreach supported the property management to work through the clean up process.
- August 2024
 - There was an accusation that a patron was bit by a dog staying at the shelter
 - The accusation turned out **not** to be accurate.
 - Graffiti at the site
 - Was not patrons or homeless individuals – a youth that is housed was charged.
 - Vet & Coldwell Banker
 - Drug use in the parking lot area
 - Was addressed with patrons by CFOC and Outreach.
 - CFOC, Outreach and Security doing hourly walk abouts
- September 2024
 - BBQ with Fire
 - Patrons were barbequing at the front of the building with a portable BBQ – staff addressed and patrons dispersed

6. Resilience Videos

- Region has been working on Resilience Videos to release to align with World Homelessness Day in the month of October
- The CLC received a pre-screening of the video. The CLC members expressed positivity of the format and content of the videos that have been developed
- The videos will be shared broadly by Regional Corporate Communications in October

7. Durham College Partnership

- The Region has been holding some Service Provider agency meetings
- Durham College and the Region have established a partnership
 - In the early stages developing what the full partnership will include as 1635 is developed
 - Possible considerations include learning opportunities for students for practicum, Programs that support life skills, i.e. cooking, gardening, educational programs, etc.
 - Durham College, The Region and CFOC are partnering in opportunities to develop plans for the site and build capacity related to services and perception of people who are unsheltered.
 - Durham College has included numerous faculties in the partnership work i.e. architect program, nursing, culinary, media program, human service workers
- Durham College will potentially come to a future CLC meeting to participate and help share some thoughts and ideas for future programming at 1635

8. Business Arising

- A report to seek approval to engage a consultant to complete the detailed designs for the site is to be presented at September 25 to Region Council Meeting
 - This approval allows us to create the agreements to bring on a consultant for the next phase of the site.
 - The phase 2 engagement results will be reviewed and shared with the consultant as well as the community as planned.
- This approval will allow for us to be ready to incorporate the engagement data and prepare plans to be ready for development It is important to be shovel ready and have plans in place to be able to apply for any funding once our next phase is approved. Does this site qualify for the HART hub?
 - HART hub applications are being worked on in Durham currently
 - There are two potential applications that will be moving along working alongside health service providers
 - Taking this as an opportunity to have proposals available to submit
- CLC member did ask in a community Facebook group recently of anything to bring up to the group
 - No members in that group had anything to address to the CLC
- Ravine where the 2 paths meet behind the soccer fields North of 1635 should be visited by Outreach regularly.
 - Patrons and potentially other community members have been in this area enjoying the park – very friendly people/patrons.
 - Garbage is being left behind, there are no garbage bins in the area.
 - Member asked if there is a possibility of the Town adding a garbage can
 - CFOC will also bring up the area at their weekly house meetings and ask if patrons are using the park to bring any litter back with them.

- Regional staff requests that if CLC members are hearing of anything happening in the surrounding area between meetings to please, pass on the information immediately
- Neighbourhood clean-up was done in the Prince of Wales community in the past Spring
 - Outreach did come out and support
- CLC members have noticed cameras that have been installed in Whitby parks and were appreciative.
 - Town of Whitby will be doing more data collection soon
- Discussions about palliative care for those that are chronically unsheltered – it was shared that information gathered shows it is a different service model then community palliative care is needed to meet the unique needs.
- Regional staff have been visiting other Regions to view how different Municipalities are working to find housing solutions for the unsheltered population. In addition to reviewing research, the team is learning from best practices and lessons learned in other communities.
- World Homelessness Day – October 10
 - DARS is having an open house in partnership with CDC, The City of Pickering and the Region- This event is highlighting a new property in Pickering.
 - The farm house will offer a place for 7 individuals to live. It will also provide agriculture opportunities.
- Thanksgiving Plans for 1635?
 - CFOC ensures there's a special Thanksgiving meal for patrons
- Inquiry about a motion at Regional Council to stop the Humanitarian funding providing services to asylum seekers by the end of calendar year. The inquiry asked if staff were aware and if there is an anticipated impact on 1635?
 - Asylum seeker/refugees are currently sheltered at 3 hotels across the region. Approximately 400 people are being sheltered at any given time in Durham.
 - A motion was not approved. A motion was deferred for more information please visit the council minutes at www.durham.ca
 - In June of 2023, Asylum Seeker/Refugees began arriving in unprecedented numbers in Durham. In 2023 approximately 1000 people arrived at the Ajax Hub, CFOC site as well as the Ajax Social Assistance Office
 - [Durham Region Humanitarian Response – Asylum Seekers and Refugee Status Update](#)

Meeting adjourned at 8:25 p.m.

1635 Dundas Community Liaison Committee

Minutes

Location: 1635 Dundas St. E., Whitby

Date: 2024-10-22

Time: 7 – 8:30 p.m.

Attendees:

Akuah Frempong
Amanda Hoover
Ema Rosa
Eva Guta

Jennifer Bishop
Lisa McIntosh
Marla Walters

Rhonda Jessup
(virtual)
Sarah Klein
Stacey Leadbetter

Regrets: Christopher Simms, Heather McMillan, Jose Barbosa, Lisa McNee Baker, Margaret Eskins, Paul Johnston, Reverend Alexander Wilson, Stephanie Corringham, Stephanie Leblanc, Stratton Findlay, Taylor Uden, Travis Tiedge

Guests: Becky Buchanan – Region of Durham

1. Welcome & Land Acknowledgement

2. Approval of agenda

- Approved and circulated
- The September meeting minutes will be updated and distributed to the committee for approval.
- It was decided that the 2025 meetings will be scheduled for the third Thursday of each month.
- Committee membership will be confirmed, with the possibility of a call-out for additional members if needed.

3. CFOC Update – Heather McMillian & Marla Walters

- Current Data for September
 - 150 Unique patrons have stayed at the site.
 - 10 new intakes for September
 - Occupancy: 99%

- Noted: the occupancy rate is recorded at 99% because the program held a bed for patrons who do not show up for curfew. CFOC ensures that the person's whereabouts before releasing their bed.
 - Distancing is when a patron has been asked to leave the shelter for a determined period of time: 5
 - Emergency calls: 11
 - Patrons engaged in housing supports: 55
 - Outreach team programming: 13
 - Engaged in other programs/ sessions: 33
 - Patrons secured housing: 2
 - The Patron highlights included connections to Ontario Works, ODSP, securing a family doctor, securing employment, entering detox, obtaining a rental lease, and achieving legal immigration status in Canada.
- Community Supports
 - Pinewood Mental Health and Addiction Workers are onsite weekly.
 - Peer Support Workers are onsite every day.
 - DCHC-Primary Care clinic
 - Harm Reduction Services available weekly.
 - Primary Care Outreach Program (PCOP) & Mental Health Outreach Program (MHOP)- onsite as needed.
 - Income Employment Homelessness Support Division (IEHSD) - Getting ahead program
 - Next month John Howard Society will be onsite.
- Shelter's Programming
 - Getting Ahead Program with IEHSD
 - Getting Ahead is an evidence-based program designed to help individuals in poverty as they create their plan for stability. Currently, 13 patrons from 1635 are attending the 16-session program which runs over 8 weeks. There is also an alumni program in place to support participants after they complete the program.
 - Action: Confirm that the Mayor of Whitby has been invited to the Getting Ahead Program graduation. Typically, in other locations the Mayor is invited, so we will confirm that this invitation has occurred
 - Walk/run program is still happening with Staff and patrons participating
 - Movie & talk
 - Karaoke night
 - Games night
 - Life skills
 - Monthly birthday celebrations
- The shelter has planned and offer community outings for patrons to help build connections and foster a sense of community outside of the shelter (example being:

Dedicated Advocacy Resource Support (DARS) provided tours of farms which was well attended).

- The Region is in the process of cleaning up the data to reflect actual shelter capacities and the true vacancy of beds. Currently the data does not account for individuals placed in hotels when we lack shelter for family or senior clients. We are working to address this discrepancy and will continue refining capacity data.

4. Community Inquiries/Occurrences

- There have been no new community inquiries or occurrences for 1635 shelter through the CommunityLC@Durham.ca email address.
- The Homelessness Help Line, email Homelesshelp@Durham.ca and phone 311 ext. 5510 has been busy, inquiries are responded to using a triage model. People should contact emergency services if necessary. The Outreach team monitors and attends sites 24/7 to address inquiries and information and responds as appropriate.

5. Station Gallery Art Exhibit - Presentation

- The patrons of 1635 and other shelter and homeless individuals will have their artwork shared in an exhibition at the Station Gallery in the new year.
- The exhibit will have a community launch event and display for 6-8 weeks.
- CLC members will email Jennifer Bishop, Program Manager to help set up the exhibition.

6. Business Arising

- Donations for Christmas gifts would be appreciated (monetary, gift cards, and/or new or gently used, and clean winter clothing and boots).
- There is a post on Facebook listing the donations needed for 1635.
- Ed The Sock's Socktoberfest
 - When: Thursday October 24, 2024, 7:00 pm – 11:00 pm
 - Where: The Biltmore- Oshawa
 - Admission to this 19+ event is free, but attendees are strongly encouraged to bring new socks for the homeless, as well as gently used winter clothing and boots.
- We are currently working on multiple provincial and federal funding proposals independently and in collaboration with community agencies.
- The Phase 2 engagement data is expected to be released this week. If there is a public release before our next meeting, we will share the information electronically or convene a brief Teams meeting to discuss.
- There was a question about the videos: *Stories of Resilience* are hard to find [Stories of Resilience - YouTube](#) and where they are circulating as people are not seeing them pop up
 - a. Action Lisa will follow up with communications.

Meeting adjourned at 8:28 p.m.

1635 Dundas Community Liaison Committee

Minutes

Location: 1635 Dundas St. E., Whitby
Date: 2024-11-28
Time: 7 – 8:30 p.m.

Attendees:

Ema Rosa
Eva Guta
Lisa McIntosh

Paul Johnston
Renee Dupuis
Marla Walters

Stratton Findlay
Travis Tiedge

Regrets: Akuah Frempong, Amanda Hoover, Christopher Simms, Heather McMillan, Jennifer Bishop, Jose Barbosa, Lisa McNee Baker, Margaret Eskins, Rhonda Jessup, Reverend Alexander Wilson, Sarah Klein, Stacey Leadbetter, Stephanie Leblanc

Guests: Becky Buchanan, Charmalee Harris, Daniel Sparks – Region of Durham

1. Welcome

2. Approval of Agenda & October Minutes

- Approved and circulated
- Approval of the October 2024 minutes
 - The October meeting minutes were approved except for a spelling error in Heather's name (Heather McMillan), which will be corrected.
- It was decided that the 2025 meetings will be scheduled for the third Thursday of each month.
- Taylor Uden informed the committee that they will no longer be able to serve on the committee or attend meetings. Their contributions were acknowledged and appreciated.

3. CFOC Update

- Current Data for October 2024
 - 1635 Shelter information for the Month of October:
 - Admissions: 5 (161 YTD)
 - Clients on Waitlist: 558
 - Admissions from Waitlist: 5 (81 YTD)
 - Occupancy Rate: 101.93%
 - Emergency 911 Calls: 3
 - Demographics of patrons:
 - Age
 - Youth 18-24: 2
 - Adult 25-59: 34
 - Senior 60+: 15
 - Sex
 - Male: 37
 - Female: 14
 - Patron Housing Success:
 - Engaged in Housing-Focused Supports: 51
 - Housed in Independent Housing: 2
 - Onsite Services:
 - Pinewood Addictions
 - CFOC-DOC Peer Support
 - DCHC Hep C Mobile Clinic & Harm Reduction Supplies
 - Durham Region Mobile Health Clinic (PCOP/MU)
 - Durham Region IEHSD Transitional Support Team
 - Onsite Services Starting Next Month:
 - JHSD Housing, Employment, & ID Support
 - Onsite Program Sessions offered: 33

4. Community Inquiries or Occurrences

- The committee noted a significant number of community inquiries in the area.
- Several calls have been received regarding activities in the vicinity.
- A tenting incident was reported near the park.
- An individual in the area was found unwell and was apprehended to the hospital for care. Their belongings have been secured and maintained on their behalf.
- The outreach team is available to distribute postcard information to local areas and businesses as part of community engagement efforts.

5. Phase 2: Community Engagement Survey – Presentation

- Daniel Sparks – Region of Durham
- Presentation on the Community Engagement Survey, highlighting key findings and insights.
- The presentation is attached to these minutes for future reference.

6. Business Arising

- A Christmas holiday dinner will be held on Christmas day at 1635 Dundas for Hub and Shelter patrons.
 - The dinner will be a catered meal served by volunteers.
 - CLC Committee members interested in volunteering or arranging donations for Christmas gifts are encouraged to email Marla directly.
- Shelters post their specific needs on their social media platforms.
- Food bank donations were highlighted as particularly valuable at this time of the year.
- The Region of Durham actively promotes events on their social media channels.
- Event information is shared with all partners, and CLC members are encouraged to further promote it.
- The Town of Whitby also supports by sharing information on their platforms.

Meeting adjourned – 8:40 p.m.



1635 Dundas St. East



**Engagement Presentation
Community Liaison Committee
November 28, 2024**



Background

Background



The Housing Continuum

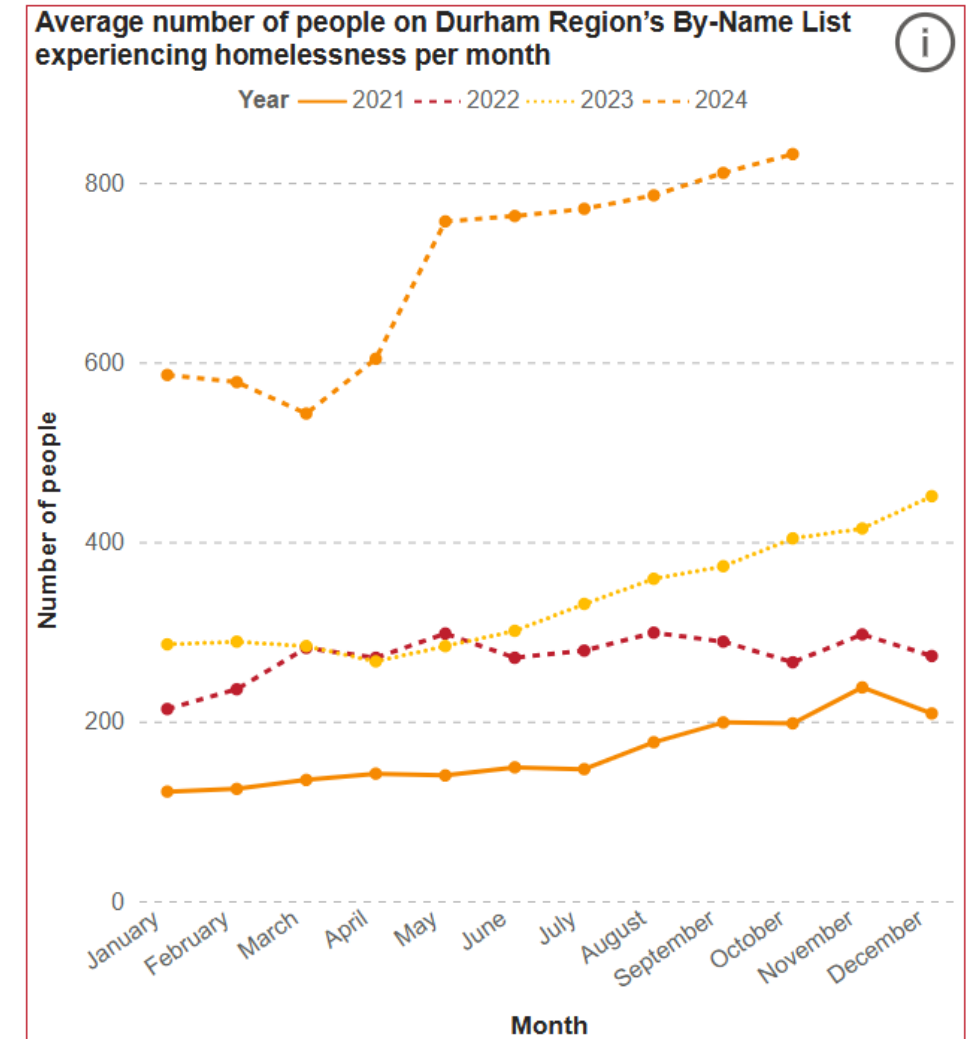
THE HOUSING CONTINUUM



Source: Canada Mortgage and Housing Corporation, 2024.

Homelessness in Durham Region

- **832** Individuals on Durham Region's By-Name List are experiencing homelessness
- **431** people are chronically homeless (experiencing homelessness for six months or more)
- **377** people demonstrate a level of acuity that would require support to get and maintain stable housing
- **108** people are seniors (age 60+)
- **87%** of people are single and 13% are families



1635 Dundas Street East





Community Engagement

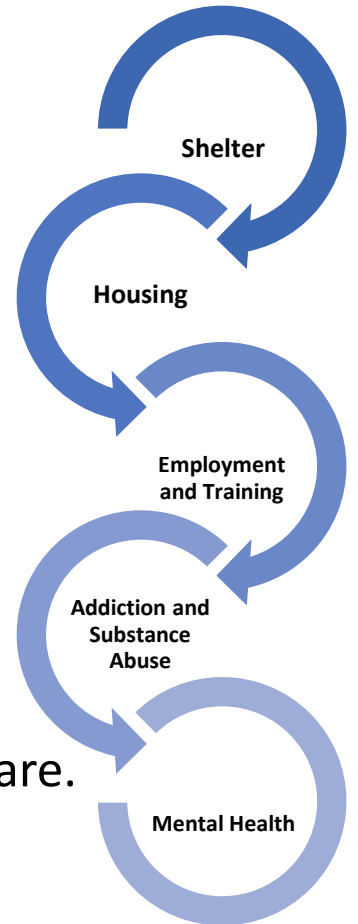
1635 Dundas Community Engagement

- **Community Engagement** Involving community members, community partners, and organizations in the planning and implementation efforts.



Phase 1: Community Input - What We Heard...

- Key Questions (Town Halls & Community Survey)
 - How might 1635 Dundas address the needs, priorities, and service gaps in the community?
 - What is your vision for the 1635 site in addressing the homelessness crisis in Durham Region?
- Community Feedback
 - Individual units that provide housing with supports are necessary.
 - Congregate and emergency shelter spaces are a band-aid, not a solution.
 - Provide safe spaces for the supports people need.
 - Ensure youth, families and seniors are considered.
 - Safety for the community and for those moving in.
 - Recovery and rehabilitation programs should be a priority.
 - People who are unsheltered need physical health supports including palliative care.
 - Social enterprise options.
 - Food security is important for people to thrive.
 - Next steps for Phase 2: would like continue to be involved throughout the engagement process.



Phase 2 Community Engagement

- On March 20, 2024, Durham Region welcomed the first occupants to the shelter at 1635 Dundas Street East in Whitby. Since then, the shelter has provided a safe and supportive environment for over 100 unique individuals, maintaining an occupancy rate at or near capacity.
- A community engagement survey was open from June 27 to September 27, 2024 on Durham Region's Your Voice Durham platform, to gather public input that will inform the planning and development of the Phase 2 plans for 1635 Dundas.
- Phase 2 of the 1635 Dundas project aims to incorporate feedback from the community engagement conducted in Phase 1 by developing housing units that include health and social supports and services.

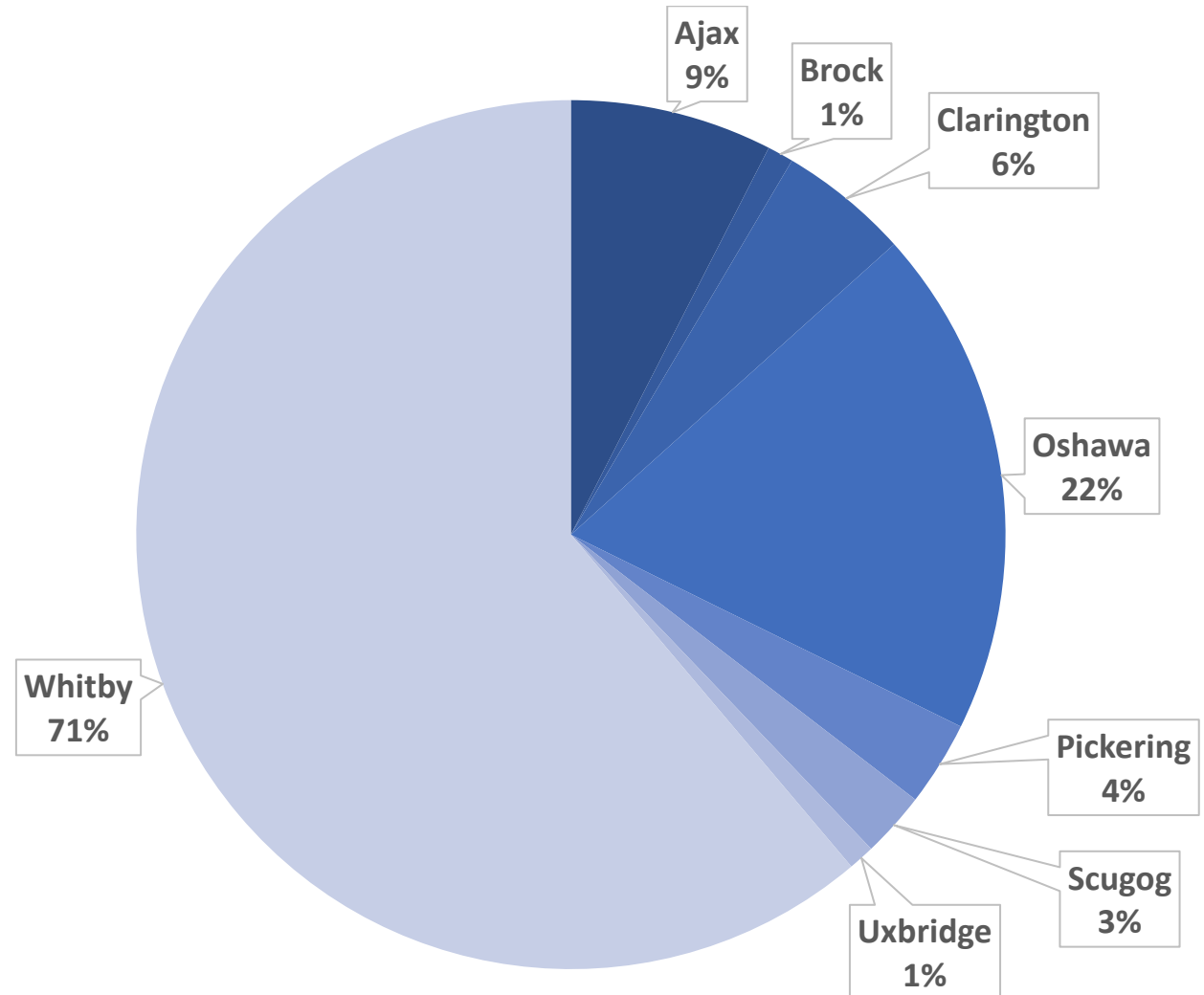
Survey results

Where People Live, Work or Attend School

353 

Survey respondents

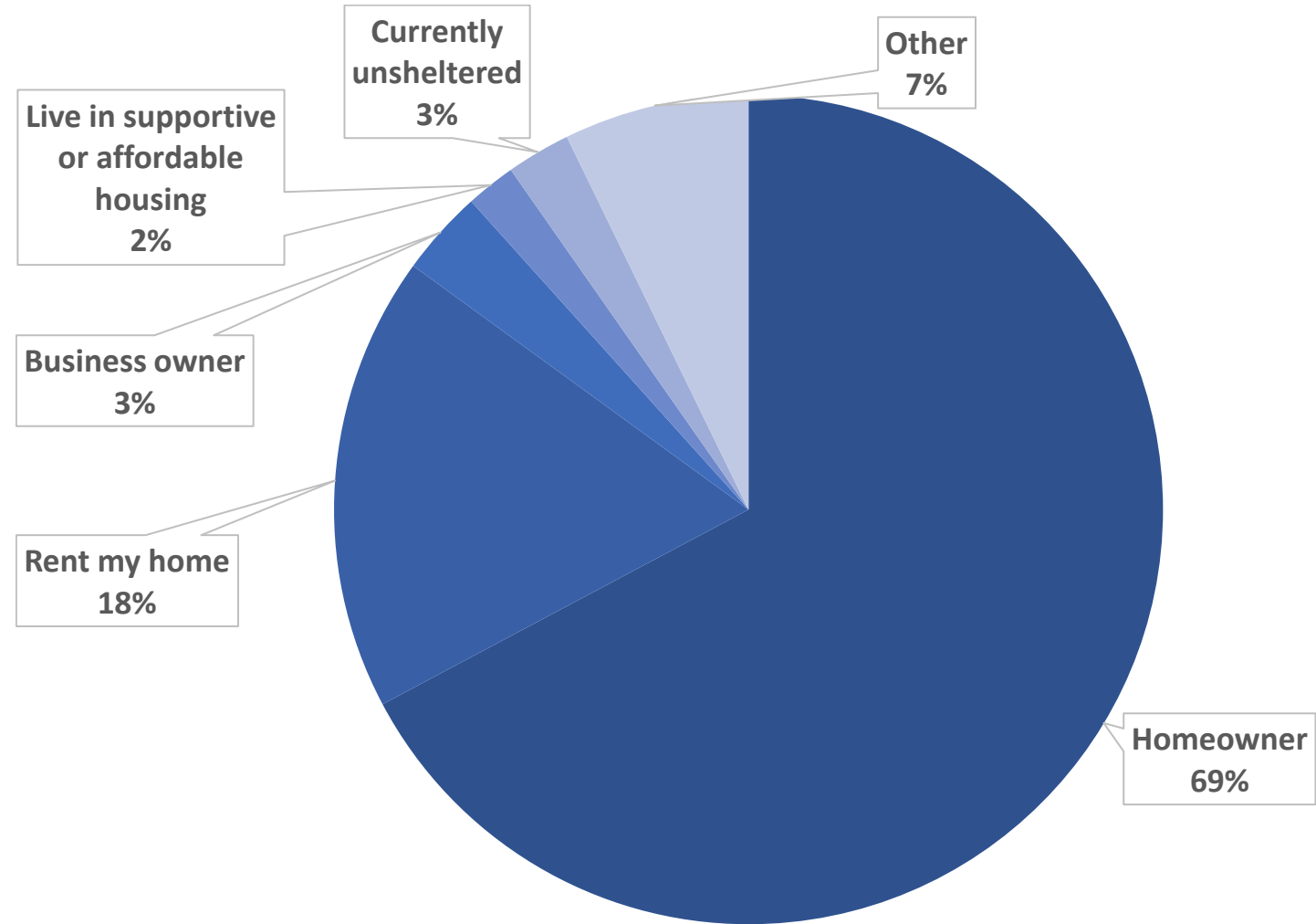
- Where do you live, work or attend school in Durham Region?



Note: respondents were able to select multiple answers, so numbers sum to over 100 %.

Community Identity

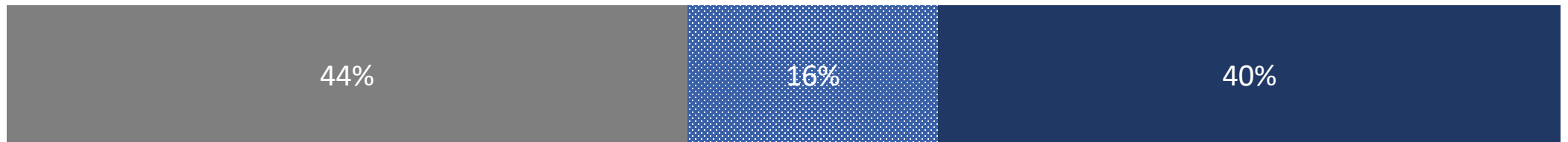
- Please select the descriptor that best describes your community identity.



Note: respondents were able to select multiple answers, so numbers sum to over 100%.

I feel that the low-barrier shelter at 1635 Dundas has integrated well into the community

- On a scale from 1 (strongly disagree) to 5 (strongly agree), please rate your level of agreement with the following statement:) "I feel that the low-barrier shelter at 1635 Dundas has integrated well into the community."



■ Strongly Disagree or Disagree

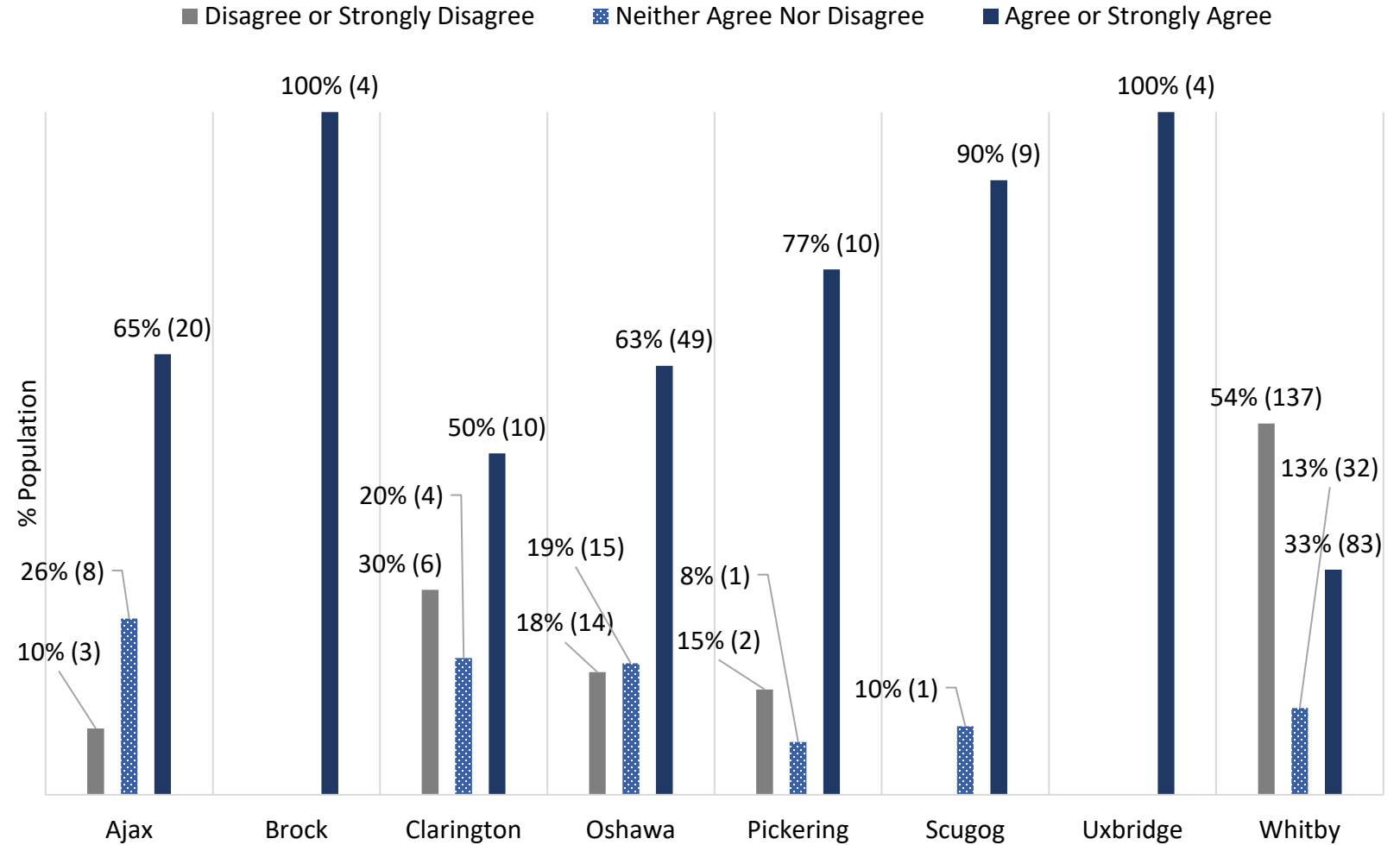
■ Neither Agree nor Disagree

■ Strongly Agree or Agree

44% of respondents said they strongly disagree or disagree, and **40%** said they strongly agree or agree.

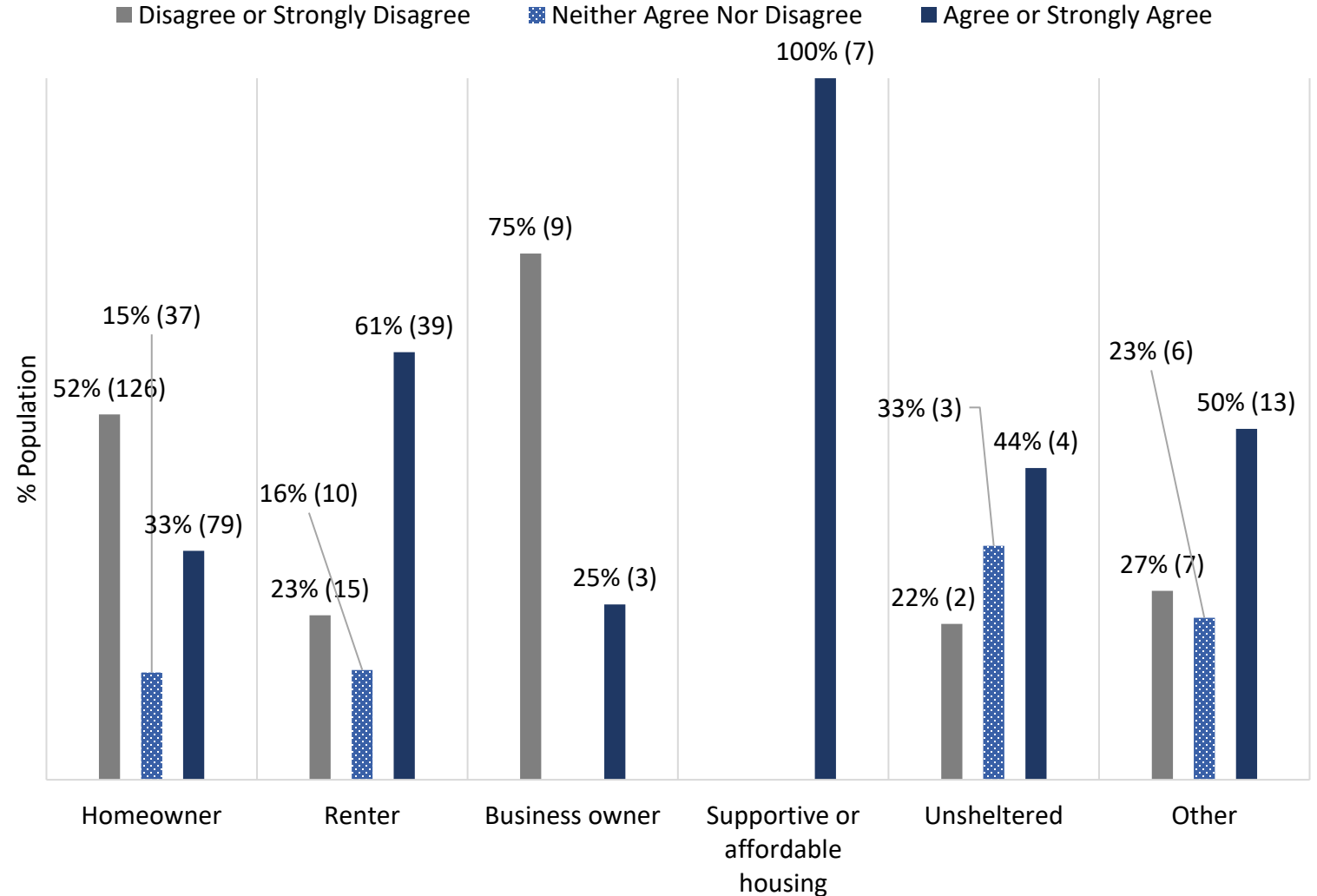
Integration by Municipality

Responses from Whitby residents were mixed, with 54% who strongly disagreed or disagreed that the shelter has integrated well into the community, and 33% who strongly agreed or agreed, while other municipalities had a more favourable view.



Integration by Community Identity

The strongest disagreement for 1635 Dundas integrating well into the community came from business owners (**75%**), while homeowners were more balanced (**33%** positive vs. **52%** negative), while renters (**61%**) were largely positive.

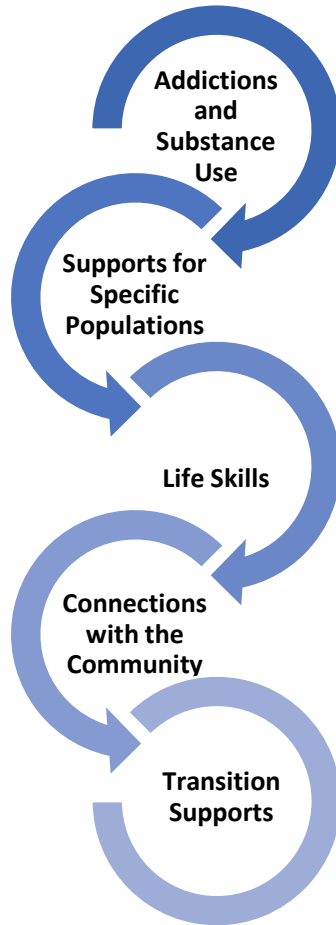


Programming respondents felt was missing

- Respondents identified several programming supports that should be implemented at 1635 Dundas that they felt were not identified in the phase 1 community feedback.
- **Ranked by highest frequency.

Rank	Program
1.	Addictions and substance use (e.g., recovery, rehab programming)
2.	Supports for specific populations (seniors, women, children, victims of human trafficking)
3.	Life skills (obtaining ID, education)
4.	Forming connections with the community (volunteering, public education)
5.	Transition supports (follow-up supports for clients after they leave the shelter)
6.	Housing (finding permanent housing)
7.	Healthcare (clinic services, dental care)
8.	Employment services (job searching, interviews)
9.	Safety and security (community safety programs)
10.	Wraparound supports (hosting multiple services on site)

Programming respondents felt was missing



“I think this covers many areas needed, but I hope multiple agencies and access points will be provided to the individuals seeking assistance, so they can determine the supports best suited to them (i.e. not providing all the supports through a few individuals/agencies).”

• *Survey respondent*

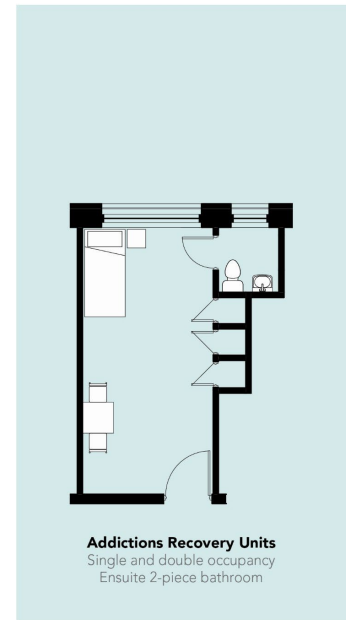
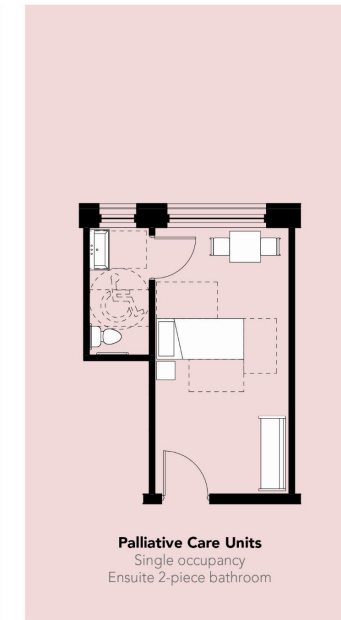
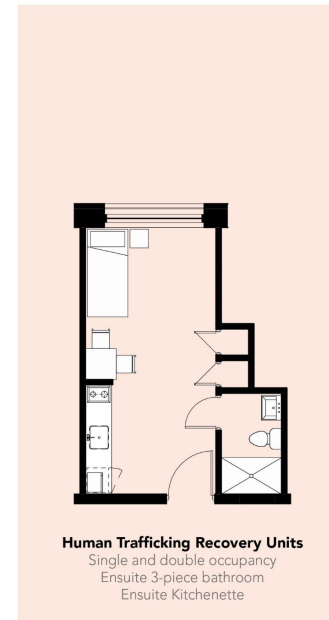
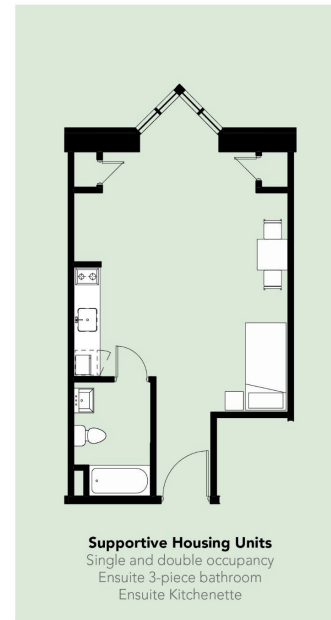
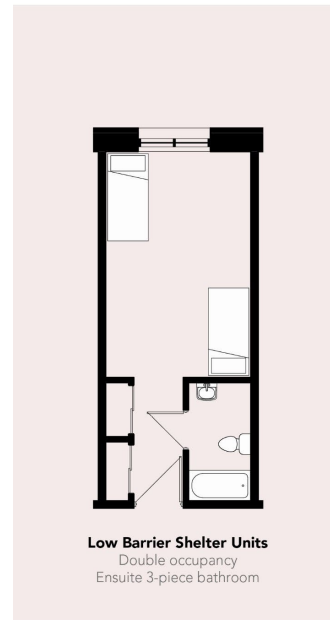
“Emphasis on substance abuse and rehab services. The community has been seeing many individuals use substances in bus sheds, nearby parks, the Whitby mall.”

• *Survey respondent*

Phase 2 Community Engagement

- Have you viewed the concept plans in the video shared on the Your Durham website? Please provide any comments you may have.

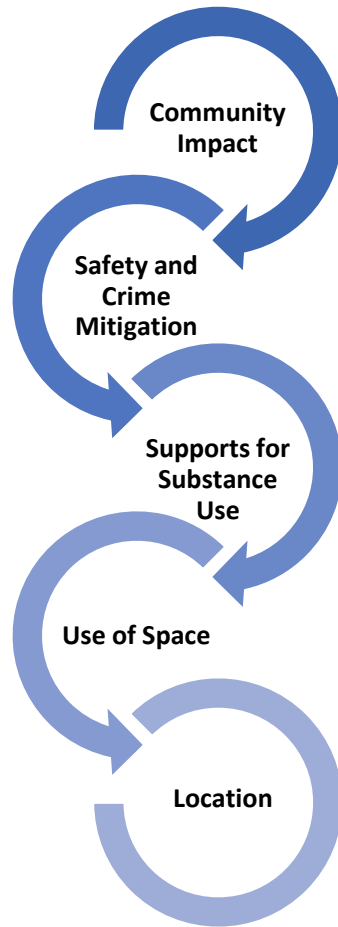
Concept Unit Plans



Respondent Thoughts on the Concept Video

Question	Strategy
What will the impact be on the broader community around 1635 Dundas?	A 1635 Dundas Community Liaison Committee has been established to facilitate communication, address neighborhood concerns, and implement strategies to mitigate any potential impacts on the surrounding community.
What is being done to ensure community safety and mitigate crime?	Appropriate safety and security measures implemented that align with Crime Prevention Through Environmental Design principles (e.g. security cameras, lighting, privacy fence, staff support). Additionally, the 24/7 Regional Street Outreach program connects unsheltered residents with essential services. A dedicated email (Homelesshelp@Durham.ca) and phone line (311 extension 5510) (monitored 24/7) has been established to address community inquiries and concerns.
What supports are in place for addiction and substance use?	1635 Dundas offers wraparound services tailored to the individual needs of residents, including counseling, health services, employment support, financial assistance, food security, life skills training, and mental health programming. Formal partnerships with community partners have been developed to provide a wide range of on site supports and services to help patrons get back on their feet, including: • Mental health and addictions support provided by Lakeridge Health/Pinewood; • Harm reduction support services, housing, and employment assistance provided by John Howard Society; • Medical support provided by Durham Community Health Centre (DCHC); • Social assistance and life skills training; • Arts Programming; and • We Grow Food Gardening project. As the development of 1635 Dundas continues, additional supports and services will be introduced to further enhance access.
What is the most effective way to design this space?	The Phase 2 conceptual design prioritizes the creation of individual and specialized supportive housing units, tailored to community needs such as palliative care, recovery, and rehabilitation programs.

Respondent Thoughts on the Concept Video



“What I've seen in the past and the current videos and what the community saying is things have gone well it's in a great location which doesn't interfere with a lot of other parts of the community that need to thrive and continue to succeed I think it's a great use of a building and I think better things will come up as things go along”

•*Survey respondent*

“Yes - I think it's very optimistic to think that it will be safe to house recovering addicts, families, seniors & human trafficking victims all under one roof. Sounds like a great concept but I think much more consideration needs to be given to the safety of the residents & the community by putting all of these people together in one common space.”

•*Survey respondent*

Conclusion





Thank you!

Daniel Sparks

Data Analysis Coordinator

Daniel.Sparks@durham.ca

durham.ca

[@RegionofDurham](https://www.instagram.com/RegionofDurham)

