

Islington Seniors' Shelter
Community Liaison Committee Meeting #2 Summary
Thistletown Community Centre
The Barker Room, 3rd Floor
925 Albion Road, Etobicoke
Tuesday, March 5, 2019
7:00 – 8:30 pm

Community Liaison Committee Meeting #2 Overview

On Tuesday, March 5th, 2019 the Salvation Army hosted the second Community Liaison Committee (CLC) meeting for the Islington Seniors' Shelter. Nineteen (19) people attended and participated in the meeting, including local residents, local community service providers, as well as staff from Councillor Michael Ford's office, the Salvation Army, the City of Toronto's Shelter, Support & Housing Administration (SSHA), and Workshop Architecture. The list of participants is included as Attachment A.

The purpose of the meeting was to: provide updates on the shelter's renovation process, programs and partnerships, staffing, and naming process; check-in with CLC members on any community feedback since the last meeting; and share a preliminary list of needs and wants of shelter residents and seek feedback on how the CLC and the shelter can work together to help meet the needs identified. The meeting agenda is included as Attachment B.

Swerhun Inc. (an independent third-party facilitation team) has been retained by the Salvation Army to facilitate CLC meetings in 2019. Swerhun Inc. prepared this summary and shared it in draft with participants for review prior to finalizing it. It is not intended to serve as a verbatim transcript; rather it captures key discussion points and meeting outcomes shared by participants.

Summary of Discussion

Renovation Updates & Feedback

Matthew Wheatley, independent facilitator for the Islington Seniors' Shelter CLC, opened the meeting with a round of introductions and reviewed the agenda with the members.

Following the introductions and agenda review, Bradley Harris from the Salvation Army, Sarah Carino from SSHA, and David Colussi from Workshop Architecture provided updates related to the renovation process for the shelter. Key points from their updates include:

- The Salvation Army and SSHA have been meeting regularly to discuss the renovation process and opportunities for the shelter to collaborate with the local community.
- The shelter is being renovated in three phases. The first phase is complete and included minor renovations that needed to be done to open the shelter by the end of 2018. The second phase, which is currently underway, includes additional renovations to the shelter interior and exterior. The third and final phase will include the development of community greenspace on the two adjacent City-owned properties at 7 and 9 Wardlaw Crescent. The Salvation Army and SSHA will come back to the CLC when the project is ready for community input.

- The current renovation activities, as part of phase two, also includes necessary interior demolition to parts of the first and second levels, as well as upgrades to the existing commercial kitchen.
- The second phase of renovations will hopefully be complete by the summer of 2020. This schedule may change, and SSHA and the Salvation Army will keep the CLC updated as renovations take place.

Following the updates, CLC members asked questions and provided feedback related to renovation process. Responses provided by the Salvation Army, SSHA, and Workshop Architecture are included in *italics*.

- **Ensure kitchen space meets Toronto Public Health (TPH) requirements.** A CLC member was interested to know if there would be opportunities to offer community cooking programs in the kitchen and noted that this would require TPH requirements be met. *Bradley and David said that the existing kitchen is being renovated for commercial use to prepare food for shelter residents. There may be opportunities for a smaller kitchen space in the planned community room that could be used for programming, however.*
- **Continue to provide updates on the renovation.** CLC members said they're interested in hearing about how the renovations are going and suggested providing another tour and/or some visuals of the renovations (e.g. a PowerPoint presentation) to the community-accessible spaces in the shelter. *Bradley said a future tour might be possible, but that they need to respect the privacy of the shelter residents. David said the team could share a presentation in a future meeting.*

Programs, Partnerships and Staffing Updates & Feedback

Krystina Damyanovich from the Salvation Army provided updates on recent connections made with local organizations and service providers since the shelter opening, including:

- **The Rexdale Food Access Committee** to help shelter residents access affordable food when they leave the shelter;
- **The 23 Division Community Police Liaison Committee** to introduce the shelter and become more aware of what's going on in the community;
- **The Local Health Integration Network (LHIN)** to discuss ways to make healthcare more accessible for shelter residents;
- **Alzheimer Link** to help shelter residents experiencing Alzheimer's and dimension with selfcare;
- **The local library** to get library cards for the shelter residents;
- **The Albion-Islington Square Business Improvement Area** to discuss opportunities for the shelter and its residents to participate in community events such as the Fusion of Taste Festival; and
- **The Rexdale Community Health Centre** to better understand the variety of programs and services they provide.

Krystina also shared that since opening the shelter, the Salvation Army has been able to help 2 shelter residents find permanent housing.

Mauricio Urtecho from the Salvation Army shared that since the last CLC meeting, the shelter has hired a case manager and an assistant director. The shelter is still looking to hire additional relief staff. They currently have 10 relief staff and are aiming to have a total of 18.

Following the updates from the Salvation Army, SSHA, and Workshop Architecture, CLC members provided feedback related to programs, partnerships and staffing:

- **Albion Neighbourhood Services receives a lot of interests from people looking to work in the housing field and can provide resumes to the Salvation Army.**
- **Connect with FoodShare, Park People and Humber College to explore ideas for a community garden.** FoodShare has animators that can help with community gardens. Park People can help with funding and grants for greenspace and Humber College has a landscaping program connected to their arboretum.
- **Use of gardens.** CLC members were interested to know if gardens would be strictly for shelter residents or open to the public. *Bradley said, the Salvation Army hasn't confirmed that they will have a community garden but the space on the shelter property would most likely be strictly for shelter residents. It was noted that there may be opportunities for a community garden on the properties being developed by the City as part of Phase 3.*

Shelter Naming Process Update and Feedback

Maureen Houlihan from the City's Shelter, Support & Housing Administration Division provided an update on the City's shelter naming process. Matthew suggested that the CLC take some time to think about possible names and if and how they would like to connect with the local community to generate possible names. It was suggested that the CLC could provide feedback and have a more detailed discussion at the next CLC meeting.

The following is a summary of key points from Maureen's update on the naming process:

- The City's policy for naming shelters has recently been approved by senior management, which builds on the broader policy for naming buildings within the City of Toronto.
- SSHA will work with the Councillor's office, this CLC, shelter clients, and shelter staff to generate a list of potential names.
- SSHA will review the suggested names and select three names to be shared with the SSHA's Senior Management Table for the final selection and approval.
- Naming the shelter after someone, i.e. proposing an "honourific name", would be more complicated and will require the name to be brought forward to the relevant Community Council for consideration.
- The naming policy includes specific criteria that will be used to select the three choices shared with the SSHA Senior Management Table and make a final selection. *The full list of criteria is included as Attachment C.*

A CLC member shared that the name should be simple and connected to the local area. The member noted that the area is referred to as Thistletown and that it would make sense to include Thistletown in the name.

Emerging Needs and Wants of Shelter Residents.

In response to feedback shared at the first CLC meeting on February 4th the Salvation Army shelter staff put together a preliminary list of needs and wants of shelter residents. Bradley Harris shared the list, which included:

- Razors
- Shaving cream
- Body wash
- Tooth brushes
- Tooth paste
- Deodorant
- Lotion
- Clothing
- Men's clothes/shoes
- Women's clothes/shoes
- Socks
- Underwear
- Robes
- Pajamas
- Books
- Feminine hygiene products

Other Questions and Feedback:

CLC members asked questions and shared a number of suggestions on how the CLC and shelter can work together to meet these and other needs of shelter residents. Responses provided to questions and feedback are in *italics*.

- **What type of shelter is this? Since it is operated by the Salvation Army does it specifically offer Christian programming?** *This is a co-ed shelter for seniors 55 years and over.*
- **Does the shelter offer Christian programming?** *All the programming we offer, including any faith-based programming, is based on the needs of residents and is non-discriminatory. We have Chaplin's that are part of our staff, but they do not provide exclusively Christian services.*
- **How long do staff follow-up with shelter residents once they find permanent housing?** *Shelter staff follow-up with residents for a year after they find housing, typically at 3-, 6-, and 12-month intervals. After a year, we are able to determine what, if any, continued supports they require and work to connect them with these supports. There are also a number of City agencies that are able to provide follow-up services for individuals to help them successfully transition to permanent housing in their community.*
- **Are there any employment services for seniors in the community?** *Jennifer from Humber Community Employment Services shared that they offer a range of employment services at their centre located at 1620 Albion Road. She also noted that there are no age restrictions on their programs, and they have employers who are interested in hiring mature adults.*
- **Does the shelter have a cold weather alert response protocol?** *Bradley said the shelter can take people if they have availability and are able to relax some of their protocols during cold weather alerts. He also said the best way to see if the shelter has availability is to call the front desk at the shelter.*
- **Provide residents with private outdoor space.** A CLC member shared that there were some suggestions to provide a private space on the shelter property for residents to hangout, get fresh air, and/or smoke. *The Salvation Army shared that these private outdoor spaces are being planned and have not been constructed yet.*
- **Toronto Public Health offers a Nicotine Replacement Therapy.** If there are residents interested in quitting smoking TPH may be able to offer training to shelter staff. *Bradley said Salvation Army Staff would connect with TPH if there is interest from shelter residents.*

- **Offer fitness programs on site and connect with local facilities that have existing fitness programs.** There was a suggestion to have people who teach fitness classes/programs (e.g. yoga) come to the shelter to offer programs on site. *Bradley said there isn't a lot of space at the shelter currently to accommodate fitness programs, but the shelter may have space and equipment available once the renovations are complete.*
- **Help residents connect programs for seniors offered in the community.** CLC members said the Thistletown Community Centre and the Rexdale Community Hub offer a variety of programs for seniors, including exercise classes. They suggested staff work to connect residents with these facilities and programs. *Krystina noted that staff are currently in the process of putting together a pamphlet for residents that identifies the various programs in the community. She also said that staff regularly send residents to different programs offered in the community and are always looking for additional programs to connect residents with.*
- **Connect with local retailers for donations.** Members of the CLC said Walmart, Shoppers Drug Mart, and Food Basics have all been good about providing donations in the past. The Salvation Army could share the list of needs with these and other local retailers to see if they would be willing to provide donations. *Bradley said the Salvation Army needs to consult with their head office to ensure smaller donation request don't conflict with larger corporate requests. That said CLC members may be able to ask for smaller donations on behalf of the shelter.*
- **Buy supplies from warehouse sales in the area.** CLC members said there are often warehouse sales in the area that sell Proctor and Gamble products at reduced costs. They suggested the shelter take advantage of these sales to buy needed products for shelter residents.
- **Connect to the local community through events held by Rexdale Community Hub.** The Shelter could get a table at community events held by the Rexdale Community Hub to connect with the local community.

Next Steps

Matthew thanked CLC members for attending the meeting and asked that everyone hold Tuesday, April 2nd for the next CLC meeting. He also noted that the facilitation team will share a draft meeting summary with participants for review before it is finalized and posted to the Salvation Army's website.

Attachment A. Participant List

Participants:

Ann Sabo, *Toronto Public Health*
Bruno Palozzi, *Local Resident*
Dahab Ibrahim, *Rexdale Community Hub*
Domenica Venir, *Humber Summit Library*
Elizabeth Johnson, *Local Resident*
Jennifer Ahamed, *Humber Community Employment Services*
John Anga, *Thistletown Ratepayers Association*
Kegan Harris, *Albion Neighbourhood Services*
Rosemary Fortini, *Thistletown Ratepayers Association*
Trent Jennett, *Councillor Michael Ford's Office*

The Salvation Army Staff:

Bradley Harris, *Executive Director, Toronto Housing and Homeless Supports*
Mauricio Urtecho, *Shelter Director*
Krystina Damyanovich, *Community Program Coordinator*

Shelter, Support & Housing Administration Staff:

Maureen Houlihan, *Housing Consultant, Housing Stability Services*
Sarah Carino, *Project Manager, Shelter Planning, Development & Infrastructure*

Workshop Architecture

David Colussi, *Director*
Kellie Chin

Swerhun Inc. Facilitation Team:

Matthew Wheatley
Jacky Li

Attachment B. Meeting Agenda

Community Liaison Committee Meeting #2

Islington Seniors' Shelter

Thistletown Community Centre - 925 Albion Road, Etobicoke

The Barker Room, 3rd Floor

Tuesday, March 5, 2019

7:00 – 8:30 pm

Meeting Purpose

- Provide a general shelter related update and check-in on any community feedback since the February 4th CLC meeting
- Provide updates on programs, partnerships, staffing and the shelter naming process.
- Provide an initial list of needs and wants of shelter residents and discuss how the CLC and shelter can work together to meet identified needs and wants.

Proposed Meeting Agenda

7:00 pm Introductions, Purpose and Agenda Review

Matthew Wheatley, Swerhun Inc.

Contact:

If you have any additional feedback, please contact the facilitation team:

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7:05 General Shelter & Community Update

Bradley Harris, the Salvation Army

David Colussi, Workshop Architecture

Questions of Clarification

- Any community feedback regarding the shelter since the first CLC meeting?

7:25 Programs, Partnerships, and Staffing Update

Krystina Damyanovich & Mauricio Urtecho, the Salvation Army

7:35 Shelter Naming Process Update

Maureen Houlihan, SSHA

7:50 Emerging Needs & Wants of Shelter Residents

Bradley Harris, the Salvation Army

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- How can the CLC and the shelter work together to help meet the needs and wants identified?

8:25 Wrap-up

Matthew Wheatley, Swerhun Inc.

8:30 Adjourn

Attachment C. City Shelter Naming Criteria

1. The duration of the program name is at the sole discretion of the City and may be revoked or the program may be renamed.
2. Names of shelter programs will portray a strong positive image of the City of Toronto, have geographic, historical, cultural, aboriginal or social significance to the location of the property
3. Program names shall not impair the ability of First Responders to respond to emergencies or impair the City's ability to deliver services.
4. Names of City shelter programs shall not:
 - a. Result in, or be perceived to confer, any competitive advantage, benefit or preferential treatment or advertisement to the named party, or a development, product, service or a particular business;
 - b. Be or be perceived to be discriminatory or derogatory of race, colour, ethnic origin, gender identity or expression, sex, sexual orientation, creed, political affiliation, disability or other social factors;
 - c. Result in inappropriate abbreviations or acronyms;
 - d. Duplicate another named Shelter program
 - e. Unduly detract from the character, integrity of the community or aesthetic quality of the property or unreasonable interference with its enjoyment or use;
 - f. Place the City in conflict with any agreements established in the acquisition or management of the property