

Roehampton Residence Community Liaison Committee

Meeting #13

VIA WEBEX: November 10, 2021, 5:30 – 7:00 pm

Meeting Minutes – November 2021

Meeting Purpose: To identify ways in which the CLC and Roehampton Residence can work together on initiatives and to share general updates of the Roehampton program

Attendees:

- Nicole Williams: Manager – Expansion Sites
- Hellen Haziproddromu - SSA – Roehampton
- Acire Julius Labeja - Program Coordinator – Roehampton
- Sarah Rehou – Mid Town Community Care Team
- Wilmar Kortleever - School Board Trustee Representative
- Lancelyn Rayman-Watters - EPRA
- Frank White - Eglington Place Condo Corp
- Deb Whalen-Blaize - Church of the Transfiguration
- Laura Inglis - 900 Mount Pleasant Road
- Jane Auster - South Eglington Ratepayers' and Residents' Association
- Stephen Milton – Lawrence Park Community Church
- John Joseph Mastandrea - Manor Road United Church
- Adam Saunders - Community Safety Representative

Land Acknowledgment – Julius – Roehampton Residence – Program Coordinator

Agenda Review - Hellen Haziproddromu, Roehampton Residence – Supervisor

General Community and Shelter Updates

Shelter and Statistic updates -- Nicole Williams, Roehampton Residence Manager

- Reviewed the last meeting and what was discussed
- Nicole introduced Julius as the new Program Coordinator who is the first point of contact as well as Hellen and Nicole who can be reached.
- Nicole informed the committee that Julius has been taking on a data role and looking into ways to track data better and how we can serve our clients better
- Hellen asked Julius to review data

Demographic Findings

- There has been a population increase in seniors
- Bulk of clients are male
- 27 Women
- 2 trans gender clients
- 91 males

- 11 clients with assistive devices
122 Clients in total

Current programming and services at Roehampton

- ICHA on site nurse
- Support Services

October Programing:

- Celebrated Halloween, John Fraser School donated pumpkin décor
- Diwali, a special dietary meal was created for the residents

Holiday Season

- Tree decorating
- Hanukah
- Quanza

Roehampton Vaccinations

- Vaccinations – mandated vaccination for all staff has not created any impacts to service.
- High vaccine uptake in our shelters. Sunnybrook and TPH partners continue to provide vaccination services in our program every week.
- Still have a lot of the same rules and precautions
- No outbreaks at Roehampton and are limited reports of outbreaks in the shelters

Winter Months Ahead

- Cold Season is upon us - No current additional emergency planning at Roehampton, but emergency planning for cold season already in place
- Roehampton is following extreme weather protocols
- Nicole touched on how the winter months are a challenge to provide service and how people sometimes don't want to come indoors
- The city as a whole has additional winter response plan so there will be additional respite spaces opened up when an extreme weather alert is called

Community Member Questions

CLC Questions -- Nicole Williams, Roehampton Residence Manager

Seniors, where do you think they are coming from?

Nicole: I will have to dig deeper, could be people getting older

Julius: There are no specifics, it could be the first-time people are homeless, don't have family to help look after them and covid could have an impact. We will continue to dig deeper

70% of people in shelters need mental help?

Nicole: I would need to review the Streets to Need Assessment, there are no exact numbers because it is a lot of self reporting.

How do you get enough help for people? Do people not want to talk?

Nicole: It is difficult for people to talk, our role is to try and get them to talk and to self - disclose, people need to be willing to seek services. We try to provide support where we can. There is on site supports, which are quicker to access. In addition, we try to connect them with services in the community.

Hellen: Staffs form of interactions is to try to have informal counselling to try and get them the referrals they need and trying to connect them to long term supports.

You mentioned there are 2 trans people living at the shelter do they have any particular needs?

Has there been any Overdoses in the last little while? And what are the housing numbers for clients?

Nicole: Serving Transgender clients is not new; we serve based on how they identify. There are no concerns of integrating into the community as of right now

Nicole: There was a suspected Overdose death, the family came to the shelter and expressed gratitude to shelter staff. It had a hard impact on staff. Many staff participated in a grief circle

Nicole: There is a risk for people who are smoking of an overdose because they are unaware of what they are consuming. We continue to respond to overdoses on a fairly regular basis

And graduates?

Nicole: Yes, housing thank you, I think we've had a really successful month for housing, I can't remember if it was this month or last month. Hellen would have exact numbers

Hellen: Yes, I would say in the past 2 months probably close to 10 people have been housed. And I would say part of that reason is due to a program with our division. And getting the Case managers out there reconnecting with landlords. Once we get better staffed, we can dedicate a little more to landlord outreach. We want to get clients housed and into their community.

Hellen: I was also going to mention, and I don't know if Julius will maybe mention this for next time. We've also had a lot of individuals just coming out of the youth are programs that are now coming into adult shelters that are graduating from the youth sector coming to Roehampton, that is also another trend I think

You mentioned the overdose, earlier in the year, like in the spring we talked about whether we should lean on the landlord to see if we can change things, the advice was no we should not do that because SHOP was going to come in. I am just wondering if SHOP has arrived and if they haven't arrived when they will arrive since overdoses continue at the shelter.

Nicole: So, we have the grant place with SHOP, I think they are spending more time in locations where overdoses are happening more frequently. We had an agreement in place it's still going to move forward. It's not a local decision, it's a divisional decision. They wanted to want to wait until the end of the year to

review the IPHAR program. Also trying to get a 24/7 site for Seaton House who is experiencing a whole bunch of overdoses right now. It's a little different than IPHAR program.

What is IPHAR?

Nicole: It's just the acronym that they are using, it's basically where shelters have a location that is designated by health Canada to go to, to use drugs legally and they'd have someone to witness and respond to in the event of an overdose. With those programs it relies on whole bunch on people going to them. In a lot of cases people think they are okay so that become something they are reviewing. Looking at strategies to have more people use because there is still overdose deaths happening even within those programs. Seaton House will be a 24/7 designated space where someone can come and use substances legally and have that immediate response if they overdose.

One of our churches, Leaside is very curious about the art situation at the shelter. Is there an art room that has art supplies?

Nicole: We do art at least monthly. Supplies are not left out in the open due to covid protocols, therefore, staff manage it. So yes, there is plenty of access to supplies, just not left out in the open.

Is there an art therapist that visits? Do they need supplies that we could help provide?

Nicole: There aren't designated art therapists who started the program is North Toronto Support Services and they specialize in Mental Health they do recreational programming including art and in collaboration with our staff, launched the program.

A follow up to one thing that came up a meeting or two ago, one of you mentioned it helpful if people could get help doing their tax returns. We looked into that, there is an organization called lighthouse which is a faith-based organization which does help fill out tax returns for those who are marginalized. Don't need to be part of the faith to access supports

Sarah emailed Nicole about MCCT being interested in doing some graffiti work, a mural on the pool deck is that something that can be done?

Nicole: Sounds incredible, we would just have to go over what that looks like

Sarah: Ideally, we would like to get residents involved, based on residents' interest, get locally Toronto artists involved to guide the process

Do all shelters have community liaison committees?

Nicole: Depends on the shelter, any new shelter, prior to COVID the model in which the shelters were open would open with a community liaison committee. Last year, in term, usually the decision would be made how to move forward and continue

that became the norm. Older shelter programs there was no requirement to start a community liaison committee, but many have them. The new norm is to launch one for one year and then determine from there if we continue from there.

How does Roehampton stack up, and in comparison to the Bond Hotel, Novell Hotel, where are people happiest, where are people safest. What's the number one shelter?

Nicole: Prior to covid there was a lot more surveying of clients, system wide, we could ask them how they felt but comparing to someone else we don't know many of the hotel programs have seen some significant community issues pop up. Many are using our model to try to improve the situations they are in. In terms of data that is being kept at a system level we are not sure if we have the data prior to covid in terms of surveying the same way.

Nicole: We haven't had a client survey done here at the Roehampton, but we can definitely get that in the works and make it a priority and of course share our findings here

CLC Terms of Reference – Hellen, Roehampton Residence

There was to be a review of the New Terms of Reference, which was to have been reviewed by the group prior to the meeting. Hellen requested feedback and their thoughts.

- Looks good to me, is very straightforward, the name is good, only suggestion is the minimum people because I don't know if we have 20 people attending
- Stressing the importance of having a client on this committee, nothing about us without us.

Nicole:

- explains that in the past they have tried to engage with clients to participate but there wasn't a lot of interest and comes down to respecting peoples' privacy
- Suggests perhaps Julius can try and get people to attend and invite people, suggests having clients attend but not have camera on to disclose who they are.

There seem to be consensus about adapting the New Terms of Reference and New Name.

CLC Progress

- Discussing the future of the CLC and the progress of the committee, some members feel the committee is no longer needed
- Purpose of the CLC being started was to engaged and address community concerns, and gain community involvement on the opening of the shelter.
- Community Members shared what is often shared and/or the updates provided during the monthly meetings can be captured in a Newsletter instead.
- There was feedback about not accomplishing a lot of concrete things.
- The issue of attendance was brought up, as often lately it has been low.

- There was comment about having working/sub groups which can have a specific focus, which then reports back.

Nicole:

- There has been a significant difference made by the committee around community engagement and acceptance
- The community is better informed about the Shelter in the community
- At a previous meeting there was discussion about a CLC continuing, but it is suggested to continue but in a different form and focus
- Since we are very much in a different place than last year and when the CLC started, the Terms of Reference and Name of the Committee was revised for us going forward and to possibly have tangible things to work on and have outcomes
- We are open to specific ideas objectives and outcomes for this group
- It is okay for people to now decide to no longer participate after a years' time there are no more issues can also choose to not participate
- Suggest revisiting in a couple of months how things are going

Frank:

- Touched on the limitations of COVID and the restrictions in place currently to do certain hands-on things at the shelter
- Church has done things like welcome baskets, helping with taxes, work on the balcony with the garden
- Relaying information to churches and the congregation and a cluster of 10 churches
- Valuable committee for raising consciousness about what it means to have a shelter in the neighbourhood what homelessness is like and the whole drug issue has given me concrete stuff about drugs and what is happening at the shelter

Sarah:

- Able to relay information to group, understand what is going on at the Roehampton
- Communicating with Outreach people about the Roehampton
- Despite only having few members attending today each are reaching out to many people

Nicole:

- We can revise new Terms of Reference to not reflect 20 of members being required; that was due to Councillor and staff attending
- Covid is a big barrier, but this group has done so much, gardening, chocolate donations and other donations it has enriched people's lives
- Someone ordered a ping pong table immediately and was not from someone on this table but from someone who had heard about Roehampton from this group

Hellen:

- With the shift in focus for this group, an option for the next meeting might be to discuss those areas of interest for members. We can then create these sub-

groups that work on specific areas of interest. Bringing names forward if there is anyone interested in attending, not many new names brought forward in a while

- Could be beneficial to have a couple of working groups on topics of interest

Lancelyn:

- Would like to see updates, pictures, art program for the people at Roehampton
- Would like to see results the donations that came from the shelter
- Some sort of visual, suggesting a committee to be started to work on sending positive information and of what is needed at the shelter
- Shelter needs to have an onsite injection site or monitored one because of the increase in incidents of drug use and homelessness is rising
- Would like to be in the know of when movie nights are happening and specific programming events

Nicole:

- Suggests providing calendars and discusses barriers of online
- Can add things to terms of reference in terms of what people would like to see

Community Member Concern/ inquiry: What to do if there is a client that appears homeless?

Nicole:

- Can call 311
- If it's an emergency can call 911
- If client appears to be having a mental health crisis can also call for MCIT
- Depending on where the person is the Community Safety Team can go check in with person to see if they need assistance
- Streets to Homes or calling the shelter

Discussion of Donations:

Community members ask about clothing

Nicole:

- Shelter is accepting donations
- no current restrictions on donations at the moment there use to be but not at this time

Nicole: Asked Julius to share the recent outcome of an incident that occurred at Circle K

Julius:

- A shelter client was at Circle K and took a couple of things without paying, and the store attendant informed the shelter.
- There was a discussion with the client, and it was evident they were expressing a crisis.

- Followed up with the store attendant and asked if they might support us in supporting this client for a positive resolution, and they agreed.
- There had not been indication of client returning to the store to pay for the items, and then the client informed Julius he wished to pay for the items.
- The client was supported by staff to return to Circle K, the client apologized for what they did and paid for the items.
- Client asked in the store if they would be allowed to return again and they were advised they could.

Lancelyn: Would be nice to hear more stories like this at the beginning of each meeting it would feel much different

7:30 pm Adjourned