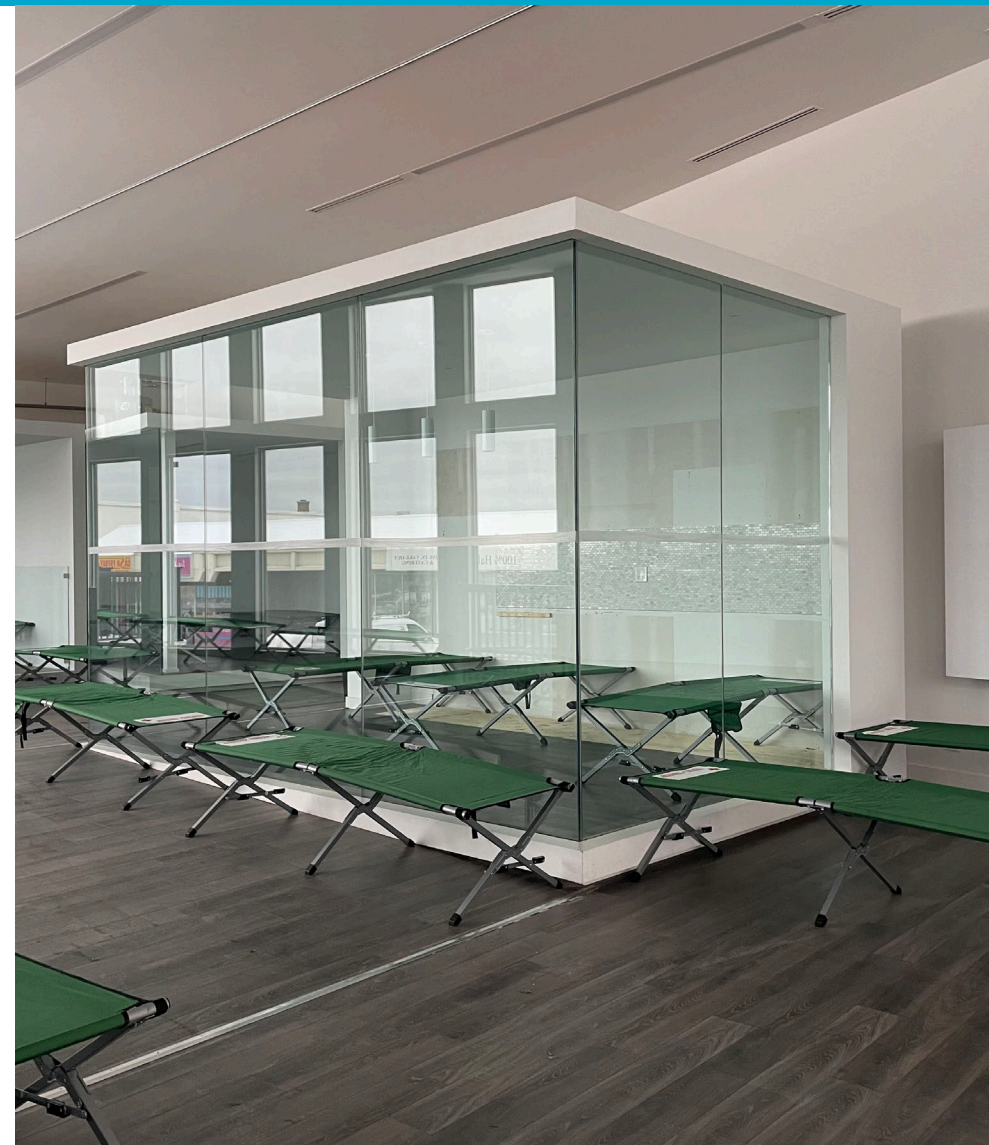


Homelessness Supports in Ajax

May 11, 2023



ajax.ca/EmergencyShelter



Purpose

- To discuss homelessness supports in the Town of Ajax.
- Learn from community organizations about the work being done to address homelessness.
- Opportunity to ask questions and share feedback.

Agenda

- Welcome
- Town of Ajax update
- Partner presentations:
 - Durham Region's Social Services Department
 - Durham Region's Primary Care Outreach Program/Mental Health Outreach Program
 - Community Development Council Durham
 - Ajax Public Library
 - Gap Committee
 - The Ajax Hub
 - Durham Regional Police Service
- Moderated Q&A



TOA Homelessness Supports

- Since prior to COVID-19, we have been working closely with the Region and service providers like Carea, CDCD, CFOC & Salvation Army – later formalized into Homelessness Task Force.
- In response to an urgent request for shelter space, Ajax Council provided the Region access to 27 Station Street for use as a temporary emergency shelter.
- Introduction of the Strategic Initiatives Coordinator of Community Support Programs role.
- Draft encampment policy framework.
- Sharps disposal units to be installed in the plaza in the coming days.
- Town-contract security has been brought on to patrol the downtown core.
- Town staff patrol the Plaza daily to clean up litter and debris on the public property.
- Ajax Library programming

Ajax Temporary Emergency Shelter

- In Fall 2022, Durham Region made an urgent cry to municipalities, asking for potential sites to utilize as temporary emergency shelter space.
- Ajax was the first to respond, identifying 27 Station Street as a potential site.
- Located within the Harwood Plaza at the corner of Station Street and Harwood Avenue South near existing homelessness programs and services.



Shelter Snapshot

- Since opening in mid-December, the Respite Centre has provided a cumulative **3,800+** nights out of the elements.

December <i>*since December 12, 2022</i>	January	February	March	April
<ul style="list-style-type: none">• Approximately 430 sleeps in December• Total number of individuals served: 61• Average time stayed: 8 nights	<ul style="list-style-type: none">• Approximately 842 sleeps in January• Total number of individuals served: 80• Average time stayed: 10 nights	<ul style="list-style-type: none">• Approximately 795 sleeps in February• Total number of individuals served: 55• Average time stayed: 14 nights	<ul style="list-style-type: none">• Approximately 883 sleeps in March• Total number of individuals served: 61• Average time stayed: 14 nights	<ul style="list-style-type: none">• Approximately 843 sleeps in April• Total number of individuals served: 61• Average time stayed: 13 nights

Security at 27 Station Street & in the Downtown Core

- Security is a key priority at the new shelter space.
 - Onsite security 7 days a week from 9 pm to 9 am
 - Region-contracted security patrols between all Region shelters
 - Security system connected to emergency services
 - Internal and external cameras
 - 2-3 staff members on shift 24 hours a day/7 days a week
- Town-contracted security patrols daily from noon to 10 pm (includes 2-3 daily passes of the Harwood Plaza).
- Increase security at the Library Main Branch, including one FT security guard and two guards during winter months.

Other Key Contacts

- Issues relating to the CFOC Respite Centre can be shared to:
 - rc@cfo.ca
 - 289-923-2360
- To contact the Region's Social Services team, use the Region's online form:
 - <https://forms.durham.ca/Housing-Forms/Durham-Region-By-Name-List-Feedback-Form>
- Our partners at DRPS have provided the following direction on how to connect with their officers:
 - **911** is to be used for emergencies. This includes safety, loss of life, medical issues, or is emergent or fluid in nature.
 - **905-579-1520** is the non-emergency line. This number is for general complaints, information, or for anyone seeking guidance.
 - **905-579-152 x2521** will connect individuals directly to 19 division (Pickering Ajax Station).
 - Finally, should you wish to report online you can follow the following link:
<https://www.drps.ca/online-services/online-reporting-and-registries/>

New Town Procedures and Policies

- Introduction of the Strategic Initiatives Coordinator of Community Support Programs role.
- Draft encampment policy framework.
- Sharps disposal units to be installed in the plaza in the coming days.
- Town staff patrol the Plaza daily to clean up litter and debris on the public property.

Communication

- The Town is committed to being transparent and proactive with this initiative.
- Monthly updates about the facility are posted at **[ajax.ca/emergencysshelter](https://www.ajax.ca/emergencysshelter)**.
- Questions or concerns about shelter operations can be directed to the Region or CFOC.
- Emergencies should be directed to DRPS.

Sam Paterson

*GR & Strategic Initiatives Coordinator
Office of the CAO*

samantha.paterson@ajax.ca