

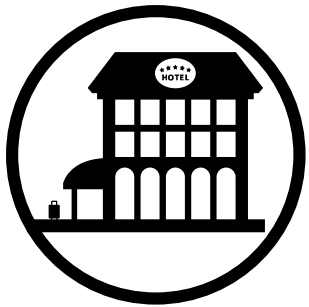
2022-2023 Winter Services Plan

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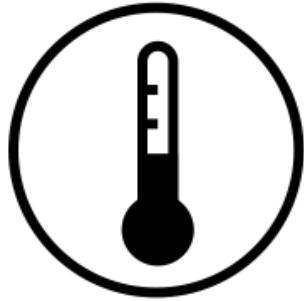
December 14, 2022



2022/2023 Winter Services Plan



Maintain
and Add
Capacity



Warming
Centres
during
ECWAs



Enhanced
Street
Outreach
Response



Supportive
Housing

Winter Plan Space Summary



- 132 single spaces at existing shelter sites
- 100 hotel rooms for refugees
- Estimated 500 spaces through adjustment in distancing between beds
- 60 Warming Centre spaces – more to come
- 400+ new supportive housing units (between Nov 2022 and April 2023)

Total: More than 1,000 new spaces

+ existing capacity = support for more than 9,000 people this winter

Additional Shelter Space

- 82 spaces at 339 George St., Seaton House - Winter Program
- 50 spaces at 545 Lakeshore Blvd. W., Lower Level
- 100 hotel rooms for refugees – COSTI
 - 25 rooms x double occupancy for singles = 50 people
 - 75 rooms x families = approximately 300 people

Status:

- All rooms at George Street and 545 Lakeshore now active
- 52 rooms at COSTI now active; remaining to be added over next two weeks



Exterior of the temporary shelter at 545 Lakeshore Boulevard West

Physical Distancing Update at Base Shelter Sites

Reducing lateral distance between beds from 2M to 1.25M

- Amend Toronto Shelter Standards Directive to introduce a safe, moderate increase to capacity to base shelter services where feasible while maintaining public health measures to reduce the spread of COVID-19
 - Council Direction – April 06 2022
- Approx. 61 sites where capacity can be increased
- Provides approximately 500 additional beds
 - Capacity increase is being implemented in phases in collaboration with shelter providers
- **Status:**
 - 377 beds activated to date. Conversations with remaining sites are ongoing.

Physical Distancing Update at Base Shelter Sites

Continued emphasis on IPAC and compliance with public health measures

- Continued mask mandate
- Additional PPE required for staff providing direct care to clients suspected of having COVID-19
- Stringent IPAC measures in all shelter settings, including daily screening, testing and compliance monitoring in shelter settings
 - General IPAC audits by external IPAC specialist
 - Ongoing QA compliance assessments
 - Physical distancing compliance monitoring
 - Outbreak management assessments
- Improved ventilation within shelters (i.e. instalment of higher-quality HVAC filters or portable air filters)
- On-site staff IPAC training and education: IPAC practices, COVID-19 & Mpox, outbreak management planning and implementation
 - 4215 staff trained in 102 different sites, 197 Mpox education & training sessions
- Continued operation of an Isolation and Recovery Site
- Outbreak management and Isolation plans developed by all service providers in accordance with Ministry of Health guidelines for isolation and outbreaks in congregate living settings.

Warming Centres during Extreme Cold Weather Alerts



- SSHA has confirmed the following Warming Centres:
 - 55 John St., Metro Hall – 45 spaces
 - Scarborough Town Civic Centre – 17 spaces
- On-site services will include:
 - Sleeping space
 - Harm reduction supports
 - Referrals
 - Snacks/hot drinks
- SSHA continues to explore securing additional sites to provide more than 100 Warming Centre spaces

Street Outreach Services



- During Extreme Cold Weather Alerts, SSHA to activate enhanced street outreach
 - Additional street outreach teams to be deployed:
 - One additional team for day and evening shifts
 - Two additional overnight teams
 - Partner outreach agencies, NaMeRes, Albion and Agincourt, will provide enhanced outreach services extended to midnight
 - Outreach approach will shift to focus primarily on wellness checks and encouraging people staying outside to come indoors
- Throughout the winter, staff to hand out blankets, sleeping bags and warm winter clothing, in addition to water