

Agenda Including Addeds

Strategic Priorities and Policy Committee

23rd Special Meeting of the Strategic Priorities and Policy Committee

September 25, 2023

4:00 PM

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The City of London is situated on the traditional lands of the Anishinaabek (AUh-nish-in-ah-bek), Haudenosaunee (Ho-den-no-show-nee), Lūnaapéewak (Len-ah-pay-wuk) and Attawandaron (Add-a-won-da-run).

We honour and respect the history, languages and culture of the diverse Indigenous people who call this territory home. The City of London is currently home to many First Nations, Métis and Inuit today.

As representatives of the people of the City of London, we are grateful to have the opportunity to work and live in this territory.

Members

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5. Deferred Matters/Additional Business

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7. Adjournment

Report to Strategic Priorities and Policy Committee

To: Chair and Members, Strategic Priorities and Policy Committee
From: Kevin Dickins, Deputy City Manager, Social and Health Development
Subject: September Progress Update – Health & Homelessness Whole of Community System Response
Date: September 25, 2023

Recommendation

That, on the recommendation of the Deputy City Manager, Social and Health Development, that the following Actions be taken;

- a) That, the September Progress Update – Health & Homelessness Whole of Community System Response Report **BE RECEIVED** for information;

Executive Summary

The purpose of this report is to provide an update on the progress made since the last report received at the August 16th, 2023 Strategic Priorities and Policy Committee and subsequently at the August 29th, 2023 Council meeting related to the endorsed Health and Homelessness Whole of Community System Response. Since the end of August, progress has been made on a number of items related to this work, including work associated with the various implementation tables, reference tables, and community engagement.

With respect to moving forward with the implementation table work, there has been work happening around the creation of the first hubs. This work culminated in Civic Administration launching a Request for Proposals (RFP) process for the Hubs on August 4th, 2023. This RFP process closed on September 5th, 2023, and the results of that process are included in the Contract Award Recommendation for HUBS – Health & Homelessness Whole of Community System Response – REQUEST FOR PROPOSAL -2023-199 report.

In addition to the RFP process for the first hubs, there have been various updates related to advancing the work of the System Response. This includes the Business Reference Table working in collaboration with multiple BIA's and the Chamber of Commerce to identify tangible supports for the business sector as Hubs and Highly Supportive Housing begin to come online.

As well, as part of a Council-direction coming out of the July SPPC meeting, a series of five community engagement sessions were held throughout the end of August and the beginning of September. These sessions were also accompanied by the addition of two business-specific engagements and councillor ward meetings that were held during the same time period. In addition to these engagements, the GetInvolved portal was updated to create a space for the Council-directed continuous feedback opportunity for members of the community. As a means of continuing different and tailored engagement efforts, work was advanced related to the Encampment Implementation Table and their delivery of temporary Service Depots. This form of community involvement carried out the neighbourhood engagement effort regarding the Depots from surrounding neighbourhoods and from those accessing services from the Depots.

This report also outlines the many advocacy and government engagement efforts that have taken place since the last update to Council. It is also recognized that some of these updates will be built upon in September as the work continues at a very rapid pace.

Linkage to the Corporate Strategic Plan

This report aligns with the strategic areas of focus in the 2023-2027 [City of London Strategic Plan](#). The City of London Strategic Plan (2023-2027) identifies housing and homelessness as a key area of focus, and housing and homelessness work is identified throughout the Strategic Plan, impacting all areas of life for Londoners.

Housing and Homelessness

- Increased access to a range of quality, affordable, and supportive housing options that meet the unique needs of Londoners.
- Decreased number of Londoners at risk of or experiencing homelessness
- Improved safety in London's shelters system

Wellbeing and Safety

- Londoners have safe access to public spaces, services, and supports that increase wellbeing and quality of life
- Housing in London is affordable and attainable

Links to Community Recovery

The City of London is committed to working in partnership with the community to identify solutions that will drive a strong, deep, and inclusive community recovery for London as we move out of and beyond the global COVID-19 pandemic. This report, and the items within, are linked to supporting Londoners experiencing homelessness to attain and retain permanent housing. This work supports recovery efforts through a coordinated response that will support the transition of individuals and families experiencing or at risk of experiencing homelessness who have a variety of support needs into permanent housing.

Analysis

1.0 Previous Reports Related to this Matter

- August Progress Update – Health & Homelessness Whole of Community System Response (SPPC, August 16, 2023)
- July Progress Update – Health & Homelessness Whole of Community System Response (SPPC; July 24, 2023)
- June Progress Update – Health & Homelessness Whole of Community System Response (SPPC; June 20, 2023)
- May Progress Update – Health & Homelessness Whole of Community System Response (SPPC; May 09, 2023)
- Update – Whole of Community System Response Implementation (SPPC: April 18, 2023)
- Health and Homelessness Summits – Proposed Whole of Community System Response (SPPC: February 28, 2023)

2.0 Background Information

2.1 Implementation Tables' Progress Updates:

As previously reported, hundreds of community participants compose the Whole of Community System Response component tables that have been meeting and working on their respective focus areas. This work includes the continuation of the Business Reference Group, Developers Reference Group, Workforce Development Table, Encampment Implementation Table, Highly Supportive Housing, Hubs Implementation Table and System Foundations Tables. The work of these tables has been guided by the Strategy and Accountability Table that continues to provide support and direction to the work of these various implementation tables.

The most recent table to be initiated is the Funders Reference Table. At the August 31st meeting of the Strategy and Accountability Table, Cheryl Smith, Deputy City Manager of Neighbourhood and Community-Wide Services was endorsed as one of the co-chairs of this table. A second co-chair will be selected at the September 28th meeting. The purpose

of this table is to bring together a number of funding bodies including Provincial and Federal funding partners to seek opportunities for priority alignment and funding related to the Hubs and Highly Supportive Housing. This table has sent out invites and plans are made for their first meeting on October 11, 2023.

Below in **Figure 1** is an overview of where the system development efforts currently are, in relation to where it started with the Health and Homelessness Summits.



Figure 1 System Development Overview

The following details provide a monthly update on activities and recommendations that have moved forward between the Strategic Priorities and Policy Committee (SPPC) meeting held on August 16th, 2023 and the time of submission of this report.

Strategy and Accountability Table:

The Strategy and Accountability table has the responsibility for guiding the overall implementation of the Whole of Community System Response and is populated by leaders from all organizations who are collaborating on system implementation. At the Municipal Council meeting held on July 25, 2023, it was resolved that the Mayor and the Budget Chair **BE APPOINTED** to represent Municipal Council at the Strategy and Accountability table, for the Whole of Community System response, with the Deputy Mayor to serve as an alternate for either, if required. Councillor Peloza and Mayor Morgan attended the August meetings.

Following the Council endorsement of the Hubs Implementation Plan in July 2023, the August 31st Strategy and Accountability meeting continued the critical conversation on how we are continuing to support the stability of the sector while Hubs are being operationalized. This included discussions about staffing impacts, funding and service pressures with a commitment to identify practical solutions that can help address these concerns and pressures. These discussions will continue at the next meeting of the Strategy and Accountability Table along with a review of priorities that have been created and refined by the Business sector. Additionally, the table will receive an update and outline for review of the Cold Weather/Inclement Weather Response. The next Strategy and Accountability table is scheduled for September 28, 2023.

Hubs Implementation Table:

Since the last update to Council and since the Hubs Implementation Plan had been endorsed, a procurement process was initiated through the creation and launch of a Request for Proposals (RFP) through the Bids and Tenders portal on August 4th, 2023. The RFP process closed on September 5th, 2023. The results of this process are included in the September 25th SPPC meeting.

Members from the Hubs Implementation Table supported the additional Council-directed community engagement sessions during the last week of August and first week of September across the city, alongside the business-focused sessions.

The work of the Hubs Implementation Table will shift as the group and reconvene in October to start the work on additional operational protocols such as the One Number to call model and linking into the work of the Workforce Development Table and Highly Supportive Housing, along with additional protocol design, including Service Level Agreements and establishing processes for coordinated outreach services.

Community Engagement Updates:

Following the Council meeting on July 25, 2023, where direction was provided to create additional community engagement opportunities, Civic Administration with support from multiple service areas have developed a plan for a series of engagement sessions. These have been created to ensure that moving forward there is a continuous feedback loop between the Whole of Community System Response and community members.

The additional community engagements were scheduled for the end of August and early September at the following locations throughout the city:

- North
Thursday, August 31 – Medway Community Centre

- South
Wednesday, August 30 – South London Community Centre

- West
Tuesday, September 5 – Byron Community Centre

- East
Wednesday, September 6 – East Lions Community Centre

- Central
Thursday, September 7 – Carling Heights Optimist Community Centre

These engagements followed a presentation and Q&A format, followed by one-on-one discussions. Working with business associations and the London Chamber of Commerce, two business-focused sessions were scheduled, as well as some councillor ward meetings.

Over 380+ residents and business owners attended the sessions and engaged with city staff, councillors and subject matter experts. In the formal question-and-answer period, over 100 questions were asked and answered. More information can be found in the Health and Homelessness Whole of Community System Response: Hubs Implementation Plan Engagement Results report in the Appendix five (5) of the *Contract Award Recommendation for Health and Homelessness Whole of Community System Response RFP 2023-199 Hubs Implementation Plan Results* report.

In addition to the in-person events that focused on providing education, awareness and community input opportunities related to the Whole of Community System Response and Hubs Implementation Plan, a new tab on the GetInvolved website exists to allow ongoing feedback to be submitted by residents at their convenience.

To date, the Health and Homelessness webpage has had 2,434 unique visitors and over 200+ submissions for feedback in the latest iteration of feedback gathering. The Hubs Implementation Plan itself has been downloaded 964 times. This information is also part of the Request for Proposals report.

Highly Supportive Housing:

The Housing Implementation Table has been meeting to focus on the goal of creating 100 highly supportive housing units in 2023. This table last met on August 16th, 2023 to further refine their elements of highly supportive housing, and the minimum practices of each of those elements. Defining these Standards of Care for highly supportive housing is similar to the process conducted in the Hubs Implementation Table.

Being able to clearly define what Highly Supportive Housing is, who is being supported in those models, the ways in which those services will operate is important work to be able to identify what types of spaces are needed, available and easily aligned to this work. The Housing Implementation Table is also continuing to identify projects in the housing pipeline to find opportunities to meet the 100 units by the end of 2023. Community organizations continue to advance this work outside of the Implementation table itself and provide updates to the group when they meet, and to the Strategy and Accountability Table as well. As new or emerging projects become known and should they fall between reporting cycles, updates will be provided to Council in advance to the extent possible for Civic Administration.

The next steps for this table are to finalize the Standards of Care in order for them to be presented to the Strategy and Accountability table in October, and to start to identify the tenant placement process around highly supportive housing projects.

The Housing Implementation Table has also created a draft working document that will be vetted through the Developers Reference Group to seek input and feedback for housing options including different purpose-built ideas, different size of potential housing projects, and feedback on conversion of commercial space to residential usage. This document remains in the draft stages and will continue to be refined.

Encampment Response:

The Encampment Implementation Table continues to focus on the delivery of basic needs to vulnerable individuals experiencing unsheltered homelessness. The group launched a neighbourhood engagement plan using a third-party resource under contract by one of the lead organizations. This intentional engagement of immediate neighbours surrounding the depots was supported by Civic Administration as a way to engage the community and bring awareness to the services provided, as well as provide a space for those experiencing homelessness to share their input.

The results of the neighbourhood engagement survey for those living within 400-500 metres of a depot and those accessing the depots is in draft form and will be shared directly with those in that catchment area as well as Committee and Council in October.

The Encampment Implementation Table is focusing on the development of a Cold and Inclement Weather Response, which is nearing the completion of the planning stage. These plans likely, where possible, will include a wind down of the depots as they exist currently. The table continues to formulate a needs assessment, a service delivery plan and resourcing requirements for any upcoming cold weather responses. These plans will be brought forward to the Strategy and Accountability Table for discussion at the end of September and expected to be presented to Council in October.

Since the launch of these temporary services, the following engagements and service levels have been recorded:

Number of Unique Individuals Served: 933

Materials and Supplies Distributed:

- *Fire Safety Gear: 44*
- *Harm Reduction Equipment: 159*

- *Hygiene Supplies: 511*
- *Meal Kits: 3114*
- *Personal Supplies: 1334*

Services Provided:

- *Addiction Support Services: 15*
- *Fire Prevention Education and Monitoring: 4*
- *Garbage and Site Clean Up: 139*
- *Harm Reduction Support: 47*
- *Housing Support: 31*
- *Hygiene and Sanitation Facility Access: 94*
- *System Navigation - Healthcare System: 51*
- *System Navigation - Social Service System: 101*
- *Transportation Assistance: 24*
- *Referrals: 65*

Additionally, beyond the services provided in the temporary service depot, ongoing engagement and interactions between service delivery organizations and members of the public took place at the depot locations. There have been many interactions with surrounding community members where agencies were able to answer questions and concerns.

As of data provided August 29th, 2023, there were 182 neighbourhood resident interactions with the public across the depot locations. Those engagements have been categorized as follows:

- *Education and awareness provided: 49*
- *Reporting of an incident: 5*
- *Feedback regarding concerns: 6*
- *Positive feedback provided: 68*
- *Supporting participants: 54*

The encampment response group continues to focus on maintaining the existing services to support individuals experiencing unsheltered homelessness and winding these services down as they work to stand up the Cold Weather Response alongside the initial Hubs.

Workforce Development Implementation Table:

The Workforce Development Table is meeting in September to support the broader conversation at Strategy and Accountability on sector stability by facilitating three conversations with frontline staff, frontline managers and system partners, and all sector leaders on a range of items including frontline and workplace safety and support. The work that is performed by caring and compassionate frontline staff is incredibly challenging, demanding on time and skill, and has expectedly taken a toll on those that live that type of work each day. The table is continuing to formulate feedback and updates that will go to the Strategy and Accountability Table to encourage dialogue on systemic shifts within the sector on how to best support all aspects of the work of frontline workers.

In addition to the above, the Workforce Development Table has undertaken a prioritization of different types of training that would be valuable for the sector and now will focus on conducting an environmental scan to identify where this training may already exist, ways to the trainings and any potential gaps between what is needed and what is available access. The purpose of this exercise is so that Hubs Lead Agencies will all be pursuing the same training from the same sources for consistency and accountability. Eventually, this information will also be available for the rest of the sector.

The Workforce Development Table is a valuable resource to support the many aspects of curating a sustainable and highly functioning workforce for the Hubs and the rest of the sector. Throughout the summit process, frontline workers across sectors shared their lived experience of losing those they had been trying to support to this healthcare and housing crisis. The moral distress, burnout, and inequity in pay are focal points that the table continues to hold as matters to address.

These processes will help inform discussions within the broader workforce on where there can be improvements to staff and leadership supports like critical incident debriefing, mental health supports, training opportunities, and so on.

Business Reference Table:

A business reference table meeting was held on August 3, 2023 with members of the London Chamber of Commerce, Downtown London BIA, and Old East Village BIA. The table had a comprehensive discussion on ways in which the business sector could be better supported as Hubs are stood up around the community. Members of Civic Administration, including those from Planning and Economic Development helped facilitate the conversations to support the direct sharing of ideas. These ideas, as generated by the Business Reference Table will continue to be refined and will be brought back to Council for consideration at the end of October. The intent of carrying out this work is to recognize the impacts of this crisis on the business community and amongst the above mentioned business groups in particular. Civic Administration recognizes that the recommendations brought forward on behalf of this group may tie into other corporate plans and initiatives.

As previously mentioned, two business-focused community engagement sessions were held at the end of August and early September with the help of the Old East Village BIA, London Chamber of Commerce and Downtown London BIA to ensure the business community continues to have opportunities to stay engaged in this work and provide valuable feedback as they have throughout this process.

Indigenous Led Response:

To ensure a culturally safe response that is appropriate for Indigenous community members, we will follow the lead of Indigenous colleagues and support an Indigenous-led system response, which is not designed in a colonial way and respects the deep knowledge and consultation already inherent in the Giwetashkad Strategy, and the intention to honour all relations in defining next steps.

There is a commitment to Indigenous representation in overall system governance and implementation co-design, and a commitment to recognizing that the definition of Indigenous homelessness is separate and distinct from the common colonialist definition of homelessness.

2.4 Government Relations and Strategic Advocacy Efforts

August was an exceptionally active month for London's advocacy efforts in support of Health and Homelessness priorities. The City of London hosted the 2023 Association of Municipalities of Ontario (AMO) Annual Conference. Throughout the conference, Team London engaged in eight scheduled delegation meetings with provincial ministers and other senior decision-makers with more than half of those delegations focusing fully or in large part to the urgent request for provincial investment into London's Whole of Community System Response. In addition to the scheduled delegations during the conference, Mayor Morgan met with Premier Doug Ford and Deputy Premier Sylvia Jones to discuss London's Hubs Implementation Plan and the community's priority of opening

five Hubs immediately. Feedback from the delegations and meetings was very positive and several high priority next steps were identified. Civic Administration will continue to engage with senior provincial officials in order to continue discussions around implementation and provincial investment.

On September 13, 2023, the Rt. Honourable Prime Minister of Canada announced London's allocation of \$74 million through the Housing Accelerator Fund (HAF). The announcement was made surrounding the Liberal Party of Canada's national caucus which took place in London. London is the first city in Canada to have an allocation announced, and the City's leadership was recognized and celebrated, as demonstrated through the strength of our application to the Government of Canada. This fund will provide critical investments to support housing supply in London as well as direct supports for key elements of the Whole of Community System Response. The HAF will begin to roll out investments to support housing and homelessness efforts immediately.

Other direct engagements with federal officials also took place the week of September 13th, including participation in an industry roundtable with the Honourable Sean Fraser, Canada's new Minister of Housing, Infrastructure and Communities. Municipal representatives highlighted additional need within the System Response such as capital funding for supportive housing construction. These engagements created opportunities for further dialogue in the weeks and months ahead.

3.0 Financial Impact/Considerations

There are no funding asks at this time related to the monthly System Response Update.

Recommended by: Kevin Dickins, Deputy City Manager Social Health Development

Cc:
Lynne Livingstone City Manager
Scott Mathers Deputy City Manager, Planning & Economic Development
Kelly Scherr Deputy City Manager, Environment, and Infrastructure
Anna Lisa Barbon Deputy City Manager, Finance Supports
Barry Card Deputy City Manager, Legal Services
Cheryl Smith Deputy City Manager, Neighbourhood and Community-Wide Services
John Paradis Deputy City Manager, Enterprise Supports

From: Ryan OHagan <[REDACTED]>
Sent: Friday, September 8, 2023 9:42 AM
To: SPPC <sppc@london.ca>
Subject: [EXTERNAL] Delegation Status - September 25

Good morning,

I would like to request delegation status for the upcoming September 25th, 2023 SPPC meeting. My comments will be with regards to the Whole of Community Response.

Thanks,

Ryan O'Hagan

Ward 5

Ryan O'Hagan

[REDACTED]

They/Them

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Report to Strategic Priorities and Policy Committee

To: Chair and Members, Strategic Priorities and Policy Committee
From: Kevin Dickins, Deputy City Manager, Social and Health Development
Subject: Health and Homelessness Whole of Community System Response RFP
2023-199 Hubs Implementation Plan Results
Date: September 25, 2023

Recommendation

That, on the recommendation of the Deputy City Manager, Social and Health Development, the following actions **BE TAKEN** with respect to the award of the contracts for Request for Proposal (RFP) RFP-2023-199 Hubs Implementation Plan: Lead Agencies London's Health & Homelessness Whole of Community System Response as an irregular result, as per City of London Procurement Policy Section 12.2 (c) "Committee and City Council must approve an RFP award with an irregular result greater than \$15,000":

- a) That Request for Proposal 2023-199 **BE AWARDED** to each of the following organizations to provide Hubs for an initial two-year commitment at a total estimated operating cost of \$15,650,424; with an option to renew operating contracts for up to four (4) additional one-year terms at the City's sole discretion, based on satisfactory services, performance, and funding/budget availability:
 - i. Atlohsa Family Healing Services Inc. at 550 Wellington Road, Building J in the estimated amount of \$2,118,146 per year;
 - ii. Youth Opportunities Unlimited at 800 Commissioners Road, Building 16 and 329 Richmond Street in the estimated amounts of Year 1: \$1,317,500 and Year 2: \$1,983,800;
 - iii. Canadian Mental Health Association Thames Valley Addiction and Mental Health Services at 556 Dundas St. in the estimated amount \$1,425,562 per year;

The proposals submitted by all proponents meet the City's requirements and are in compliance with the Procurement of Goods and Services Policy, in accordance with Schedule 1 attached hereto: for a total operating and capital investment of up to \$20,616,024. Of which:

- b) that Civic Administration **BE DIRECTED** to allocate up to \$10,388,716 for operating for 2024 and 2025 from the Provincial Homeless Prevention Program;
- c) that Civic Administration **BE DIRECTED** to seek funding from the Fund for Change to fund the capital requests received to support the three hubs in the total estimated amount of up to \$4,965,600 for the provision of the initial hubs implementation;
- d) that Civic Administration **BE DIRECTED** to seek funding from the Fund for Change to fund the estimated operating costs of the Canadian Mental Health Association Thames Valley Addiction and Mental Health Services transitional beds to be located at 705 Fanshawe Park Road West for the provision of the initial two (2) year contract term for hubs implementation at an approximate cost of \$5,261,708 pending necessary development and Planning Act approvals;
- e) a one-time funding allocation of up to \$1,500,000 from the Social Services Reserve Fund **BE APPROVED**, if required, should ineligible costs under existing provincial funding sources be identified while finalizing the agency purchase of service contracts and budgets;
- f) that Civic Administration **BE AUTHORIZED** to undertake all administrative acts, including review of sites and support for Planning Act applications to align current or future hub sites with criteria, and any activities associated with additionally requested funding necessary in relation to this project;
- g) that the approval given herein **BE CONDITIONAL** upon the Corporation entering into a Purchase of Service Agreement with Youth Opportunities Unlimited, Canadian Mental Health Association Thames Valley Addiction and Mental Health Services and Atlohsa Family Healing Services Inc;
- h) that Civic Administration **BE DIRECTED** to continue to work with the community on the hubs implementation to establish additional opportunities for future procurement of additional spaces;

- i) that the annual funding approval noted in a) above is **SUBJECT TO** the availability of funding through the City of London, and/or other funding sources;
- j) the attached proposed bylaw (Schedule 2) **BE INTRODUCED** at the Municipal Council meeting to be held on October 17, 2023 to:
 - a. **AUTHORIZE** the Deputy City Manager, Social and Health Development, or written designate, to approve the Municipal Purchase of Service Agreement between The Corporation of the City of London and each hub provider for the purchase of services to provide and operate three hubs;
 - b. **AUTHORIZE** the Deputy City Manager, Social and Health Development, or written designate, to execute the Municipal Purchase of Service Agreements with each hub provider.

Executive Summary

The purpose of this report is to recommend that the City of London enter into a Municipal Purchase of Service Agreements with: Youth Opportunities Unlimited, Canadian Mental Health Association Thames Valley Addiction and Mental Health Services and Atlohsa Family Healing Services Inc to provide services to operate three hubs in support of the whole of community response. The recommendation aligns the City's competitive procurement process through a culmination of co-design work that has been influenced by the results of multiple community engagement sessions, online feedback, direct business and developer consultation, and supported by the voices of those with lived and living experience.

Previous Reports Pertinent to this Matter

- Health and Homelessness Summits – Proposed Whole of Community System Response (SPPC; February 28, 2023)
- May Progress Update - Health and Homelessness Whole of Community System Response (SPPC; May 9, 2023)
- June Progress Update - Health and Homelessness Whole of Community System Response (SPPC; June 20, 2023)
- July Progress Update - Health and Homelessness Whole of Community System Response (SPPC; July 24, 2023)
- London's Health & Homelessness Whole of Community System Response Proposed Hubs Implementation Plan (SPPC; July 24, 2023)
- August Progress Update – Health & Homelessness Whole of Community System Response

Linkage to the Corporate Strategic Plan

This report aligns with the strategic areas of focus in the 2023-2027 City of London Strategic Plan. The City of London Strategic Plan (2023-2027) identifies housing and homelessness as a key area of focus, and housing and homelessness work is identified throughout the Strategic Plan, impacting all areas of life for Londoners.

Housing and Homelessness

- Increased access to a range of quality, affordable, and supportive housing options that meet the unique needs of Londoners.
- Decreased number of Londoners at risk of or experiencing homelessness
- Improved safety in London's shelters system

Wellbeing and Safety

- Londoners have safe access to public spaces, services, and supports that increase wellbeing and quality of life
- Housing in London is affordable and attainable

Links to Community Recovery

The City of London is committed to working in partnership with the community to identify solutions that will drive a strong, deep, and inclusive community recovery for London as we move out of and beyond

the global COVID-19 pandemic. This report, and the items within, are linked to supporting Londoners experiencing homelessness to attain and retain permanent housing. This work supports recovery efforts through a coordinated response that will support the transition of individuals and families experiencing or at risk of experiencing homelessness who have a variety of support needs into permanent housing. The City of London Strategic Plan (2023–2027) identifies Housing and Homelessness as a key strategic area of focus. In addition, housing and homelessness work is identified throughout the Strategic Plan, impacting all areas of life for Londoners.

Analysis

1.0 Background Information

1.1 Health & Homelessness Whole of Community System Response

The Whole of Community System Response process has been a targeted effort to address the health and homelessness crisis in London as the number of individuals experiencing homelessness and housing deprivation has grown at significant rates, along with the complexity or acuity of needs amongst those that are most marginalized in the community. The complex health challenges associated with the effects of living unsheltered have also led to far too many preventable deaths.

There have also been far reaching impacts on the social, economic, and cultural health and wellbeing of the community as a result of this crisis. It has been clearly recognized that despite best efforts, the way we had been working was no longer effective – that a different response was required. Through the collaborative work of more than 200 individuals across 70 organizations from a diversity of sectors a strategic roadmap for a transformative system response was created – the Whole of Community System Response.

The response is a people-centred, housing-centric system that meets people where they are, without judgment, offering culturally safe, low barrier, inclusive care that is violence and trauma informed, built on an anti-oppression and anti-racism framework, and underpinned by a consistent harm reduction approach. This approach also instills a belief that housing is healthcare and a fundamental human right. The highest priority is placed on providing direct connections to the right housing and housing with supports for every individual and ensuring the integration of service functions in multiple sites to provide the necessary supports a person needs in a timely way.

This response is a single, holistic, “all doors lead here” system of care, anchored by two foundational elements – hubs and housing. There will be multiple sites throughout the community built to serve the most marginalized community members with a range of care and service from 24/7 safe spaces and access to basic needs, to health care, harm reduction and addiction treatment services, and housing supports. The system will support the highest acuity people to move safely inside, help them stabilize, wrap around them with supports and connect them to the right type of housing and help them stay successfully housed.

Ultimately, this response would see an estimated 10-15 hubs and 600 highly supportive housing units in place, beginning with three to five hubs and 100 highly supportive housing units by the end of this year.

In March, Council approved the Whole of Community System Response and directed that Civic Administration proceed with implementation. In July, Council approved the Hubs Implementation Plan and directed civic administration to undertake a competitive procurement process to select the Lead Agencies and their corresponding sites for the implementation of the first five Hubs and report back with the results and sources of financing for approval. At that time, civic administration was also directed to secure sources of financing to support the implementation of the first five Hubs including a request through the London Community Foundation for access to the Health and Homelessness Fund for Change. Throughout the Hubs Implementation Plan development process, a series of community engagement sessions were held in which feedback was collected to assist Council in their decision making related to the selection of lead agencies and Hub sites. This community engagement feedback is included in this report, along with preliminary feedback from those with Lived and Living Experience of homelessness. This report and the supporting information attached to it are the culmination of the many community and lived experience engagement sessions.

2.0 Discussion and Considerations

2.1 Purpose

The purpose of this report is to recommend that the City of London enter into Purchase of Service Agreements with: Youth Opportunities Unlimited, Canadian Mental Health Association Thames Valley Addiction and Mental Health Services and Atlohosa Family Healing Services Inc; to operate the first three hub sites to support initial implementation of London's Health & Homelessness Whole of Community System Response. The Deputy City Manager, Social and Health Development will execute the standard form Purchase of Service Agreement as provided for by By-law No. A-7924-5 attached as Schedule 2.

The City of London requested proposals from experienced and qualified proponents to provide Hubs related services. This new program supports the initial implementation steps of the whole of community response and together with the new highly supportive housing units, add much needed capacity to a system that is already operating beyond capacity.

2.2 Procurement Process

A Request for Proposal was issued on August 4, 2023 through Procurement & Supply Operations and was posted on london.bidsandtenders.ca with a closing date of September 5, 2023. A bidders conference question and answer session was held on August 15, 2023 with seven (7) interested parties attending. Interested proponents also participated in meetings conducted during a Building Permit & Approvals Consultation Period that was made available to proponents by appointment between August 21st and 30th, 2023.

Submissions were received from four (4) organizations and were evaluated against the requirements outlined in RFP-2023-199 by staff from Municipal Housing Development, Social and Health Development and an external non-lead agency representative with assistance from Procurement and Supply. All four (4) submissions passed the mandatory criteria and were evaluated to be responsive proposals.

The submissions received from Atlohosa Family Healing Services Inc., Youth Opportunities Unlimited and the Canadian Mental Health Association Thames Valley Addiction and Mental Health Services (CMHA) are being recommended for award as they were the three highest scoring proposals of the four proposals received. Atlohosa's submission included an ability to meet all requirements of operating a hub site and is adding immediate additional capacity to the community. Youth Opportunities Unlimited submission included an ability to meet all requirements of operating a hub through the provision of services at multiple sites and will be adding immediate additional capacity to the community and the CMHA proposal, although a multi-site submission, was also determined to meet the requirements of the hubs implementation plan.

Civic Administration is seeking Council award for three (3) Hub proposals, following the process undertaken through the Procurement of Good and Services policy, section 12.2 (c) "Committee and City Council must approve an RFP award with an irregular result greater than \$15,000". An irregular result is where the RFP award is greater than the available City budget.

This RFP result is consistent with the unique funding arrangement that has been communicated throughout this implementation process. Noting that the capital budget was always intended to be provided through the “Fund for Change” for these initial Hubs.

2.3 Additional Proposal Details:

Atlohsa Family Healing Services Inc.

Atlohsa Family Healing Services Inc is proposing a hub site in alignment with the Whole of Community Response at 550 Wellington Rd in the J Building at Parkwood Hospital. The proposed hub will bring the existing space to the standard of a hub as defined in the Proposed Hubs Implementation Plan. Atlohsa is in a short-term lease with St Joseph’s Health Care London to September 30, 2023, with the possibility to renew. Atlohsa’s proposed Indigenous health and homelessness hub will, if successful, provide up to 18 transitional and 10 respite beds at a capital cost of \$1,303,750 and an operational cost of \$2,118,146.

Atlohsa has secured alternative funding for purchasing of 10 Pallet Shelters, which reduces the capital cost of 10 net new beds. Additionally, they are contributing additional services from other funding resources which are dedicated to supporting the wraparound nature of the hub.

Address	Open	Beds	Capital	Operating
550 Wellington Rd.	December 2023	18 Transitional 10 Respite	\$1,303,750	\$2,118,146

Details of the Atlohsa Family Healing Services Inc. proposal can be found in Appendix A-1.

Youth Opportunities Limited (YOU):

Youth Opportunities Unlimited is proposing a hub site in alignment with the Whole of Community Response at Building 16, 800 Commissioners Road East. The proposed hub is approximately 4,200 square feet and offers eleven closed and private rooms, nine of which have exterior windows, as well as a large communal space, a conference room, kitchen, washrooms and two exterior entrances with vestibules, one of which is a side entry point away from the street. The two other closed and private rooms overlook the communal space and could be modified to provide staff space with oversight of the other areas within the site. YOU’s intention is also to enclose and cover a private outdoor area providing green space for program delivery, recreation and for those with pets, regardless of the weather. YOU intend to staff the facility to provide a 1:5 staff to participant ratio.

The building will require renovations to meet the needs of a Hub but provides an excellent starting point; the nine windowed rooms will provide spaces for private transitional stays, and the communal space offers opportunity for six respite beds so the site could accommodate up to 15 participants at any given time. However, YOU see this site as only a piece of the provision of the Hub model of care, as they envision youth being triaged reflective of their needs. This could be to the Hub for the highest acuity individuals, but it could also be to their youth shelter, to one of two dedicated spaces that they would allocate at YOU housing downtown, or to Children’s Aid Society (CAS), Community Services Coordination Network (CSCN) or another community partner – all entirely dependent upon what will best serve the young person. YOU sees the Hub as part of a continuum of care, ensuring that their supports continue to be customized and appropriate to the unique needs of each individual. YOU will be entering into a short-term lease with London Health Sciences Centre with the possibility to renew. The proposed Youth health and homelessness hub will, if successful, provide up to 9 transitional and 6 respite beds at a capital cost of \$3,123,550 and an operational cost for Year one of \$1,317,500 and for Year two of \$1,983,800.

The YOU proposal is looking to extend an existing collaborative approach with community partners like London Health Science Centre to support the right access to care in their spaces. This includes providing clinics within their downtown campus and requires a capital investment to support. This capital investment will allow primary medical care to be more accessible for those youth through the Richmond Street site and who may be further triaged to a variety of YOU services and supports. Further, besides those under a YOU roof, this model would also extend their case management supports to homeless youth whose medical needs require inpatient care at LHSC, ensuring that preliminary housing work has already been started before those individuals are discharged.

Considering the potential for supply chain issues and the extent of the required construction, the renovation of Building 16 will not be completed until May 2024. Consequently, YOU has indicated they will have a phased approach to implementing the full extent of the Hub. In the interim, six resting spaces will be added to the YOU Youth Shelter through the conversion of space within the facility. There are two multipurpose rooms at the shelter that will be converted to accommodate three resting space beds in each. These resting spaces will continue to operate until the full Hub is launched in May, 2024.

Address	Open	Beds	Capital	Operating
329 Richmond Street	December 2023	6 Respite	\$1,064,367	Year 1: \$1,317,500
800 Commissioner's Rd. E	May 2024	9 Transitional	\$2,059,183	Year 2: \$1,983,800

Details of the Youth Opportunities Unlimited proposal can be found in Appendix A-2.

Canadian Mental Health Association and Thames Valley Addiction and Mental Health Services

Canadian Mental Health Association Thames Valley Addiction and Mental Health Services (CMHA) is proposing a hub site in alignment with the Whole of Community Response in a multi-site model. The first site at 556 Dundas Street would provide 10 respite beds with the second site at 705 Fanshawe Park Road West requiring a rezoning to be able to provide 20 transitional beds. The proposed Dundas Street site is approximately 6,500 square feet.

The building at 556 Dundas Street is ready to provide respite hub spaces pending a small renovation to the exterior gate which will be completed prior to opening for admissions. The transitional space site in addition to requiring a rezoning will require renovations to meet the needs of a Hub.

The proposed Women and female-identifying individuals health and homelessness 10 respite bed site at the 556 Dundas Street site has a proposed capital cost of \$40,500 and a proposed operational cost of \$1,425,562.

The proposed Women and female-identifying individuals health and homelessness 20 transitional beds site at the 705 Fanshawe Park Road W site has a proposed capital cost of \$497,800 and a proposed operational cost of \$2,630,854.

With the need to re-zone and extent of the required construction to renovate the 705 Fanshawe Road W. site, the space is not expected to be operational for quite some time. However, if approved, the respite spaces have an anticipated opening in December 2023.

Address	Open	Beds	Capital	Operating
556 Dundas St.	December 2023	10 Respite	\$40,500	\$1,425,562
705 Fanshawe Park Road West	May 2024 (Pending Rezoning)	20 Transitional	\$497,800	\$2,630,854

Details of the CMHA proposal can be found in Appendix A-3.

3.2 Next Steps:

Pending Council approval, Civic Administration will work with the three organizations to execute service delivery contracts that support the proposals and ensures the identified hubs standards of care, municipal accountability provisions and outcome metrics are included in the signed agreements. Additionally, Civic Administration, with council direction, would seek capital and operating funding from the Fund for Change to fund the capital requests received to support the three hubs in the total amount of \$4,965,600 and operating costs of the Canadian Mental Health Association Thames Valley Addiction and Mental Health Services transitional beds for the provision of the initial 2-year term for hubs implementation at an approximate cost of \$2,630,854 per year to support the provision of the initial hubs implementation.

Additionally, Civic Administration will reach out to the community to ensure additional conversations and adjustments are made to the necessary planning work for additional hubs and that any future

procurement activities are supported by the City's Council approved Procurement of Goods and Services policy.

4.0 Financial Impact

The total costs associated with the three recommended proposals are outlined in Schedule 1. Funding for the capital costs associated with the successful proposals will be sought from the Fund for Change. Funding of \$5.4 million per year for 2 years (\$10.8 million in total) has been identified through the provincial Homeless Prevention Program funding and within existing Housing Stability Services budgets to fund the operating costs for the successful proposals.

The remaining operating costs to fund the first two years of operations of the hubs, specifically the transitional beds component of the CMHA proposal, will also be sought from the Fund for Change. Should ineligible costs under the existing provincial funding sources be identified while finalizing the service delivery contracts and budgets, the Social Services Reserve Fund will be utilized to cover any ineligible costs up to a maximum of \$1,500,000. Some ineligible costs could include expenses related to service delivery needs beyond the identified administration allocation. This includes, but not limited to, management salary costs, security costs, other identified costs that do not support frontline service delivery.

Recently the Federal Government made commitments in funding under the Housing Accelerator Fund for the City of London where certain components align with the key elements of the Whole of Community System Response including Hubs and Highly Supportive Housing. The relevant funding announcement includes the following:

Investments in Affordable Housing (\$20M)

The investments in affordable housing can provide additional supply of housing over the period of the Housing Accelerator Fund Program and over the longer term through the acquisition of land.

\$20,000,000 – Municipal, developer, and non-profit-led construction of affordable housing – Funding of various programs to support affordable housing. This program will also build highly supportive housing as set out in London's Whole of Community Health and Homelessness System Response.

Investments in Community-related Infrastructure that Supports Housing (13.7M)

The investments in community-related infrastructure that supports housing related infrastructure will provide opportunities to fund projects that are required to support the supply of housing over the period of the Housing Accelerator Fund Program and over the longer term through the construction of servicing projects that will provide capacity for future growth.

\$10,000,000 – Community Hubs to provide Timely & Direct Pathways to Housing – Funding to support London's Whole of Community Health and Homelessness System Response which develops an integrated model of care offering a range of functions through a network of community hubs. Community hubs will provide wrap-around services including direct pathways to housing, supported by the development of highly supportive housing units.

Civic administration will continue to work with federal and provincial partners to secure sustainable ongoing funding for these first 3 hubs, as well as additional hubs to be added to the system in the future.

Prepared and Submitted by: Craig Cooper, Director, Housing Stability Service, Social and Health Development
Recommended by: Kevin Dickins, Deputy City Manager, Social and Health Development

Schedule 1: Recommended Agencies for Awarding of RFP-2023-099

Agency	Address	Open	Beds	Capital	Operating Year 1	Operating Year 2
Atlohsa Family Healing Services Inc.	550 Wellington Rd.	December 2023	18 Transitional 10 Respite	\$1,303,750	\$2,118,146	\$2,118,146
Youth Opportunities Unlimited	329 Richmond Street	December 2023	6 Respite	\$1,064,367	\$1,317,500	\$1,983,800
	800 Commissioner's Rd. E	May 2024	9 Transitional	\$2,059,183		
CMHA	556 Dundas St.	December 2023	10 Respite	\$40,500	\$1,425,562	\$1,425,562
	705 Fanshawe Park Road West	May 2024	20 Transitional	\$497,800	\$2,630,854	\$2,630,854
Total:				\$4,965,600	\$7,492,062	\$8,158,362

Schedule 2:

Bill No.
2023

By-law No.

A by-law to authorize the Deputy City Manager, Social and Health Development to approve a Municipal Purchase of Service Agreement with each hub provider for the operation of three hubs

WHEREAS section 2 of the *Municipal Act, 2001*, S.O. 2001, c.25, as amended, provides that municipalities are created by the Province of Ontario to be responsible and accountable governments with respect to matters within their jurisdiction and each municipality is given powers and duties under this Act and many other Acts for the purpose of providing good government with respect to those matters;

AND WHEREAS section 10 of the *Municipal Act, 2001* provides that the City may provide any service or thing that the City considers necessary or desirable for the public, and may pass by-laws respecting same, and respecting economic, social and environmental well-being of the City, and the health, safety and well-being of persons;

AND WHEREAS The Corporation of the City of London is a service manager under the *Housing Services Act, 2011*;

AND WHEREAS section 13 of the *Housing Services Act, 2011* provides that service managers may establish, administer and fund housing and homelessness programs and services and may provide housing directly;

AND WHEREAS subsection 5(3) of the *Municipal Act, 2001* provides that a municipal power shall be exercised by by-law;

NOW THEREFORE the Municipal Council of The Corporation of the City of London enacts as follows:

1. The Deputy City Manager, Social and Health Development, or written designate, is authorized to approve the Municipal Purchase of Service Agreements between The Corporation of the City of London and each hub provider for the purchase of services to provide and operate three hubs.
2. The Deputy City Manager, Social and Health Development, or written designate, is hereby delegated authority to execute a Municipal Purchase of Service Agreements with each hub provider.
3. This by-law comes into effect on the day it is passed subject to the provisions of PART VI.1 of the *Municipal Act, 2001*.

Passed in Open Council on October 17, 2023 subject to the provisions of PART VI.1 of the *Municipal Act, 2001*.

Josh Morgan
Mayor

Michael Schulthess
Deputy City Clerk

First Reading –
Second Reading –
Third Reading –

Appendix A-1

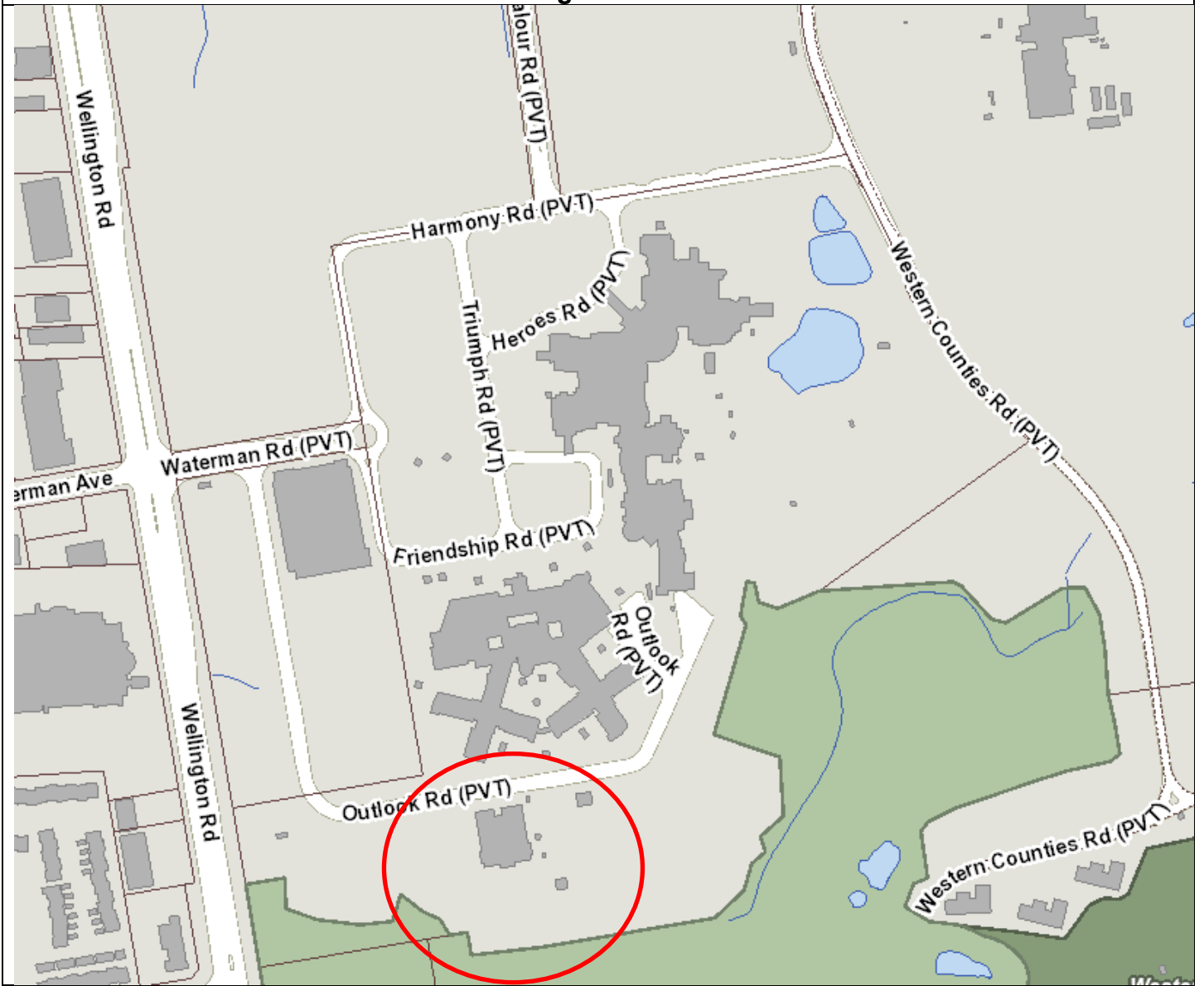
Atlohsa Family Healing Services Inc. Proposal Summary

Description	Proponent Details
Hub Site - provide the property address(es):	550 Wellington Road
Hub Size - provide the total gross floor area in square feet	11,000 ft ²
Emergency Care Establishment	Yes
Priority Population to be served:	Indigenous people
Range of Services to be provided:	Indicate "Lead" or "Partner" below
- 24/7 Safe Places	Lead
- Basic Needs	Lead
- Community Engagement	Lead
- Transportation	Lead
- Property Management (Cleaning/Janitorial, Maintenance & Repairs, etc.)	Lead
- Housing Access Support	Lead
- Income Supports	Lead
- Integrated Care Planning	Lead
- Justice System Services	Lead
- Medical Stabilization Beds	n/a
- Quick Access and Intentional Connections to Acute & Primary Care	Lead
- Translation and Interpretation	n/a
Beds to be provided:	# of Each / Total
- Number of Transitional Beds	18
- Number of Respite Beds	10

Annual Operating Budget	Estimated Annual
Administrative Costs – staff wages and benefits, etc.	\$1,010,616
Building Costs – lease, utilities, maintenance, etc.	\$784,066
Participant and Support Services – supplies, transportation, services and supports	\$222,600
Lead Agency Program Administration – max. 5%	\$100,864
Total (represents operating budget for both locations)	\$2,118,146

Atlohsa Family Healing Services Inc. Proposed Hub Site:

550 Wellington Road South



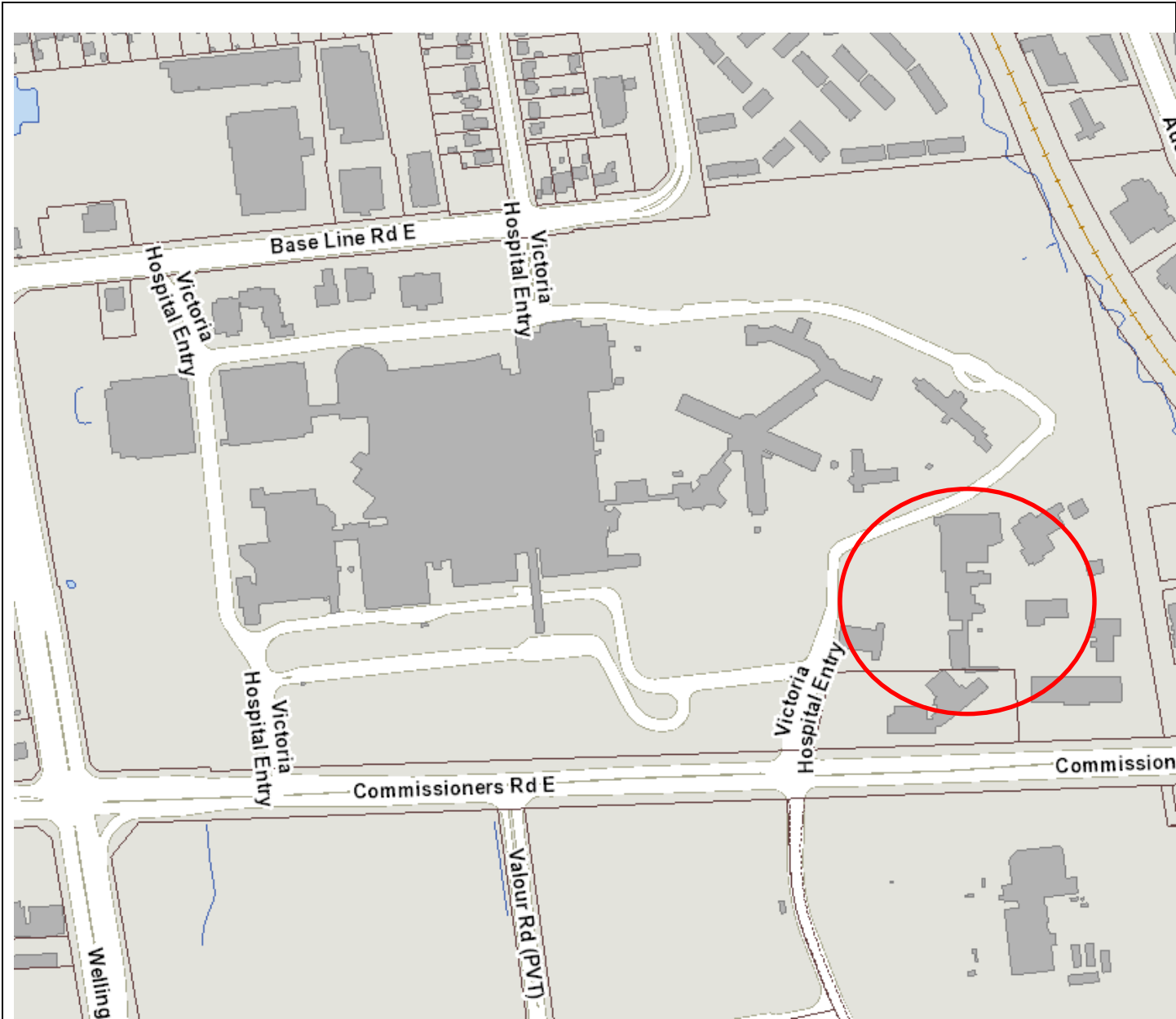
Appendix A-2

Youth Opportunities Unlimited Proposal Summary

Description	Proponent Details
Hub Site - provide the property address(es):	Building 16, 800 Commissioners Road East
Hub Size - provide the total gross floor area in square feet	4,200 ft ²
Emergency Care Establishment	Yes
Priority Population to be served:	Youth
Range of Services to be provided:	Indicate "Lead" or "Partner" below
- 24/7 Safe Places	Lead
- Basic Needs	Lead
- Community Engagement	Lead
- Transportation	Lead
- Property Management (Cleaning/Janitorial, Maintenance & Repairs, etc.)	Lead
- Housing Access Support	Lead
- Income Supports	Lead
- Integrated Care Planning	Lead
- Justice System Services	Lead
- Medical Stabilization Beds	Lead
- Quick Access and Intentional Connections to Acute & Primary Care	Lead
- Translation and Interpretation	Lead
Beds to be provided:	# of Each / Total
- Number of Transitional Beds	9
- Number of Respite Beds	6

Annual Operating Budget	Estimated Year 1	Estimated Year 2
Administrative Costs – staff wages and benefits, etc.	\$879,400	\$1,202,500
Building Costs – lease, utilities, maintenance, etc.	\$256,100	\$524,900
Participant and Support Services – supplies, transportation, services and supports	\$119,300	\$161,900
Lead Agency Program Administration – max. 5%	\$62,700	\$94,500
Total	\$1,317,500	\$1,983,800

Building 16, 800 Commissioners Road East



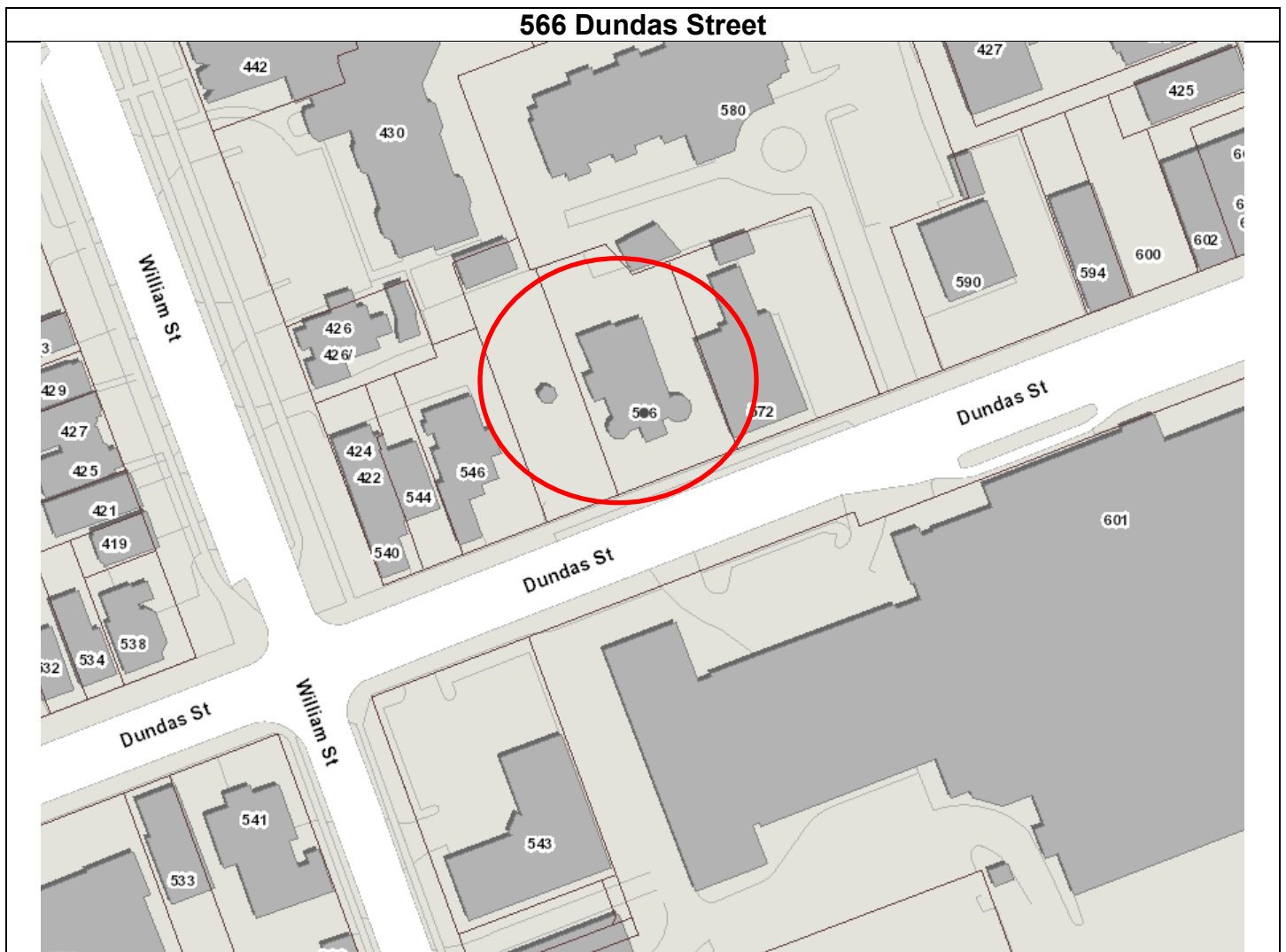
Appendix A-3

Canadian Mental Health Association Proposal Summary

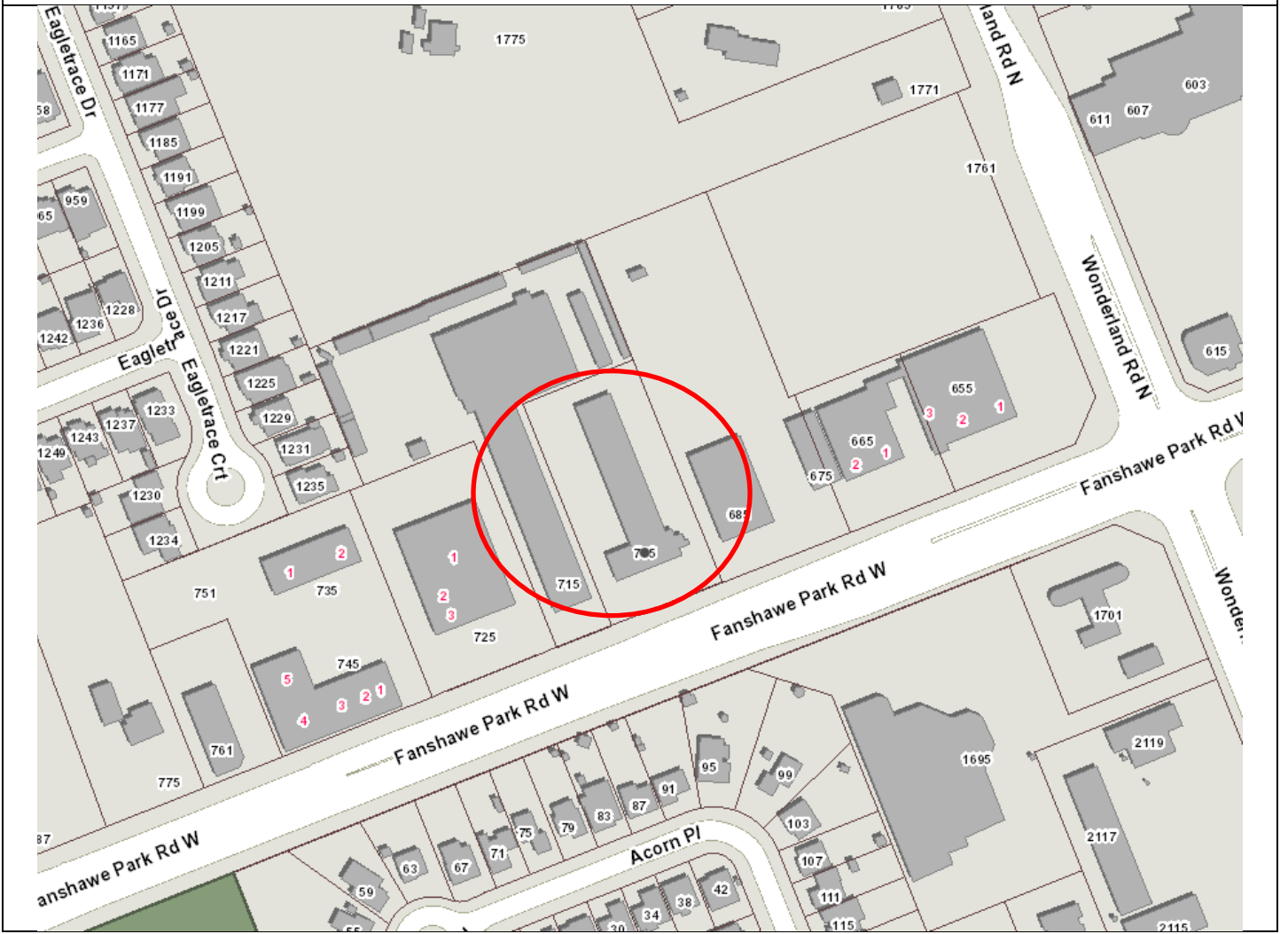
Description	Proponent Details
Hub Site - provide the property address(es):	566 Dundas Street
	705 Fanshawe Park Road W
Hub Size - provide the total gross floor area in square feet	566 Dundas: 6,500 ft ²
	705 Fanshawe Park Rd: 11,000 ft ²
Emergency Care Establishment	566 Dundas St: Yes
	705 Fanshawe Park Road W: No
Priority Population to be served:	Women and people identifying as female
Range of Services to be provided:	Indicate "Lead" or "Partner" below
- 24/7 Safe Places	Lead
- Basic Needs	Lead
- Community Engagement	Lead
- Transportation	Lead
- Property Management (Cleaning/Janitorial, Maintenance & Repairs, etc.)	Lead
- Housing Access Support	Lead
- Income Supports	Partner
- Integrated Care Planning	Lead/Partner
- Justice System Services	Partner
- Medical Stabilization Beds	Partner
- Quick Access and Intentional Connections to Acute & Primary Care	Partner
- Translation and Interpretation	Partner
Beds to be provided:	# of Each / Total
- Number of Transitional Beds	20
- Number of Respite Beds	10

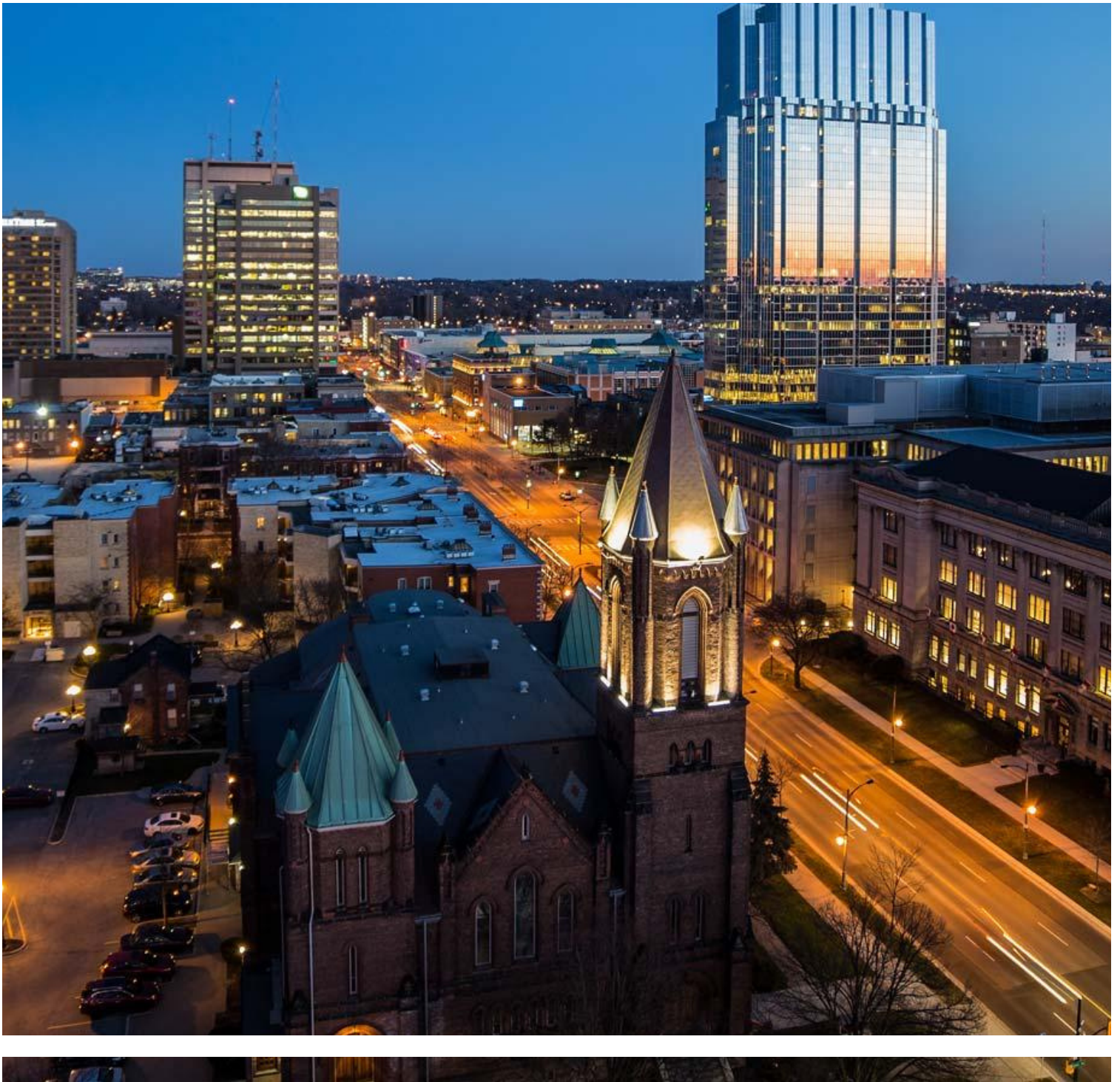
Annual Operating Budget	Estimated for 566 Dundas	Estimated for 705 Fanshawe Park Rd.	Annual
Administrative Costs – staff wages and benefits, etc.	\$816,417	\$1,506,685	\$2,323,102
Building Costs – lease, utilities, maintenance, etc.	\$415,444	\$1,242,199	\$1,242,199
Participant and Support Services – supplies, transportation, services and supports	\$124,812	\$230,340	\$355,152
Lead Agency Program Administration – max. 5%	\$68,889	\$127,134	\$196,023
Total	\$1,425,562 *	\$2,630,855 *	\$4,116,475

*Final annual operating amounts to be confirmed prior to contract execution.



705 Fanshawe Park Road West





LIVED & LIVING EXPERIENCES INTERIM SUMMARY REPORT

23 AUGUST 2023



PREPARED BY:
DR. JACOBI ELLIOTT
DANICA FACCA PHD(C)

PURPOSE

The City of London's Whole of Community System Response was designed using a harm reduction and trauma informed approach to support community members of all backgrounds who are marginalized and experiencing homelessness by providing pathways to health services and housing that meets people where they are without judgment and offers culturally safe, low barrier, and inclusive care.

A feature of this response will be the development of community 'Hubs', currently the work is focused on design and implementation. The City of London solicited participation from community members who have lived or living experience with homelessness to engage in consultation sessions to provide vital input that will inform the design and implementation of the Hubs along with supportive housing.

The purpose of this interim summary is to summarize the information collected from the community members in the following areas:

- Current needs and areas of improvement
- Current services being used
- Current barriers of service use
- Key services or features to include in the Hubs
- Key takeaways and recommendations for Hub design



METHODS USED

A qualitative approach (individual and focus group interviews) was used to understand community members' current experiences of homelessness and their interaction with community supports within the London area. Focus groups and/or individual interviews were conducted by experienced staff members across 5 local organizations which currently support community members experiencing homelessness. The nature of inquiry within the focus groups and individual interviews was to identify current services community members experiencing homelessness rely on for support, current barriers of this service use, and key services or features to inform the design and implementation of the Hubs and supportive housing. The focus group and individual interview guides were semi-structured, and community members were provided an honorarium.

DATA COLLECTION AND ANALYSIS

Data collection processes across individual and focus group interviews was mixed: some focus groups were audio-recorded and transcribed verbatim for analysis, while others captured data through reflexive hand-written notes. Data collection took place over the course of July and early August 2023. In total, 5 focus groups and 9 individual interviews were conducted with 59 community members. Appropriate qualitative analysis techniques were carried out. An iterative, thematic analysis approach was used by researchers at St. Joseph's Health Care London. Members of the research team analyzed all transcripts and notes. Thematic codes were tracked in a tabular matrix using exemplar quotes from interview transcripts to enrich thematic findings where applicable.



FINDINGS

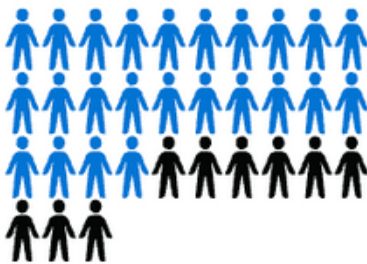
COMMUNITY MEMBERS' EXPERIENCES

DESCRIPTIVE CHARACTERISTICS

Participants were invited to complete a demographic survey following the interview. To date, sociodemographic characteristics of **33** community member participants have been captured and analyzed below (see Appendix A). Of those 33 participants:



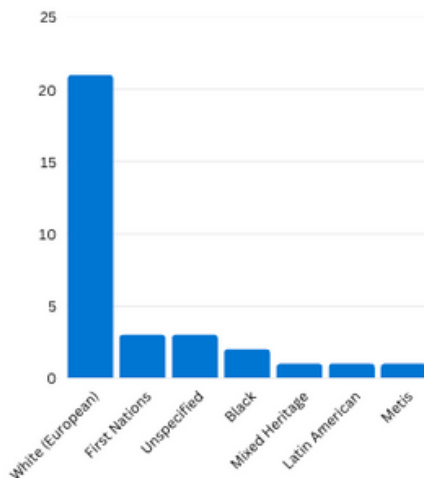
Average age across was **39 years old**



Majority of participants (75%) identified as **male**

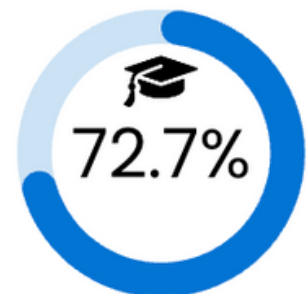


Most participants (69.70%) identified as **heterosexual**



Approximately two-thirds of participants (65.63%) identified as **White (European)**

Most participants (72.7%) had received a **high-school diploma** as their highest form of education



English was the preferred language across all participants (100%). Over three-quarters (81.82%) of participants identified their primary residence within an urban area.

CURRENT NEEDS & AREAS OF IMPROVEMENT

During the focus group discussions, community members openly shared their current needs and highlighted examples of where more support is desired.

Current needs identified by community members included:

- Lack of beds/space in shelters
- Lack of affordable housing options
- Lack of accessible housing options

Areas of improvement identified by community members included:

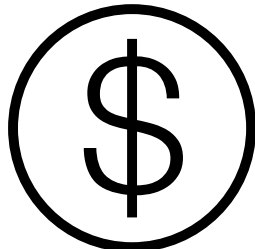
- Increased accessible housing options (e.g., apartments) for those living with physical disabilities
- Increased accessible transportation options (e.g., accessibility friendly taxis) to healthcare facilities like hospitals
- Increased beds/space in shelters
- Increased mental health training for staff working with those who have mental health or addiction needs
- Increased mental health resources
- Increased support with accessing transitional housing
- Increased support with job searching and government-based assistance programs (e.g., Employment Insurance, Ontario Disability Support Program)
- Increased support with securing identification documents (e.g., health cards, birth certificate, license)



WOMEN-IDENTIFYING COMMUNITY MEMBERS NOTED THE IMPORTANCE OF INCLUDING GENDER-SPECIFIC SPACES (I.E., WOMEN ONLY) TO IMPROVE SAFETY FOR THOSE WHO ARE SEX WORKERS OR SEEKING SUPPORT FOR GENDER-BASED SEXUAL VIOLENCE.

CURRENT SERVICE USE

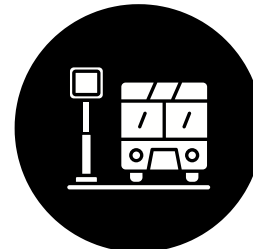
Community members expressed their current service use by discussing the organizations and networks where they prefer to go to for various areas of support and the specific contexts in which they find these supports valuable and essential. The organizations community members identified demonstrates the **diverse nature of support** required to meet the intersectional needs of this population which ranged from basic living needs (i.e., shelter, food, essential items) to healthcare needs, inclusive of mental healthcare, harm-reduction addictions support, and outreach services for those experiencing gender-based sexual violence.



FINANCIAL SUPPORT:
COMMUNITY HEALTH CENTER
SANCTUARY LONDON



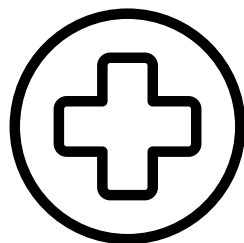
FOOD SUPPORT:
519 PURSUIT
GOODWILL RESOURCE CENTRE
SANCTUARY LONDON



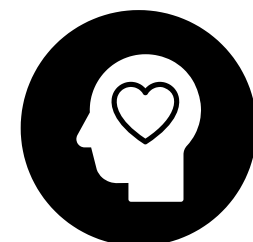
TRANSPORTATION SUPPORT:
HOME BUS
MOBILITY FIRST



HOUSING SUPPORT:
HOUSING STABILITY BANK
LONDON CARES
MEN'S MISSION
MY SISTER'S PLACE
STREETSCAPE
THE SALVATION ARMY



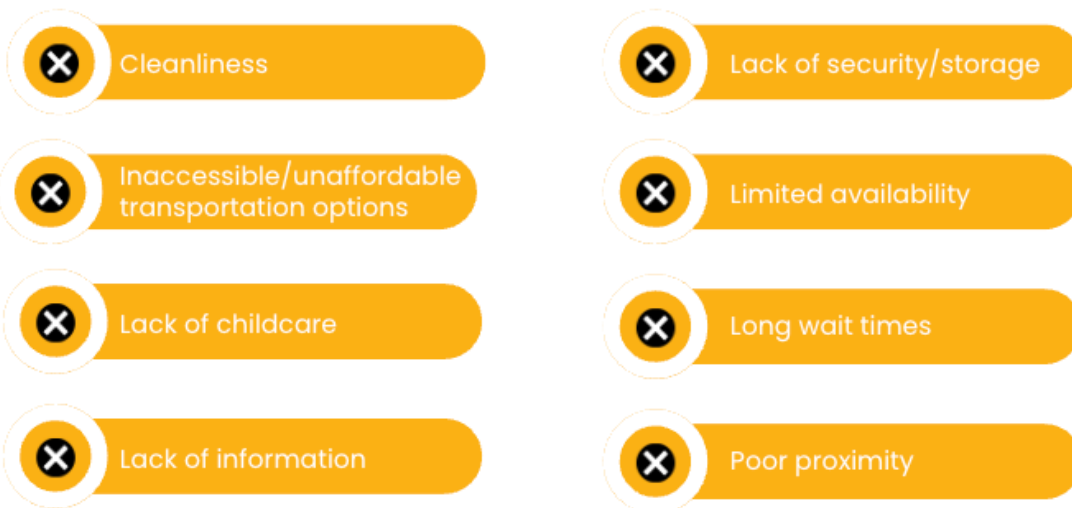
HEALTHCARE SUPPORT:
COMMUNITY HEALTH CENTER
METHADONE CLINIC
NEEDLE EXCHANGE
PARKWOOD INSTITUTE
REGIONAL HIV/AIDS CONNECTIONS (RHAC)



MENTAL HEALTH SUPPORT:
CANADIAN MENTAL HEALTH
ASSOCIATION (CMHA)
MY SISTER'S PLACE
REACH OUT CRISIS LINE
STREETSCAPE

CURRENT BARRIERS

Current barriers community members identified facing included:



Lack of comprehensive and/or consolidated information of current resources was a barrier for some as they relied on **“word of mouth” (Men’s Mission)** communication to inform their options of where to go to for support. In other cases, long waiting lists to get a bed led others to go **“back on the streets” (Men’s Mission)**.

For those who found themselves lucky enough to get a bed, lack of security and/or shared rooms dissuaded them from staying as they felt uncomfortable in spaces where there was no security and/or space to lock up their personal belongings that, while on the surface may appear to look like “junk,” carry a deeper meaning from a survival standpoint.

“ A LOT OF PEOPLE...HOARD THINGS BECAUSE THERE’S LIKE A SCARCITY ANXIETY...THEY GET WORRIED LIKE ‘OH, I’M GONNA LOSE THIS [OR HAVE IT STOLEN IF I STAY]’ ”
(QUINTIN WARNER HOUSE)

HUB SERVICES & KEY FEATURES

Throughout focus group discussions, community members further shared key services and/or features they felt should be included in the Hub design. These features reflect the current landscape of needs identified at the outset of the focus group discussions and point towards a **strong desire for consolidated wrap around services inclusive of housing, healthcare, and social supports:**

- Access to technology (e.g., computer, phone, Wi-Fi)
- Accessible washrooms and transportation options to and from site
- Family-friendly and/or couple designate rooms
- Gender-specific spaces (e.g., women-only rooms for those with children and/or experiencing gender-based and sexual violence)
- Healthcare services (e.g., nurses and personal support workers on site)
- Housing support services (e.g., resources, case managers)
- Identification document support services (e.g., birth certificate, health card, license)
- Job support services and counselling
- Mental health services (e.g., crisis counselling, addictions support)
- Personal item storage spaces with locks
- Pet-friendly
- Private shower spaces
- Private sleeping spaces
- Safe injection spaces

HUB SERVICES & KEY FEATURES

When asked about location, community members expressed that the Hubs would be best located downtown by areas that are close to main intersections, arterial bus routes, and pre-existing community supports.

Along with location considerations, community members with families—children, spouses, pets—strongly advocated for spaces designed with diverse family structures in mind. The thought of having to access a Hub and have family members denied or separated was nonnegotiable for many, especially those with children. For those without children or spouse/s, consideration for pet allowance was important as they provide key support and companionship.

“IF I WAS...AT A HUB, I WOULD EXPECT ENOUGH ROOM FOR MY FAMILY TO BE THERE TOO”
(ROTHOLME FAMILY SHELTER)

“COUNSELING [WOULD BE] VERY IMPORTANT [SO I CAN FIGURE OUT] WHERE I AM IN MY JOURNEY [AND HOW I CAN] GET OUT OF THE SITUATION [I'M IN].”
(MEN'S MISSION)

Counselling—for mental health support, addictions support, crisis support—was highlighted by many community members as a necessary service feature. When discussing the merits of counselling and what they would hope to gain, community members remarked that talking to someone in this context would give them a way to figure out next steps and set goals like obtaining transitional housing, finding a job, improving their physical and/or mental health, and by extension, meaningfully participating within their local community.



HUB DESIGN

KEY TAKEAWAYS & RECOMMENDATIONS

The community member feedback gathered provides valuable insights into the essential features that should be included in the Hub design to create a safe, inclusive, and supportive environment. Overall, community members shared a strong desire for **consolidated wrap around services** inclusive of housing, healthcare, and social service supports. Engaging with local stakeholders and service providers will be crucial in implementing these features effectively and creating a building that serves as a model of inclusivity and well-being within the community.

- **Accessible Layout:** Prioritize accessibility by building ramps, elevators, and wider doorways to ensure community members of all abilities can move freely on premises.
- **Diverse Family Design:** Design spaces for various family structures (e.g., single individuals, couples, families with children, individuals with support animals). Honoring diverse family structures recognizes the importance of person-centered design for marginalized groups and will further reduce access barriers.
- **Downtown Location:** Build in a downtown central location to provide convenient access to public transportation (e.g., main bus routes) and essential services while also facilitating opportunities for community engagement within the broader urban context.
- **Gender-Specific Spaces:** Incorporate gender-specific spaces (e.g., bathrooms, changing rooms) to ensure community members of various gender identities feel safe.
- **Harm Reduction Facilities:** Designate an area for harm reduction services. This area should be staffed by trained professionals who can provide support, resources, and education to community members who may be dealing with substance use challenges.
- **Healthcare Services:** Collaborate with local healthcare providers to establish on-site healthcare services to provide access to primary care and preventive health services.
- **Mental Health Services:** Collaborate with local organizations to establish on-site mental health services to provide access to counseling and other mental health resources.
- **Safety and Security:** Implement appropriate security measures including well-lit pathways, surveillance cameras, and secure entry points.
- **Secured Personal Item Storage:** Integrate lockable and secure personal item storage units to provide community members with a sense of ownership and security for their belongings, minimizing the risk of theft/loss.

APPENDIX A

Sociodemographic characteristics of community member participants

Demographic characteristic	Total Number of Participants (N = 33)	
	<i>n</i>	%
Biological Sex at Birth		
Male	25	75.76%
Female	8	24.24%
Gender Identity		
Male	24	75.00%
Female	5	15.63%
Prefer not to answer	2	6.25%
Other	1	3.13%
Sexual Orientation		
Heterosexual/Straight	25	69.70%
Prefer no answer	5	15.15%
Two-Spirit	2	6.06%
Bi-sexual	2	6.06%
Lesbian	1	3.03%
Racial/Ethnic Identity		
White (European, North American)	21	65.63%
First Nations	3	9.38%
Unspecified	3	9.38%
Black	2	6.25%
Mixed Heritage	1	3.13%
Latin American	1	3.13%
Metis	1	3.13%
Education		
Highschool	24	72.73%
Unspecified	3	9.09%
Trade or Technical School Certificate	2	6.06%
Grade 9 or less	2	6.06%
College or University Degree	2	6.06%
Born in Canada		
Yes	24	72.73%
No	4	12.12%
Prefer no answer	4	12.12%
Unsure	1	3.03%
Primary Residence		
Urban	27	81.82%
Rural	3	9.09%
Unspecified	3	9.09%

Health and Homelessness Whole of Community System Response

Hubs Implementation Plan Engagement Results

September 15, 2023

Prepared by



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Section 1.0:

Introduction

Health and Homelessness in London

London is facing a dire health and homelessness crisis. To address this crisis, a collective of community experts across sectors have designed a system response that is the first of its kind in London, and unique in Ontario. That group included more than 200 individuals representing nearly 70 local organizations in community health and social services, institutional healthcare, education, emergency services, business and economic development, land and housing development, and multiple levels of government.

The Whole of Community System Response will support the entire community – those who are most marginalized, those working in the system, and those trying to provide support, including businesses and community members who also experience the impacts of this crisis.

The Hubs Implementation Plan

The Hubs Implementation Plan is a roadmap to help the most marginalized Londoners move safely inside, become stabilized, supported, and connected to the right housing, and to help them stay housed.

The plan represents the culmination of nearly nine months of intensive community-driven collaboration and something that has never been done before in London. It is a strategic implementation roadmap, taking into consideration a variety of community inputs and the insights of diverse subject matter experts. It is intentionally designed to evolve in lockstep with community feedback, changing conditions, and lessons learned as the system is established, including continuous feedback from those with lived and living experience.

Following Council endorsement of the Hubs Implementation Plan, City staff will now undertake a competitive procurement process to identify lead agencies and proposed locations for the first five Hubs, which are intended to be established by December 2023 and continue advocacy efforts for funding to support the implementation of the plan.

About the Community Engagement

To help with increased awareness and provide Londoners more opportunities to ask questions and provide feedback on the Hubs Implementation Plan, engagement opportunities continued between August 30 and September 12. Residents were invited to attend any one of the five council-directed sessions. Additionally, two business-focused sessions were held in collaboration with the Old East Village BIA, Downtown BIA, and Chamber of Commerce.

Residents were also invited to provide feedback through the GetInvolved.London.ca website and at Councillor-held ward meetings.

Specific questions were not asked during the engagement sessions or on the GetInvolved.London.ca site; rather, residents were invited to share their questions and comments about the Whole of Community System Response and the Hubs Implementation Plan, focusing on what was most important to them.

The Community Engagement Session Approach

Community engagement sessions used the format of a formal presentation followed by a question-and-answer period. After the question-and-answer period, one-on-one informal discussions occurred with attendees who had further questions. Attendees who had comments about the Whole of Community System Response or the Hub Implementation Plan were encouraged to submit their comments via comment cards or through the GetInvolved.London.ca site.

Over 380+ residents and business owners took the opportunity to engage with City staff, Councillors, and subject matter experts and discuss their questions and comments. Through the formal questions-and-answer period, over 100 questions were asked. The questions focused on operations, implementation, financials, services and supports, safety and security, and Hub locations, aligning closely with the themes in Section 2.0 of this report.

The community engagement sessions were well-received by residents. Comment cards noted that the information shared was well-presented and informative, the question-and-answer period was beneficial, the conversational approach was welcomed, the presenters took the time to respond to questions thoughtfully and thoroughly, and the opportunity to connect with City staff, Councillors, and subject matter experts was appreciated.

“Kudos should go out to the team who did the presentation on the Hubs Implementation Plan. They provided a lot of information that hasn’t been noted in the media and allayed our concerns. They took the time to field all of the questions that the group had. “ ~ Engagement Session Participant

GetInvolved.London.ca Site

During the consultation process, the Health and Homelessness Whole of Community System Response page on the GetInvolved.London.ca site had 2,434 unique visitors, and the Hubs Implementation Plan was downloaded 964 times. In total, 203 submissions were received through the online form, which included 117 individual submissions and 86 comment cards.

Purpose of this Report

Responses provided through comment cards at the engagement sessions and submissions through the GetInvolved.London.ca site were collated into a single document.

A thematic analysis was then conducted to identify common themes across all responses. As part of the thematic analysis, each response was read carefully to understand the content, and responses that included multiple ideas were split so that each idea could be themed separately to ensure accuracy in the number of responses to a particular theme.

The purpose of this report is to outline the themes derived from the community engagement process. Section 2.0 contains a list of themes, along with summary statements that describe the responses related to the theme.

The feedback will be used to help inform Council decisions, including locations and lead agencies for the first five Hubs.

Definitions

The term n= is used to identify the number of times a particular theme was identified in the responses. Themes are ordered from highest to lowest reporting frequency as indicated by the n=.

Section 2.0:

Engagement Results

The following themes were derived from the feedback provided through comment cards at the engagement sessions and submissions through the GetInvolved.London.ca site. The themes focus on feedback related to the Hubs Implementation Plan. A series of summary statements have been included for each theme to provide further detail. The themes reflect the feedback received as of September 12, 2023.

Wraparound Services (*n=46*)

Respondents noted that the Hubs Implementation Plan should:

- Address the multi-faceted issues that cause homelessness, such as affordable housing, access to social services, mental health support, economic challenges, etc.
- Be inclusive of the range of services, supports, and approaches individuals experiencing homelessness require.

Safety and Security (*n=35*)

Respondents noted that the Hubs Implementation Plan should:

- Integrate multiple strategies to ensure the safety of residents and businesses.
- Have security, inside and outside of Hubs, to support the safety of Hub residents, staff, and neighbours.
- Consider how to address residents' fears related to safety and security issues.
- Include how crime, substances, violence, fires, theft, and property damage will be addressed in and around the Hubs.

Financial Investment (*n=25*)

Respondents noted that the Hubs Implementation Plan should:

- Be funded by sources other than the City of London, so Londoners are not required to pay the total cost of the Hubs.
- Provide financial reports that outline how financial resources are being spent.
- Incorporate additional information, details, and rationale about the cost of the Hubs.

Location of Hubs (*n=24*)

Respondents noted that the Hubs Implementation Plan should:

- Ensure that Hubs are located away from residential areas, school zones, businesses, and areas in the downtown where there are special events.
- Include a plan to keep community spaces (e.g., parks) safe for all residents to enjoy.
- Be located throughout the city so all neighbourhoods are involved and absorb the responsibility equally.

Substance Use (*n=22*)

Respondents noted that the Hubs Implementation Plan should:

- Include how substance use challenges will be addressed.
- Incorporate referrals to or offer effective treatment options.

Section 3.0:

Conclusion

Feedback gathered through the engagement sessions and GetInvolved.London.ca aligned with the key components of the Hubs Implementation Plan, such as providing wraparound services, addressing safety and security concerns, being prudent and transparent with financial investments, considering the location of Hubs carefully, and addressing substance use challenges.

While some respondents reported they are supportive of Hubs, others were concerned that Hubs will not offer an appropriate solution. Those who supported Hubs noted that the Hubs Implementation Plan is an “excellent plan that Londoners should be proud of themselves, City staff, and Council for creating.” Respondents noted that the Hubs Implementation Plan covers complex issues, is well presented, and is comprehensive. Those who were not in support of Hubs were concerned that it was an untested model and were concerned about the negative impact of Hubs on London.

Each theme noted in Section 2.0 has been considered in the Hubs Implementation Plan and will continue to be addressed through the implementation of the Hubs and reflected in the expected results. The feedback provided will be used to help inform Council decisions, including locations and lead agencies for the first five Hubs.

Hello,

I live in the neighbourhood near this proposed Homeless Hub and find it unfathomable that this location is even being considered. There are a lot of children in our neighborhood that spend a lot of time outdoors and cannot understand how this location would be considered. It is irresponsible on many levels so I hope city council will decline this proposal. The increase in crime and violence will impact every family in our neighbourhood.

Thank you,

-Tom

To whom it may concern,

I would like to submit my comments as given below to be added to the City's Hubs Implementation Plan Results report.

Dear Councilor Rahman,

I am writing you as Councilor for Ward 7 regarding the recommended Homeless Hub location in Ward 7 at [705 Fanshawe Park Road West](#).

I live with my family and young children in the White Hills neighborhood and our children attend the School in the area. We also very frequently visit the MasterMinds toy store and the new Ice Cream store that would become the neighbouring properties of the Homeless Hub should its location be rezoned and opened.

We've thought about this a while and we would like to express our concern regarding the City's proposed rezoning and creation of the Hub at this location.

Although we strongly support the City of London's plan and the creation of the Homeless Hub this proposed location doesn't make sense and causes concern. Mental Health and Addiction requires treatment but at the same time individuals struggling with their illness present with very anti-social behaviours. Needle use and unsafe disposal, erratic behaviour and violence unfortunately follows so we are not sure why the City is proposing creating 20 beds in a commercial area, next door to a toy store and an ice cream shop.

We appreciate the City Council needs to consider and address this large problem but I believe the location would have a very negative impact and it's our responsibility to consider our family. I don't know what the future looks like but my experience in Victoria Park and downtown London it creates spaces where I wouldn't feel comfortable taking myself or my children. I also cannot imagine that the impact and the businesses surrounding the location will be positively impacted.

I don't believe in the NIMBY approach so I will not advocate that our community not be considered for such Hubs and services although we don't experience a large homeless population in our area and have concerns it will increase with the creation of hubs.

However the location that is being proposed seems to be ill considered and it is my belief the introduction of it in that area will negatively impact the surrounding businesses and our change the character of that area.

I am sure there must be a million considerations for a location but we strongly ask that as the Councilor for Ward 7 that you not support the proposed location or the rezoning and instead look for a more suitable location. For example there is a large medical zone at 990 Gainsborough that is supported by medical practices and churches that is still within Ward 7 but not close

In its simplest I don't believe we should support a 20 bed Mental Health and Addiction Centre next to a Toy Store and an Ice Cream Store.

Thank you for your consideration.

Corrine Rahman and City Council Members,

Good afternoon, I am writing regarding the Homeless Hub that is scheduled to open shortly at the Lighthouse Inn, located at **705 Fanshawe Park Road West**. I would like to express my concern for this project as my family and I are business operators in the Hyde Park area.

We own and operate four Tim Hortons restaurants all within 1.8 - 5 km's from the Hub's location. Our closest restaurant, located at 1229 Wonderland Road North, is only 1.8 km's which is a concern for us.

We opened our first restaurant, at 1229 Wonderland Road, almost 30 years ago and we have slowly watched as the homeless population has grown in the area. These past two years have been extremely concerning for us as we have had to deal with never-ending problems on a daily basis. Problems such as drug use on our property, vandalism inside and outside of the property, theft, camps set up on our property and many other issues. Typically, police are called to deal with these problems but their response time is lengthy as they are understandably busy. When the police are unable to respond in a timely manner, we have no other choice but to personally deal with these issues on our own. This is very dangerous to ourselves and our staff members. We have had to deal with a high turnover rate of staff in our restaurants, as our staff do not want to deal with these problems every day. Their safety is compromised and it is understandable why they terminate their employment and go to work elsewhere.

We have spent thousands of dollars on repairs to our bathrooms from graffiti, professional cleaning companies and plumbers to clean up bodily fluids and feces, bathroom locks on doors and other expenses due to the homelessness problem in our city. There have been times when our front doors needed to be locked due to the staff feeling unsafe which is unacceptable. Many of our staff members are only 15 years old and should not be subject to witnessing these events that are constantly occurring. We should all feel safe at our place of work and our customers should feel welcome and safe when they are visiting our restaurant.

I think it's wonderful that there is a plan to try to get people off of the streets and provide warm beds for all, as no one should be out on the street BUT I strongly believe we need to tackle the real problem which is the **drug problem**. Until the drug problem can be solved, people will continue to be out on the street and problems in our community will continue. We have some very ill people who need professional help, help that does not include free drugs from the numerous facilities around the city. We are just enabling the problem and the cycle continues and people do not get better, only worse and because of this problem, business owners are negatively affected, which will lead to business closures. After everything our family has done to give back to our community and all of the hard work put in over the 30 years, it is not acceptable to allow us and other Hyde Park residents and business owners, to be treated this way. This problem needs to be fixed so we can continue to strive and pass our businesses down to our children.

Thank you for taking the time to review my email. I hope we can come up with a plan to make some positive changes in our community moving forward. I have provided a file which contains some evidence of some of the situations we have had to deal with.

Please feel free to reach out to me with any questions.

Thank you,

Tanya Circelli

Tim Hortons

General Manager & Human Resources

Tanek Inc. & Mavco Inc.

519-619-9345

tanyatims@live.ca

From: Sweety Goswami
Sent: Thursday, September 21, 2023 3:52 PM
To: SPPC <sppc@london.ca>
Cc: Rahman, Corrine
Subject: [EXTERNAL] Homeless Hub

Please note, I am not in support of a homeless hub being setup behind or close to Black Pearl/Mastermind. Other avenues need to be considered.

Thank you

Hello,

I've been in contact with city council Corrine Rahman's office who suggested to email my families concerns about this proposed homeless hub. These ideas have been tried in other cities and failed. Why do we not learn from them?? No resources so crime Will go up. There is no reasonable thought process here.

Original email to Corrine:
Hi Corrine,

I'm emailing to voice concern of the homeless hub that's supposed to come to the motel behind the Black Pearl restaurant.

This will kill their business for one, there is also a child's toy store right there that's a reasonable cause for safety concern.

There are no resources for the homeless in this area it makes no sense! Because there are no resources, crime rates will go up. Please do something to stop this. This is not a good location. There are better options closer to food banks and government offices that they need to obtain assistance.

Thank you for stopping this, nothing good can come from this.

The Percival family
(One block away from that motel)

I wanted to reach out to express my concerns about the location of the proposed homeless hub on Fanshawe Park road west in the motel behind the Black Pearl Pub. I have serious concerns about this as a location due to the surrounding community and neighbours not to mention the potential and likely loss of business for the local businesses in the immediate area. There are a number of elementary schools, a high school, a toy shop and local restaurants that all service families with children. Understanding we cannot shield our children from all the unfortunate situations of the world, I do feel it is our responsibility to ensure that we do our best to keep their communities safe and secure. Please continue to work on the homeless situation within London but please consider an alternate location for this proposed hub.

Thank you for your time,

Sincerely,

Susan Whiting

Hello,

My name is Sue Amaral and I'm a resident in the Fox Hollow Community. My husband, and two boys (ages 7 and 9) have called this neighbourhood home last 12 years. We chose this neighbourhood based on the safety of the family we planned to raise here. I feel that this new Hub for drug addicted, homeless women is going to jeopardize this. Having this Hub so incredibly close to a residential area is absolutely absurd. These women that will live at this Hub will have friends and boyfriends come and visit and hang around the area. We have parks that our children play at, and walking trails that are a perfect hang out spot for these addicts to get high and leave their needles behind. There are stores that my family love to shop at or restaurants that we like to eat at, that will no longer be an option, because we will not put our boys at risk being so close to the Hub and the addicts that will be hanging around. This will leave the business owners suffering as people will not shop or eat there. I for one can honestly say that if this was to go through, a for sale sign would be soon after on my property. We pay high property taxes because we live in a great neighbourhood. Unfortunately this will end our families chapter in London if this was to go through. We worked hard to get here, it would be so sad for it to end because of bad decisions on locations for the Hubs.

Thank you for your time,

Sue Amaral

Hello,

I am writing to express my deep concern with your intent to re-zone The Black Pearl Inn on Fanshawe Park Road to a hub for the homeless and the articles that make reference to both drug addiction and mental health issues/illness.

I am concerned that as a resident of this neighbourhood who pays an exorbitant amount in property taxes, I was never contacted or made aware of this plan and found out through news articles and close acquaintances.

As a resident of this neighbourhood I would like to express my strong opposition to this re-zoning and plan to locate this hub in the area. I am a mother to two very young children and their safety and security is my number one priority. My husband and I have worked very hard to purchase a safe and secure home in this area for our family. We pay a very high amount in property taxes and this should hold value in this decision. There are many schools and young children that live in this neighbourhood and their safety should be your top priority before making this decision.

A very concerned resident,
Stephanie Da Silva

Hi,

My name is Stefano and I am a resident of the city of London. I am contacting you regarding the new hub for homeless people on Fanshawe Park Road. This project creates a dangerous and unsafe environment for the communities, neighbourhoods and businesses that surround it. Each time one of these projects is installed, the surrounding area sees a large increase in all sorts of crime and violence. Furthermore, many of the neighbourhoods nearby are home to many families with young children and babies that could be put in danger if this project moves forward. I believe that all of London should be a safe place to live for all and by creating these types of projects you can only make situations worse. I hope that you can take my concern and disapproval for this initiative into consideration.

Thank you for your time and consideration,
Stefano

From: Shamiran Nanno
Sent: Friday, September 22, 2023 7:46 AM
To: SPPC <sppc@london.ca>
Subject: [EXTERNAL]

Hello please do not put a homeless and mental illness place near fox hollow. I have kids over there.

Hi,

I'd like to consent to express my opinion publicly. I disagree with creating a homeless hub at the Black Pearl. This is a residential area with lots of small kids, trails, parks, schools, etc. within a short walking distance. I worry a space like this which will prove safe needle use will end up having a trickle down affect on the surrounding areas with abandoned equipment, which would be a safety concern with small children.

I also think the money can be better spent. This seems like a lot of tax dollars to go towards only 20 beds. There must be a better and cheaper solution.

Finally a homeless hub right beside a bar/restaurant seems like a poor choice both for the homeless residents and the access that would provide and for the business owner. The other locations are on hospital grounds, my sisters place, etc. This location seems illogical.

Please consider these points and find another area. Thank you.

Shannon Barrett
Fox Hollow Resident

Hello

Just wished to voice my concern with the homeless hub being located at the Black Pearl. I am totally against it being located there

I am concerned with the safety of children.

First, there are many grade as well as high schools in the vicinity.

Furthermore, there are a lot of young families with children and new developments of housing in this area.

Lastly local business, especially toy stores (mastermind) will be affected by this hub location.

With the introduction of addition/mental illness comes and increase in crime. Look no further than the downtown core and the many businesses that have had their glass windows destroyed

I am totally against this hub being built

Sincerely,

Sangev Bharij MRT(MR)(R)

Hello,

I am writing to voice my opposition to the proposed Homeless Hub to be located in the motel/Black Pearl.

This is in close proximity to neighbourhoods with young families and is immediately adjacent to a popular toy store.

Thank you,
Sandra Tavares

Hello Councillor Rahman,

As a resident of the Fox Hollow community, I would like to express my concerns with the proposed Homeless Hub location at 705 Fanshawe Park Road as this is very close to our neighbourhood.

As part of the location criteria, hubs should not be located within close proximity of daycares, elementary schools, splash pads or playgrounds. Yet, this is next to a toy store where many families with young kids visit.

We recognize something has to be done to support vulnerable populations, however the solution is not in our backyards. We pay high taxes to live the northwest and have a safe and welcoming neighbourhood.

We're even more concerned about the wellness and safety of our properties and children. It's stressful to think encampments, needles and litter will make their way into our parks and trails.

Businesses will be impacted as well.

We kindly ask that you take all residents' concerns and advocate for another location not in our neighbourhood.

Regards,
Sam Bonnavista

**We are writing this letter to express our family's strong
OPPOSITION of the proposed Homeless Hub for women on
705 Fanshawe Park Rd W.**

As much as our city needs these kinds of services, a much closer look must be taken to placement of these shelters. In particular 705 Fanshawe Park Rd. W.

This location is in such close proximity to a high school (just down the road), various elementary schools (just blocks away), Fox Hollow ravine (a high traffic pathway), highly residential areas with direct access to many backyards to homes, and an extremely high volume of vehicular traffic on Fanshawe Park Rd.

Our neighbourhood, comprised of families with children of all ages, elderly, commuters, school kids, joggers, pet walkers, bike riders, will be at a greater risk of being exposed to unwanted soliciting, increased crime and subject to danger and threats, such as drug exposure or paraphernalia.

Many of us moved to this area because of its safety and quiet beauty. We will lose the freedom and security to let our children explore the green spaces and ravine that are a part of our backyards and homes.

Thanks,
Evan Finlayson & Sally Ramirez
Fox Hollow Resident

> London City Council,

>

> I totally disagree in having the mental health and homeless hub in this area. My family and I live in Fox Field Community and share the same concerns many other families in the area have about this project.

>

> We're hard working and devoted londoners who look for a better neighborhood and city, including better and more effective solutions to help people in need, being these self-sustained and effective in helping people to get back in their feet and not only give them a place to stay, no need to say it's an very costly option for us tax payers.

>

> Of course it's very serious decision and detrimental for the market value for commercial and residencial owners and how our quality of life and safety would be affected. Why the public consultation was not more advertised so more of us could participate?

>

> Please attend to our very legitimate concerns and give us the opportunity to talk with you about them.

>

> Rossana ungson

Good afternoon,

I understand that the motel located behind the Black Pearl Pub has been chosen as a possible homeless hub. As a long time home owner in the area (12+) I am 100% opposed to this location even being considered for a homeless hub. Please advise what myself and my neighbors can do as city tax payers to stop this from happening.

Regards,
Robert Brooks

I am very concerned on having this kind of this in my area, it's bad enough we have this many homeless in our area and the strain they put on our resources but now we are encouraging more and more of them to come from other locations outside the city to these places that it's just going to cost us more and more money in the end.

I am very disappointed in what is going on and would like this moved to a different location, or with the amount of vacant commercial places downtown turn them into places for these ppl...

it's hard enough to pay to live in London and afford food for my family now I have to pay for ppl who have made bad mistakes or have mental issues...

I understand these ppl need help but ppl who pay their taxes and contribute to society need help as well... and something like this would hurt me and many other ppl.. who says we do this and more city's bus them down to London as they r doing now to get rid of their issue..

Find a better way to take care of this problem.. this is a band-aid not a solution.

Rob J

To The City Of London

I am very concerned about the recent news of the proposed, homeless hubs being scattered into our neighborhoods.

The City of London is already very ill equipped to deal with the drug addiction, mental health and homeless crisis in the relatively centralized area of the downtown core.

A better idea /plan to deal with this crisis is to use one of our abandoned, and unused facilities /properties in the London/St.Thomas area to provide drug addiction services, mental health support, including tiny container homes on property, gardens, opportunities for education in a centralized more manageable location which will allow an opportunity to rehabilitate before we try to integrate these people with very complex health issues into our neighborhoods

What the city is doing here is making London an even more popular destination for people with complex addiction and mental health issues and is yet another example of the City of London, trying to slide things through with the hopes that very few people are looking.

Let's come up with a more comprehensive plan before we move forward and create an even bigger and further unmanageable problem for London and it's residents.

Respectfully,

Renee Agathos

I'm all for a place like this to help drug addiction and the mentally ill. My concern is the location. We've had several scary incidences just in the ravine here. We don't need that type of traffic in this area...not to mention the paraphernalia that would be more common back here. It would jeopardize the safety of all the kids in the neighbourhood.

Thanks,
Sally Ramirez and Evan Finlayson
Fox Hollow Crescent resident

Hello,

I would like to submit my thoughts below for the report on the Homeless hub potential location on Fanshawe Park Rd W:

I do not support the Fanshawe Park RD W location for the homeless hub. This will negatively impact residents and businesses in the immediate area, create safety concerns, and not serve the homeless community by putting them in a neighborhood that does not have the resources they require.

Thanks
Hannah

Hello Councillors,

I am writing with concerns for the homeless hub placement, and I oppose this location for the mentally ill and addiction hub. How this location was ever picked is beyond me, as there are 5 schools in walking distance, and it is directly right beside a toy store. There are plenty of studies proving that these hubs are unsafe, and crime increases in the areas they're located in. I understand you want to clean up the downtown area, but you are stripping these individuals from their communities, with negative adverse effects our communities.

A hub was tested in Toronto, at the Roehampton Hotel, which is surrounded by family residents, and the crime in their neighbourhood skyrocketed by 30%. Autothefts spiked by 225%, robbery by 100%, sexual violence by 175%, theft by 150%, and break-and-enter by 76.5%. If you would like further details, contact Deputy Denzil Munnan-Wong, he represented the Ward in the above mentioned Toronto neighbourhood.

I absolutely can empathize with these individuals that are struggling, and I wish them all the best. However, statistics can argue, this emotional handout/quick fix is not going to help in a way that is truly needed...other than clearing up the downtown area of 40 people. Creating hubs is not the answer, mental health facilities to alleviate our hospitals and communities are the answers. All the hubs are, is simply a bandaid, on a much larger seeping issue. These people deserve better support, not a bandaid...no matter how pretty it looks.

I encourage you to do the right thing, and not allow this in our communities.

Stephanie Kennedy

Hi Corrine,

My name is George Dale and I reside on Eagletrace Drive, the street that will be immediately backing on to the proposed new shelter to be put in place. Obviously it is important to help the homeless community in our city, but this proposed location appears to me to be entirely unreasonable. Not only because of the possible increase in crime in the surrounding area and homes, but it would remove the houseless people from all of the resources that they so desperately require. There is limited public transportation to and from this location, there are no hospitals or other social services i.e. soup kitchens etc. anywhere near there. All other proposed locations are within hospitals or institutes or near to social services provided in the core of the city, to put this one right on the edge of a suburban neighbourhood northwest of the city simply makes no sense for either the houseless people or the residents of that neighbourhood. I'd hope you would do everything in your power to prevent this from coming to fruition.

Thank you for your time,

George Dale
Partner | **Adams Dale LLP**

Good evening,

I'm forwarding this message that I sent to my councillor Corrine Rahman.

To start, I am very happy that London will be installing hubs for the unhoused in our city - it's a great and necessary innovation!

I'm not entirely in agreement, however, with the placement of one in the motel behind the Black Pearl pub for a few reasons.

1. I don't believe this is an area that has a population of unhoused folks large enough to warrant a hub in this location of the city.
2. The majority of current supports providing food, mental health assistance, safe injection sites, etc tend to be closer to the core of the city and further South - there aren't any in this area of the city.
3. I am concerned about potential impact to adjacent businesses. I would like to know that their feedback will weigh heavily in the final placement decision.

Thanks so much,
Sharla Thompson
Whitehills, North London.

Dear City Council,

I am writing to express my deep concerns regarding the proposed creation of a Homeless Hub in our North West neighborhood, specifically its placement behind the Black Pearl Pub. While I understand the importance of helping drug-addicted and mentally ill women, I strongly disagree with the chosen location and believe it poses several significant issues.

Firstly, locating the Homeless Hub directly behind a pub is a recipe for potential problems. The presence of a facility aimed at assisting vulnerable individuals struggling with addiction and mental health issues so close to an establishment that serves alcohol raises serious concerns. The proximity may inadvertently expose these individuals to further temptations and hinder their progress towards recovery.

Furthermore, I worry about the safety of our neighborhood, particularly for children and families. The presence of a children's toy store next door to the proposed Hub as well as a Secondary School a block up the road only magnifies these concerns. Historically, when such hub-type facilities are established, we have observed an increase in crime, incidents like stabbings, and general nuisances in the surrounding area. Our neighborhood should be a safe and welcoming environment for all residents, especially our children.

I kindly request that the City Council reconsider the location of this Homeless Hub and explore alternative options that prioritize both the well-being of the vulnerable individuals it aims to help and the safety and security of our neighborhood.

I appreciate your attention to this matter and urge you to take into account the valid concerns of the community in making your decision.

Thank you for your time and consideration.

Sincerely,

Shawn Marynuk
Owner/Estimator

EDGE
CONTRACTING

Hi

As I am one of the community close to the area that being diagnosed as a homeless shelter and we have kids and families, my concern is we will have a lots of problems in the neighbourhood that we are worried about so please no shelter should be diagnostic and such area that can be controlled by authorities, thank you Rafe Sleewa Fox wood Ave

Dear Sirs and Madames,

My family lives in the Hyde Park area.

Just today we were made aware of a decision to place a homeless hub on Fanshawe Park Road in The Black Pearl hotel for a shelter for drug addicted and mentally ill women.

This idea will cause nothing but problems for the homeowners and businesses in this area. We do not welcome the inevitable rise in crime and violence that statistics verify unequivocally in these placements.

We do not want this in our neighbourhood and will join together with all of our neighbours who are in agreement. Your decision to proceed will be met with major resistance.

We appreciate your consideration of our viewpoint.

Concerned homeowners.

Karen Broadbent

Dave McWilliams

Good afternoon,

It is with great concern for the safety of children and families in my northwest neighbourhood that I send this email. The Black Pearl Location on Fanshawe Park Road brings people with mental health and addiction problems in direct proximity to a children's toy store (Mastermind Toys), as well as attracting people into the neighbourhood that may put the safety of our many elementary schools in the area at risk. My teenage children also work in the food industry, at locations within a few minutes walking distance of that location, and they must take garbage and recycling out into the alley way, in the dark. I would prefer not to attract high risk individuals into close proximity of my kids places of employment as well.

While I absolutely support the idea of supporting the rapidly growing un-homed population in our city, I strongly believe it needs to be in the areas where they already frequent, and not be re-locating persons to various neighbourhoods in the city, where this issue has not yet become a problem.

Please consider these issues, and concerns from my family, who lives just a few minutes from this proposed location.

Thank-you for your consideration in this matter.

Jymal Newell
Whitehills Neighbourhood, Home Owner

Please reconsider the location for women's hub on Fanshawe park road. Behind that fence lays homes with many many children. More children than the proposed beds. This is clearly not the location for a hub. We all know what this hub will bring to our community. If you know and understand the community well enough, you would know that there is a park less than a 3 mins walk from this location. You would also know our community is suffering car theft andl breakins constantly each and every night. We just moved within 200m of this proposal and this makes me ill thinking about how much tax and the amount I spent to be at this location to only have this join our community. If I wanted to be close To a hub I would move out of the suburbs. Our community is shattered by this. This needs to be reconsidered to a location that is appropriate for the means of these people. We do not have the resources and we don't live in a community that is welcoming to this proposal.

I stand with many others and we will have a voice in this. There are many children just behind that fence that we need to advocate for them. More children then beds.

J. Medeiros

Dear councillor Rahman,

Canadian Mental Health Association Thames Valley Addiction and Mental Health Services (women and female-identifying hub)

705 Fanshawe Park Rd. W. — opening: May 2024 (pending rezoning) — 20 transitional beds — capital cost to build: \$497,800 — annual operating cost: \$2,630,854

I would like to express my opposition to the above proposal. It is irresponsible to rezone the land on 705 Fanshawe Park Rd W to accommodate the homeless hub. All the other sites that are proposed are in properly zoned areas, on hospital grounds or My Sisters Place. This is the only one requiring rezoning. This is not appropriate, this is a family subdivision with children, this zoning will completely change this area going forward and this is certainly not what we, as homeowners signed up for when we purchased our homes.

These are family homes most of them with children. As a homeowner with children in the area I would like to express my frustration that this is even considered. This is not what the homeowners signed up for when we purchased the property in this area. This sort of proposal is not safe for the people living here and especially for the children. I am sure there are sites in London that are properly zoned and meet the requirements for this kind of proposal. I urge the council to take this matter seriously and hear the concerns from the people living in the area and find another spot to accommodate the homeless population.

I am sure the council is aware of the concerns that people have expressed in regards to homeless hubs being brought into their neighborhoods. The following is from CTV News

CTV News article link [New homeless shelter brings drugs and crime, neighbours say | CTV News](#)

In an email, one resident stated the situation “makes us feel unsafe in our neighbourhood.”

Another CTV News article states the criteria for homeless hubs:

Criteria revealed for 15 homeless hubs to be located in London, Ont Published July 17, 2023 8:13 p.m.

EDT fee free to look it up, it won't let me link it to this letter

“However, it is also recommended that they not be located in “close proximity” to elementary schools, splash pads/wading pools, or the interior of residential neighbourhoods.”

This makes me think that the council is fully aware of what these hubs are potentially bringing into our backyards, and you all simply don't care.

Is anyone thinking of the sort of traffic that it would bring to our neighborhood? There is a reason the zoning does not accommodate this. These are not even traditional shelter spaces. “The types of individuals being supported through this effort are those in need of multiple supports, which require multiple staff with a high level of expertise,” office of Mayor Josh Morgan. Every other location is on hospital grounds and not put in the middle of a residential neighborhood with a high population of small children.

Was this even communicated with the families living in the neighborhood? If it wasn't for the Facebook group, I wouldn't even know that this is happening.

To try to push this without any input from the community living in this area is irresponsible and underhanded considering it is our taxpayer money that is funding the project and we are the ones that will have to live with our neighborhood dynamic being changed.

I strongly urge you to reconsider and oppose this matter as there are people in the neighborhood that trusted you with their vote to have their best interests while representing them in City Hall. The fact that this wasn't opposed immediately and seen as an issue is quite concerning and is really making me wonder if you were the right person to be voted in to represent us.

Sincerely,
Jovana Majstorovic

Hello...

I'm writing today because I heard that a homeless hub for drug addicted women is be proposed on Fanshawe park road in the Black Pearl. Although, I fully support efforts to help people suffering from addiction, I am very concerned with the proximity to a lot of young families with needles, and drugs and potentially crime that could increase in the area. I feel like it is just too close in proximity to a lot of young children. Please reconsider a possible other location that wouldn't put so many families at risk.

Thank you!

Jordan Laan

Hello,

I am a resident of Fox Hollow and I'm emailing regarding the Homeless Hub that is proposed for 705 Fanshawe Park W -- essentially my backyard. I am extremely concerned with the location of this "hub" as we have 2 small children, and there are 2 schools located very close to this area. Our neighbourhood is one where children play outside together in the safety of our community, and I feel very strongly that this will impact the safety of our children and our neighbourhood, which will cause us to consider moving outside of Fox Hollow. There are countless ramifications to this decision, and ultimately, the safety and well-being of my children and our neighbourhood are my primary concern.

I strongly urge you to reconsider the location of this facility as the community of Fox Hollow is full of children and it would be a safety concern.

Kindly,
Jennifer Swan

(resident of Yellowbirch court, Fox Hollow)

--

Jennifer Swan, Ph.D.

Good morning,

I am writing in connection with the proposed rezoning of the Lighthouse Inn, to help ease the problem with homelessness in London. I am very aware of this issue, and am proud that our city is taking steps to help ease the suffering experienced by many in our community. The proposed location on Fanshawe Park Road is not, however, the appropriate location for a “hub”.

I am against this location being rezoned for this purpose.

The proposed location not only houses the Lighthouse Inn, but also the Black Pearl Pub (“the Pearl”). This pub has been a neighbourhood favourite for years and is a gathering spot for many in our community. The business employs many people, including my son - all of whom I have been advised would lose their jobs if this proposal were to move forward. The Pearl provides so much to so many - not only employment and a means of earning a living, but a sense of community and belonging, good food and a welcoming spot to pull up a chair after a long day.

Moreover, many local musicians perform at the Pearl - live music is a staple at the pub. London has recently been designated Canada’s first UNESCO City of Music - and to take away one of its few live music venues would be detrimental to this initiative that has “identified creativity as a strategic factor for sustainable urban development”.

There are other spaces in the city that would be better suited for the needs of our homeless in London. To rezone the Lighthouse Inn and the Black Pearl would essentially be a case of robbing Peter to feed Paul. There must be a solution that would not require doing harm in order to do good - and I urge you to look for a more appropriate location for this transitional space.

I consent to my comments being shared with City Council.

Regards,
Jennifer McGill

Good Morning,

I would like to address the possible Homeless Hub at 705 Fanshawe Park Rd.

Attached to the motel is a FAMILY run pub, The Black Pearl Pub. This lovely family has been serving the community for almost 12 years. I would like you to take in to consideration the effect it would have on their business and personal lives.

The pub was able to survive Covid and stay afloat only to be handed another potential hurdle to possibly overcome.

If the motel is turned into a Homeless Hub they will loose their lively hood. They will be putting the staff out of jobs and the family out of job and a business they have poured their heart and souls into for the past 12 years.

It's time for us to stand as a community and save another small business from going under.

Please help save The Black Pearl Pub!

Warmest Regards,
Jen France

I'm writing with respect to the proposed rezoning of 705 Fanshawe Park Road West.

I recognize the need for housing of London's growing homeless population. It is an issue that must be addressed.

But the proposed site at 705 Fanshawe Park Road West does not seem appropriate for this use. The site is in an area that is predominantly residential with a high school and public school in close proximity. Although I sympathize with the plight of the homeless, our first priority must be the safety of our young. In addition, the area has few public amenities (parks, public spaces) to support such a project and the local businesses, including a children's toy store do not provide the services that would also be needed. Although public transit will service the site, the site is somewhat remote and as such there are few walkable destinations that should be part of any site being considered for this purpose.

Although the motel at 705 Fanshawe Park West would be an expedient choice, it is not an appropriate choice.

Council and Staff should continue it's due diligence and find sites that better address the needs of London's homeless.

J. Bibbings

I want my comments to reflect that it is not a good idea to put one of these HUBs at 705 Fanshawe Park Road.

This does not seem in a location that can help the most needy. To start these services need to be more centralized. It is **WAY** too close to SAB High School, a toy store and fast food places where children/teenagers frequent. And don't be me started on the poor businesses close by. There is no regard for the hard working small businesses that will eventually close their doors or move. As a resident who lives close to this location I feel sorry for everyone who lives and/or runs a business close by.

PLEASE start with more central locations for these hubs. See how they go. Learn and go with need from there.

Please add my comments to the public report.

I hope my councillor and mayor do the right thing here! Corrine I will be watching this story closely.

Thank you for listening.
Jacqui Ostrom

Good Morning,

I live in the Foxhollow community and I am very concerned about a new hub from CMHA that will be opened next year. I have 2 children and we chose this neighborhood because it is safe for them. Please keep it the same. Do not add any hubs.

This hub will be in the proximity to the playground.

Please add this comment to the report.

Thank you,

Best regards

Iryna Omelchenko

Good evening,

I would like to respond to the disturbing news of the City of London establishing a homeless hub for mentally ill and drug addicted women at the Black Pearl Restaurant. My response is not so much a 'not in my neighbourhood' response because frankly I'm well enough isolated from this particular bad decision. It appears the city continues to digress by responding to symptoms instead of causes. Regarding the homeless issue, I am opposed to establishing homeless hubs anywhere in the city.

The homeless situation has increased beyond the city's traditional resources because other centres are busing their homeless to London. Our deputy mayor is addressing this issue. He needs to do a better job by taking a firmer position with those centres. Consider suing for expenses incurred such as resources to identify where the homeless resided previously, temporary housing and meals and the cost of return bus fare to that centre.

There should be some pushback to the Provincial government for having closed hospital facilities such as the London Psychiatric Hospital. It was a better solution than putting the residents to the curb. Yes there was a suggestion of social workers helping to place the mentally ill and addicted. I'm sure landlords lined up for the opportunity to house these people. Actually many ended up displacing seniors at 580 Dundas St and 241 Simcoe St and you have seen what has become of these buildings. The areas surrounding these buildings, including the Centre of Hope have become crime ridden. By the way, I am a landlord. The excessive amount of homeless are responsible for much shoplifting in grocery stores, big box stores, LCBO, and shopping malls. Each of which has a hands off policy to stopping theft. By the way, I am also a retired police sergeant. Our courts and justice system have taken a position of leniency causing businesses to find it less confrontational to accept the loss and pass it on.

To address the Black Pearl location we should consider it is flanked by senior residences i.e. McGarrell Place, Amica, Masonville Place and Fox Hollow. During my policing career, a common occurrence at 850 Highbury Ave were 'jumpers'. Residents waiting at the curb of Highbury Ave northbound and jumping into traffic. Part of the investigation was to discern suicide or accidental death. The Black Pearl offers the same venue to Fanshawe Park Rd west bound. It is a 60 kmph zone where traffic travels a minimum of 75-80 kmph and some do more. This road accommodates heavy trucks at high speed.

Guy DeBock

Good afternoon,

I am emailing with a concern regarding news of a homeless hub for drug addicted and mentally ill people moving into my neighbourhood. I live 1km from the Black Pearl site and live with my wife and two young children. There are many young children and other vulnerable individuals living in this area. We are already concerned about this rise in crime in our area and a center of this nature is very likely to increase crime even further. While sites like these are important, I do not believe that this location is appropriate as it is so close to many family homes, schools and even Mastermind, a children's toy store.

Please consider what is best for this area and do not rezone to allow this type of facility to enter the neighbourhood.

Thank you,

Glen MacChesney

To whom it may concern,

As a resident of Ward 7, I am vehemently against the proposed homeless hub at 705 Fanshawe Park Rd W. This area of the city is not equipped to accommodate or serve the homeless. I wholeheartedly support the unhoused in London, but we are doing them and this area a disservice by establishing the hub at this location. The location is at least 15 minutes away from the nearest hospital, surrounded by schools and playgrounds, close to a fast moving street, and 7 KM away from a safe injection clinic. These women need more than what a location like this can provide.

Respectfully, this is not a location that will help those in need.

Regards,
Fatima Hamou

Good evening,

I'm writing with great concern for the proposed homeless hub. I do not agree with the proposed site because I'm a local business owner at Tim Hortons 1255 Fanshawe Park Rd. West and I'm afraid this will bring more homeless in the area. We have seen in the past several years the vagrants vandalize our property, urinate and leave feces on our property, and threaten our staff.

I also live in this area, shop in this area, my kids go to school in this area. Adding this site as a homeless hub is a detriment to the city.

My suggestion is to have one homeless hub in a place away from schools, business, and residential homes.

Thank you for your consideration.

Erik Stoyanovich

Hello.

Please do not allow the rezoning of 705 Fanshawe to turn it into an addiction centre!!!!
We have small children that walk around the neighbourhood and do not want this in our backyard! We just moved to the neighbourhood and back on to Fanshawe road! I drive by the salvation army on Horton everyday and it is littered with high, drunk, smoking, half naked people. Please don't expose our children to that!!
We already have to avoid downtown because of how unsafe it is. PLEASE DONT DO THIS TO OUR NEIGHBORHOOD !!!

Erica Lafferty

Hello,

I'm a concerned resident over in the Foxfield neighbourhood. In our neighbourhood Facebook group, I learned that there is a vote on whether a mental health/homeless facility will be built over in what is essentially the corner of our neighbourhood.

While I support the idea of the facility being built, I believe this is not a suitable location for this kind of facility. Homeless and mental health facilities statistically bring more crime and drugs to their surrounding areas. Families with children, myself included, would not want any form of increased violence, theft, and drugs in this area. Very few are willing to tolerate such risk. I do not want any of these associated problems near my children. Therefore, I believe this facility should not be built so close to ANY residential area.

From my understanding, transitional housing means these people are agreeing to follow the rules in the facility and take meds for mental health/safe drug use while the city tries to put them in permanent, subsidized housing.

From my understanding, London has no supply of permanent, low income housing. I hear the wait list for that is years.

So will this really be a transitional facility? Will it just be a transitional facility by name? If it is true that there is no supply of permanent low income housing, wouldn't this facility effectively just be a permanent homeless/mental health/addiction treatment centre?

Having this facility built will only inevitably ruin the reputation of this beautiful area of the city, increase crime and drugs, causing decreased home prices and an exodus from the area. Residents did not spend their life savings to move to this beautiful area, with beautiful homes and nature, known for being safe, for the city to come rezone and have these unwanted risks suddenly appear.

Most neighbours that are aware of this proposal are expressing the same concerns. I urge that voting members vote no for the facility to be built near any residential area, especially my area on Fanshawe Park Road. Otherwise, I plan on relocating with my family.

Thank you for your time.

Dusan Stepancev

Dear City Council Members,

I hope this message finds you well.

I am writing to express my concerns and those of many of my fellow residents regarding the recent decision to establish a homeless shelter at the Black Pearl Motel on Fanshawe Park Road West. Our neighborhood has long been known for its family-friendly atmosphere, where children can freely enjoy outdoor facilities like parks and trails without fear of being bothered or encountering situations that might make them feel unsafe.

While we understand and appreciate the importance of providing shelters for the homeless population in our community, we would like to respectfully request that you reconsider this particular location for the shelter. Our primary concern revolves around the safety of our community members and our families.

One major worry is the potential for individuals using the shelter to engage in drug or alcohol consumption in public areas where our children regularly play. We are concerned that this could create an environment that is not conducive to the safety and well-being of our youngsters. It is essential that our kids can continue to enjoy their outdoor activities without feeling threatened or exposed to inappropriate behaviors.

Moreover, we are anxious about the safety of our children, particularly in the evenings. We are concerned about the possibility of incidents like robbery or other criminal activities in the vicinity, which could negatively impact the overall sense of security in our neighborhood.

We are not opposed to supporting the homeless community, but we believe it is essential to strike a balance that ensures the safety and well-being of all residents. We kindly request that you consider alternative locations that may be more suitable for the establishment of a homeless shelter, where the immediate safety and comfort of our families are not compromised.

We appreciate your attention to this matter and your commitment to maintaining the quality of life in our community. We look forward to engaging in a constructive dialogue about this issue and hope for a solution that accommodates both the homeless population's needs and the safety of our neighborhood.

Thank you for your time and consideration.

Sincerely,
Dr. Hussam Itani

Dear councillor Rahman,

Canadian Mental Health Association Thames Valley Addiction and Mental Health Services (women and female-identifying hub)

705 Fanshawe Park Rd. W. — opening: May 2024 (pending rezoning) — 20 transitional beds — capital cost to build: \$497,800 — annual operating cost: \$2,630,854

I would like to express my opposition to the above proposal. It is irresponsible to rezone the land on 705 Fanshawe Park Rd W to accommodate the homeless hub. All the other sites that are proposed are in properly zoned areas, on hospital grounds or My Sisters Place. This is the only one requiring rezoning. This is not appropriate, this is a family subdivision with children, this zoning will completely change this area going forward and this is certainly not what we, as homeowners signed up for when we purchased our homes.

These are family homes most of them with children. As a homeowner with children in the area I would like to express my frustration that this is even considered. This is not what the homeowners signed up for when we purchased the property in this area. This sort of proposal is not safe for the people living here and especially for the children. I am sure there are sites in London that are properly zoned and meet the requirements for this kind of proposal. I urge the council to take this matter seriously and hear the concerns from the people living in the area and find another spot to accommodate the homeless population.

I am sure the council is aware of the concerns that people have expressed in regards to homeless hubs being brought into their neighborhoods. The following is from CTV News

CTV News article link [New homeless shelter brings drugs and crime, neighbours say | CTV News](#)

In an email, one resident stated the situation “makes us feel unsafe in our neighbourhood.”

Another CTV News article states the criteria for homeless hubs:

Criteria revealed for 15 homeless hubs to be located in London, Ont Published July 17, 2023 8:13 p.m.

EDT fee free to look it up, it won't let me link it to this letter

“However, it is also recommended that they not be located in “close proximity” to elementary schools, splash pads/wading pools, or the interior of residential neighbourhoods.”

This makes me think that the council is fully aware of what these hubs are potentially bringing into our backyards, and you all simply don't care.

Is anyone thinking of the sort of traffic that it would bring to our neighborhood? There is a reason the zoning does not accommodate this. These are not even traditional shelter spaces. “The types of individuals being supported through this effort are those in need of multiple supports, which require multiple staff with a high level of expertise,” office of Mayor Josh Morgan. Every other location is on hospital grounds and not put in the middle of a residential neighborhood with a high population of small children.

Was this even communicated with the families living in the neighborhood? If it wasn't for the Facebook group, I wouldn't even know that this is happening.

To try to push this without any input from the community living in this area is irresponsible and underhanded considering it is our taxpayer money that is funding the project and we are the ones that will have to live with our neighborhood dynamic being changed.

I strongly urge you to reconsider and oppose this matter as there are people in the neighborhood that trusted you with their vote to have their best interests while representing them in City Hall. The fact that

this wasn't opposed immediately and seen as an issue is quite concerning and is really making me wonder if you were the right person to be voted in to represent us.

Sincerely,

Andrija Majstorovic

I just wanted to make a comment that I don't think much thought went into choosing the site Fanshawe west.

I think it is very unfair to the business that is attached I will have a very adverse effect.

Conrad Bowes.

To whom it may concern.

I'm a home owner and resident in Ward 7. I live on Hickorystick Key, which is directly around the corner from the proposed "Homeless Hub" at 705 Fanshawe Park Rd W.

To say I'm both concerned and frustrated with the city's plans to put aHub within arms reach of my home, children and their school is an understatement.

To think that this is an appropriate location for the mentally ill and drug addicts is absurd. This is an area full of children, schools, and families... there is even a children's toy store directly next door! For you to consider this as an appropriate place for these individuals is beyond me.

The impact on home values is the least of my concerns (but a serious reality). My biggest concern is for the safety of my children and other children in the area. Living in a neighborhood that is currently a quiet and safe place for my 4 and 8 years olds to ride their bikes, go for walks and enjoy nature on our walking trails will be forever plagued with the fear of the "what ifs" surrounding the individuals that will be a stones throw from our home. You will be robbing all families of the security we hold onto in our area.

Take the politics out of it for a moment and ask yourselves, as parents, how you would feel if these individuals were being housed in your backyard. I'd bet "concerned and furious". To say otherwise you're simply lying to yourself and your colleagues.

Find somewhere else. We don't not support the location of this homeless hub in anyway.

Colin Trevor.

To whom it may concern,

I've been alerted to the fact that they will be moving women with addictions and mental health concerns into the motel at the Black Pearl on Fanshawe Rd. I am concerned by this as it is a residential area, with a restaurant (that we frequent) right there (The Black Pearl), a toy store next door and other shops in the area. There is also a high school down the road and I see many kids walking down the sidewalk all the time. I realize these women may need help but we implore you to relocate them to a less residential area where the safety of families and children won't be affected or at risk.

Thank you,
Christine Daer

To whom it may concern

Please note I have great concern over the approval for the change to the zoning for 705 Fanshawe Park west

I have great concerns about the 'safe site'.

I am not in favour of this approval for the zoning to change or the go ahead

Kind Regards

Catherine Deninson

Hello,

I am emailing to voice my concern regarding yesterday's announcement on the location of the London Homeless Hubs. The proposed location on Fanshawe Rd. is less than 250m from my home. I am very concerned about the choice of location and its impact on the northwest community, along with many of my neighbors. Although one of the requirements of the choice of location was to not be enclosed in a residential area, this choice is very close to high-income residential areas (home values in excess of \$1M), next to a childrens toy store and right beside a large new condo development. Children from this new condo development will be picked up by school buses about 25 meters from the hub. How is this far enough away from a residential area? Fanshawe Road is also a significant distance from health care, treatment facilities and other means for the residents to access support systems. Has this been considered? This is a family-oriented set of neighborhoods with many schools and parks within walking distance. It is not acceptable to push this decision through without community consultation - 4 days to respond is inadequate and a failure of our municipal government to adequately address potential concerns. This location stands out significantly in comparison to the other proposed sites, which are more centrally located and within a short distance to hospital or other treatment or job support facilities.

Please talk to the community before this is approved by the planning committee and by City Council, and please work immediately to re-consider the proposed re-zoning of the land. I am overall in favour of the approach that London is taking on this issue, but the choice of location needs to be reconsidered urgently, with more consideration given to local families and their safety and proximity to the hub.

Thank you for taking our concerns into consideration,

Carrie Taylor

Good evening,

I hope you're doing well. I consent for you to use this email.

I have major concerns with the plan of bringing a homeless/mental health hub outside our neighbourhood.

While I agree that a location is needed and these people need help. I think the plan of putting it outside ANY neighbour is concerning. These shelters are not meant to be outside of neighbourhoods. Especially neighbourhoods with young children. With mental health and homelessness, can come addiction and violence. It has been mentioned that "safe" administration of drugs can be used in such facilities. There are so many young children in this neighbourhood and parks in this area. Not to mention daycares and schools. I don't want to have to stress about finding needles and substances at our parks or in the trails. Children should not be subject to such issues. Parents should not be subjected to pain and hardship that this could cause. What would the city do if a child came across something like that? Wouldn't the city be held liable? Especially if so many concerns have been brought forward.

I don't think putting a centre here is smart or even going to serve these people well. It seems oddly far from all other resources that they could need. Most locations are found around hospitals ground and other resources areas.

The location is also right beside Mastermind toys. A place where children go to... It is also behind a small business. It makes zero sense why it would be placed there.

Many neighbours are concerned and have been sharing their thoughts in our Facebook group Considering we live here and many have young children. Our voices need be heard.

I also would like to mention the pricing for such a location seems to be astronomically high. I feel the city could easily find cheaper alternatives that also serve the people better and save some of that money to refund it in other places. There are many red flags about this plan.

I am bringing this concern to you because I believe these comments should be addressed in your meeting.

Thank you for your time.

C.S.

Good evening,

I am emailing with a concern regarding news of a homeless hub moving into my neighbourhood. I live 1.5km from the Black Pearl site and live with my husband. We recently moved to this area as we felt it was a safe community and area to raise a family, There are many young children and other vulnerable individuals living in this area. We are already concerned about this rise in crime in our area and a center of this nature is very likely to increase crime even further. While sites like these are important, I do not believe that this location is appropriate as it is so close to many family homes, schools and even Mastermind, a children's toy store.

Please consider what is best for this area and do not rezone to allow this type of facility to enter the neighbourhood.

Thank you,
Sammy and Brigid

Please take this email as a strong objection to the proposed homeless hub site near the corner of Fanshawe and Wonderland.

I live directly across the road from this location on Acorn Place.

Homelessness, drugs and other social issues are the main reasons why I do not take my family downtown it is disaster with no easy solution.

Moving these problems to the outskirts of the city is a terrible decision. We choose to live in this area to be away from these problems. The City of London is taking a big risk here.

Unfortunately I only found out about this issue late yesterday and I am press for time to organize my thoughts.

I would like to know who selected this location so I can find out where they live in proximity to one of these homeless hub locations.

Brian Kilburn, CA, CPA, MBA

Chief Financial Officer, Executive Vice President

EllisDon

I am against the homeless HUB in the hotel behind the Black Pearl pub. Not only that this may alter home values in the area but it could also increase the crime rate. Car break In in our area have been on the rise and I believe that this may attract more issues. Please strongly oppose this.

This location is also directly next to a Children's TOY store.

Brandon Thrasher

To whom it may concern,

I am writing to express my concerns and seek clarification regarding the proposed homeless hub locations in our community, specifically the Canadian Mental Health Association Thames Valley Addiction and Mental Health Services facility at 705 Fanshawe Park Rd. W., scheduled to open in May 2024 (pending rezoning) with 20 transitional beds, a capital cost of \$497,800, and an annual operating cost of \$2,630,854.

While I understand the importance of addressing homelessness and providing support for those in need, I have some questions and reservations about this initiative that I believe need to be addressed. I am seeking information on the following:

1. **Impact Assessment**: Has a comprehensive impact assessment been conducted to evaluate the potential effects of this facility on our community, including safety, property values, and the well-being of residents?
2. **Community Engagement**: What steps have been taken to involve the local community in the decision-making process and to address their concerns and input regarding this project?
3. **Security Measures**: Are there plans in place to ensure the safety and security of both the residents of the facility and the surrounding neighbourhood?
4. **Cost Transparency**: Can you provide a breakdown of the annual operating cost of \$2,630,854, including details on how these funds will be allocated to benefit our community?
5. **Alternative Locations**: Were other potential locations considered for this homeless hub, and if so, what criteria were used to select the current site? I believe that an open and transparent dialogue between the city and its residents is crucial in addressing these concerns and ensuring that this initiative benefits both the homeless population and the community as a whole.

I look forward to your response and any information that can shed light on these matters. Thank you for your attention to these concerns, and I hope for a constructive and informative exchange to address the issues at hand.

Sincerely,
Banglanfeng Pan

I am a resident of fox fields and I am not ok with the proposed shelter 200m from my home, I would appreciate a voice and a choice in this matter and I hope the opportunity is given to the residents of this area.

Ashley Pasiorowski

Attn: City of London Council Members

As a resident of Ward 7, living near the proposed homeless hub at the Black Pearl/Lighthouse Inn, I am deeply concerned of the issues the neighbourhood, businesses and community will have to contend with if this program/site is granted approval for rezoning.

There are neighboring homes with very young families within a 2-3 min walk of the existing Inn, as well as a Toy Store adjacent to the property, and many small businesses such as a grocer and sandwich shops that employ very young teenagers.

Although I wholeheartedly agree that the needs of those living rough are great, this is not the appropriate site for such a program.

It is a fact that crime, and drug use increase in the area of such facilities.

As was exhibited at the Elizabeth St./McMahen Park temporary winter shelter. Crime and drug use, including drug paraphernalia increased in the neighbourhood surrounding McMahren Park. The site was operational just before christmas 2021, and within weeks the lives of residents along McMahren st were negatively affected by the individuals staying at the site.

There is far fewer people experiencing homelessness and living rough in Ward 7, then there are in Wards 1, 4, and 13. This proposed location will draw more people in need to this area who will not be able to be housed and instead will seek shelter in Medway Valley and behind businesses near the Lighthouse Inn. This will not provide any help for these additional people and instead increase crime in the nearby residential areas.

The city is unable to provide adequate police resources as is, and this will negatively affect the safety and lives of all residents in Ward 7.

As Mayor Morgan recently stated,

"We know that the types of individuals who will go in these hubs consume massive amounts of resources in the hospital system, land ambulance, police contacts, and impacts on businesses,"

There is absolutely no proof that these hubs will curb crime, drug use, police contact, impacts on businesses, or hospital/ambulance resources.

This proposed hub will instead bring more of all of these issues to Ward 7.

As a council, you need to look at building additional services/hubs in the core area of the city and in the Wards where there are more people affected by homelessness.

Anne Marie Les,
Ward 7 resident

For the public SPPC agenda ref location of Homeless Hubs.

I became aware yesterday of the City of London's proposed location of the initial 5 hubs to help resolve the city's homeless crisis.

My spouse and I and our 8 year old daughter live on Hickorystick Key - less than 2 blocks from the proposed 705 Fanshawe Park Rd West location to support marginalized women.

We, along with our neighbors, are very aware of the housing crisis facing London and do support the city's efforts to provide relief and aid to those in need. I am extremely proud of the efforts made by the City and our advocates both Provincially and Federally to raise funding - *it is an accomplishment to be the first to secure the substantial Federal funding announced last week*. This funding will certainly help, however much more will be required - therefore available funds must be spent as efficiently as possible.

I am concerned about the location near my home - this location simultaneously isn't an efficient investment of Hub funds as it doesn't "meet people where they're at" AND it creates a homeless problem in an area of the city where there currently isn't one (with the associated risks and costs.)

The City established requirements for the locations of the Hubs

(<https://www.cbc.ca/amp/1.6909797>), this location doesn't meet those requirements:

- There isn't a homeless presence in the area and therefore the location doesn't "meet people where they're at". In fact, a CBC article today quoted the following from an unhoused individual specifically with reference to this Women's Hub *"I'd be able to take the bus there, anybody could, right? But that is pretty far." At best, this distance is an inconvenience, at worst it could require momentum our most disadvantaged people aren't able to overcome*. This location is an inefficient use of funds because of its limited accessibility.

- This location is not currently zoned for this use. Additionally, this location is not near any Emergency Services should they be required.

- This location is near a children's park - 600m from the Vista Woods Park on Medway Park Dr. This park and the nearby path through the woods are used frequently by Sir Arthur Currie Elementary School and associated child care programs as an educational field trip. Finally, while not a park, the proposed location is immediately next to the children's toy store Mastermind Toys.

If a Hub is opened at this location, a homeless situation will be created in this area of the city where there currently isn't one. Compared to today:

- Myself, my family and our neighbors can expect a 50+% increase in crime (link to study below).

- We can also unfortunately expect this location to *attract predatory males looking to take advantage of the marginalized women that this shelter is planned to support*. This will put my daughter and the daughters of my neighbors in proximity to this threat. (Link to study below)

- Compared to today, this will require an increase in Police presence in the area and the associated funding from the city.

The goal must be to react with urgency to help the most people with the available funds - such a location would be near the homeless in order to "meet them where they're at" . These locations are already impacted by elevated crime and the associated policing costs.

In the strongest terms, I ask the City of London to reconsider the location of this Hub, to follow their own requirements for Hub location and to ensure that available funding is spent in the most efficient manner possible such that significant marginalized individuals get the help they need.

Respectfully,
Andrew Service

- also sent to sppc@london.ca -

Links to articles / references below:

Proposed women's shelter requires a bus ride
<https://www.cbc.ca/news/canada/london/here-are-the-first-5-proposed-addresses-for-london-s-homeless-hubs-1.6972703>

Increase in crime nearby
<https://www.homelesshub.ca/resource/effect-emergency-winter-homeless-shelters-property-crime#:~:text=Results,and%20vandalism%20driving%20the%20increase>.

Unwanted predatory visitors
<https://kitchener.ctvnews.ca/staff-at-kitchener-youth-homeless-shelter-alarmed-over-dramatic-increase-in-unwanted-visitors-1.6225226>

Andrew Service

Hello,

Sending an email with concerns over the proposed hub on Fanshawe Park Road. We are a young family who own a home on Foxwood Ave and are very stressed and concerned with the idea of this.

We often shop at Mastermind Toy Store and will not be able to feel safe shopping there going forward. Furthermore, our daughter attends piano lessons at Long and Mc Quaid we will be forced to find a new piano teacher as well.

Our hearts go out to the business owners new and old that will have their property values decrease along with losing sales if the city moves ahead with this plan.

Please reconsider!

Thanks
Alonso Merino

To whom it may concern from very concerned parents,

We are a young family who have recently learned about the proposal being put forth to turn the current Black Pearl Motel into a homeless shelter at 705 Fanshawe Park Rd W.

We are completely OPPOSED to this idea for several reasons.

1. Living near the Snake Creek ravine (our property is directly attached) will now further encourage possible criminal activities that would prey on vulnerable women and children
2. The paraphernalia it would leave behind would jeopardize the safety and bring possible harm to my young children and others who walk the path on a daily basis
3. The location would encourage other criminals to frequent the area at a much higher rate.
4. Loss of business for the businesses in and around the areas
5. The area as of late has had many scary instances and this will just increase the fear I already have of walking the trails with our children and even them simply being in the backyard.
6. Placing this location in a surrounding area of many residential streets, encourages and gives opportunity for break ins, both homes and vehicles, for the purpose of feeding drug addiction.

We moved to this area 10 years ago before any new builds were present. We moved here to be part of a quiet neighbourhood and to raise our family with the feeling of safety and security. The location of this homeless/drug addiction shelter impedes those feelings entirely. So much thought needs to go into a process such as this and as needed as a shelter of this is, you MUST also consider the hardworking people who pay for a safe place to lay theirs and their children's head down to sleep at night and the stress and anxiety it would cause them.

I hope that you can see how important this is to us and to our young children.

Sincerely,
Aaron and Dayna Hoffmann

Resident on Fox Hollow Cres.

Hello I am emails this to explain my feeling and being frightened for the safe of my family and the children of this city for you to be moving the homeless hub into the motel/black Pearl and and those people and those people are drug addicted and mentally ill women. This will increase the crime rate, and being a mother I am worried of the safety of each citizen living in this city.
Please take it to concern and not to take this step forward.

Thank you
Linda

Dear Corinne,

As a member of your constituency, I am vehemently **against** the proposed homeless hub at 705 Fanshawe Park Rd W (motel behind Black Pearl Pub).

Best regards,
Zakiya Fadel

Hello,

My name is Slavko Les and I currently reside in ward 7. I am greatly concerned with the proposed site of 705 Fanshawe Park Rd. West (the Light House Inn) as a homeless hub.

As we are well aware with locations such as the mens mission, the Salvation Army and other locations where there are service for these people such as the methadone clinics these vulnerable people tend to cogitate and spill out onto the streets impacting business and public safety. We have many businesses that employ young students within a short walking distance of this proposed site not to mention the public schools within Foxfield, Whitehills, Sunnigdale and Masonville and SAB Highschool.

It has been a proven fact that these homeless sites increase drug usage and crime in the areas where they are situated. A good example of this would be the homeless hub that was on Elizabeth Street in December 2021 and within a couple weeks CTV News was reporting the complaints from local residents within 2 weeks of this location opening highlighting these concerns.

The city of London currently does not have that the Police resources to handle the crime in the current areas and to handle the added calls that stem from these vulnerable people in a central location which is predominantly within a block or two from the police station. I am sure the City of London has not increased the budget enough to hire the proper amount officers needed to effectively police the city. I feel that 1710 Wharnccliffe Rd. South (Casa Blanca Motel) would be a much better location as this is an isolated area away from schools and residential.

The amount of tax payers money that is spent on housing these homeless people is astronomical and I am shocked that these people are being provided drugs to further aid their addictions and problems.

I believe the tax payers money should be spent on opening mental hospitals to get to the root of the problem for these people that are camping rough. If we treat their addictions and mental illness in the long term the city would be further ahead saving money as crime rates and drug usage will go down and these people will have a better chance of becoming productive members of society once again.

Slavko Les

To whom it may concern,

I just received several messages confirming the opening of a Women's Shelter for Mentally Ill and Addiction issues. Although I don't know what the exact answer is to help mitigate this growing problem within our city, I do know that installing a centre in a residential area with parks, several schools (including my daughter's high school), businesses (including my own), families etc. is NOT the answer. I am not sure if you are a parent or not, but having a toddler and teen myself, I am always concerned about their safety. Statistically, every time a hub like this goes up, crime, stabbings, and theft go up as well. Not to mention the garbage, needles, people getting high on steps of other businesses, or passing out in front of shops and restaurants.

This city has many non-residential areas where these types of facilities can be built.

Not in my neighborhood. Not on my clock and not with children at play.

Rita Catolino



CityStorage
GROUP.COM

To Whom it May Concern.

Sept 21, 2023

Since 1990 Stan Adams and his family have owned and operated City Storage Group in the city of London.

We have over night heard that the City is proposing a homeless hub for drug addicted and mentally ill women right next door to our business. Hearing this on the news for the first time has sent our tenants, staff, and ourselves into a frenzy of emotions.

We are no strangers to the struggles that we face with our other properties, we have increased security measures to a cost over \$100,000.00. Over the past 5 years the issues have dramatically increased.

The proximity of this property to our business and our neighbors will hugely impact the safety of our clients and staff. Not to mention the mess it creates. With these homeless hubs, regardless of who is using them, you must deal with crime, violence, and nuisances.

I hope this email is the start of a conversation. We are aware of the issues surrounding homelessness/mental health and drug use, it's evident living in London that we have a need, but with that need comes the understanding that we shouldn't have to suffer the negative impacts and we certainly will with this going next door to our business at 715 Fanshawe Park Road West.

Thank you,

Tonya Lundy
City Storage Group

LONDON NORTH
715 Fanshawe Park Rd W
London, ON N6G 5B4
Ph: (519) 601-2633
Fx: (519) 601-4833



CENTRAL LONDON
203 Bathurst St
London, ON N6B 1P1
Ph: (519) 645-2466
Fx: (519) 645-2690



LONDON EAST
185 Ashland Ave
London, ON N5W 4E1
Ph: (519) 451-4688
Fx: (519) 451-3622



From: Z Sheet Metal Inc [REDACTED]
Sent: Thursday, September 21, 2023 8:19 PM
To: Rahman, Corrine <crahman@london.ca>; SPPC <sppc@london.ca>
Subject: [EXTERNAL] Fw: Homeless Hub 705 Fanshawe Park Rd. W

Hello,

RE: Canadian Mental Health Association Thames Valley Addiction and Mental Health Services (women and female-identifying hub)

705 Fanshawe Park Rd. W. — opening: May 2024 (pending rezoning) — 20 transitional beds — capital cost to build: \$497,800 — annual operating cost: \$2,630,854

I would like to express my opposition to the above proposal. It is irresponsible to rezone the motel on 705 Fanshawe Park Rd W to accommodate the homeless hub. All the other sites that are proposed are in a properly zoned areas, on hospital grounds or My Sisters Place. This is the only one requiring rezoning. This is not appropriate, this is a family subdivision with children, this zoning will completely change this area going forward and this is certainly not what we, as homeowners signed up for when we purchased our homes.

These are family homes most of them with children. As a homeowner with children in the area I would like to express my frustration that this is even considered. This is not what the homeowners signed up for when we purchased the property in this area. This sort of proposal is not safe for the people living here and especially for the children. I am sure there are sites in London that are properly zoned and meet the requirements for this this kind of proposal. I urge the council to take this matter seriously and hear the concerns from the people living in the area and find another spot to accommodate the homeless population.

I am sure the council is aware of the concerns that people have expressed in regards to homeless hubs being brought into their neighborhoods. The following is from CTV News

CTV News article link [New homeless shelter brings drugs and crime, neighbours say | CTV News](#)

In an email, one resident stated the situation “makes us feel unsafe in our neighbourhood.”

Another CTV News article states the criteria for homeless hubs

Criteria revealed for 15 homeless hubs to be located in London, Ont Published July 17, 2023 8:13 p.m. EDT fee free to look it up, it won't let me link it to this letter

“However, it is also recommended that they not be located in “close proximity” to elementary schools, splash pads/wading pools, or the interior of residential neighbourhoods.”

This makes me think that the council is fully aware of what these hubs are potentially bringing into our backyards, and you all simply don't care.

Is anyone thinking of the sort of traffic that it would bring to our neighborhood? There is a reason the zoning does not accommodate this. These are not even traditional shelter spaces. “The types of individuals being supported through this effort are those in need of multiple supports, which require multiple staff with a high level of expertise,” office of Mayor Josh Morgan. Every other location is on

hospital grounds and not put in the middle of a residential neighborhood with a high population of small children.

Was this even communicated with the families living in the neighborhood? If it wasn't for the Facebook group, I wouldn't even know that this is happening.

To try to push this without any input from the community living in this area is irresponsible and underhanded considering it is our taxpayer money that is funding the project and we are the ones that will have to live with our neighborhood dynamic being changed.

I strongly urge you to reconsider and oppose this matter as there are people in the neighborhood that trusted you with their vote to have their best interests while representing them in City Hall. The fact that this wasn't opposed immediately and seen as an issue is quite concerning

From: Vladimir Cheremisin [REDACTED]
Sent: Friday, September 22, 2023 7:06 AM
To: SPPC <sppc@london.ca>
Subject: [EXTERNAL] 705 Fanshawe Ave

Good day.

I would like to share my concerns with city of London officials.

As my family learned lately from the news, city has a plan to open homeless hub at 705 Fanshawe Ave.

We have very serious concerns about this decision.

London already experience homelessness crisis in downtown.

But what the benefit you expect to get from spreading it to other neighborhoods?

My family and friends are highly concerned about our kids safety in case that facility will be open in our area. Many of homeless people unfortunately have mental health issues and drug issues.

Please consider to expand existing hubs in downtown and keep other areas safe.

Thank you, I hope you will understand us.

Volodymyr Cheremisin.

> -----Original Message-----

> From: (null) JOHNSON

> Sent: Thursday, September 21, 2023 5:00 PM

> To: Rahman, Corrine <crahman@london.ca>

> Subject: [EXTERNAL] Homeless shelter

>

> Hello Corrine

> I am writing a quick message to say that as a resident of 20 Fox hollow we are nervous and upset by the homeless shelter proposal across the street from us.

> We had a Break in at our home last summer. They came in from the ravine and over our fence. The items stolen were booze money and a search through our medicine cabinet. All jewelry electronics were left untouched. Some of our personal items (passports, marriage certificate, birth certificate and old credit cards) that were in a small fire box that was missing were found in a homeless man's backpack at Sherwood Forest mall and others were found on Brandy lane that were clearly pulled out of dirty water. (Ravine) everything was slow and expensive to replace We highly suspect this was done by a homeless person in the area because we saw him around on our cameras around that time. We also have had people run through our backyard and over the fence to the ravine through the night which was evident by tracks in the snow.

> I know that doesn't mean they are all criminals but I don't feel good about a bunch of junkies being invited to live right across the street and all the trouble that brings. We are all still nervous every single time we leave our home and that is not going to be better with a hub across the street.

> That's my two cents on the proposal.

> Thanks for your time

> Stacey Johnson

From: Adrienne Adas
Sent: Thursday, September 21, 2023 7:11 PM
To: SPPC <sppc@london.ca>
Cc: Rahman, Corrine <crahman@london.ca>
Subject: [EXTERNAL] Homeless Hub

To Whom it may concern,

I am writing express my concern and opposition for the proposed location for a homeless shelter in North West London, behind the Black Pearl restaurant.

While I am in favour of supporting homeless shelter initiatives in the city, with these types of shelters come crime and safety issues for surrounding residents.

Additionally, this neighbourhood is densely populated with school-aged children, which creates a safety concern for parents. Placing a shelter in this location will also likely increase vandalism, theft and B&E's in the surrounding neighbourhoods.

Please reconsider the location for this shelter.

Thank you,

Adrienne Adas

From: Amanda Stratton
Sent: Thursday, September 21, 2023 6:16 PM
To: Rahman, Corrine <crahman@london.ca>
Subject: [EXTERNAL] Homeless hub at [705 Fanshawe Park Rd W](#)

Hi Corrine,

I hope you're doing well! I wanted to let you know that I'm very strongly in favour of the homeless hub proposed at [705 Fanshawe Park Road West](#).

To put some context on my input, I live less than a kilometre away. I have a teenager who frequently walks right past that spot on her way home from Banting. I also have a toddler who plays in area parks. And our whole family takes walks down that street often often, and we go to businesses closeby.

I hope council will move forward with this location, and the entire plan, as quickly as possible.

Best,
Amanda

From: Traci Cummings [REDACTED]
Sent: Thursday, September 21, 2023 1:18 PM
To: SPPC <sppc@london.ca>
Cc: Rahman, Corrine <crahman@london.ca>
Subject: [EXTERNAL] Concern with new HUB

Hello,

I am a home owner in Foxfield neighborhood in London and I am very concerned to hear about the new homeless HUB planned for Fanshawe Park Rd at the motel/Black Pearl. This is not far for the businesses around the proposed location and I am even more concerned given that Mastermind's Toy Store is located next door meaning the endless number of families with small children that visit the toy store on a daily basis. Further concerns raise a flag with the music store located just a few buildings down which also will have negative effect on their business as well.

As you know, Sir Arthur Currie public school and Whitehills Childcare are also in very close proximity to the proposed location and cause greater concern and we are scheduled to have two more elementary schools in the future in an area that continues to grow with new young families. Please don't forget that SAC has 17 portables and is already overcrowded and many children are outside and we don't need more individuals wandering around during school hours.

While I support there is a need to help these individuals in need and feel that the Parkwood location, Victoria hospital location, My Sister's Place are much better suited for safety for neighboring areas.

I hope you will reconsider the Fanshawe Park Road location!

Thank you in advance!

Traci Cummings

Tootsies Shoe Market
[REDACTED]

From: Brian Derbyshire [REDACTED]

Sent: Thursday, September 21, 2023 11:30 PM

To: SPPC <sppc@london.ca>

Cc: Rahman, Corrine <crahman@london.ca>

Subject: [EXTERNAL] Homeless Hub Hyde Park

Good evening

I would like to express my concerns about the potential location of the new homeless hub in Hyde park.

Please reconsider this site location.

This is a family friendly area with a popular toy store, and many prominent businesses which would be severely negatively affected by this decision.

Furthermore, this location does not have the opportunity for these people to transition into a more healthy and productive lifestyle.

My suggestion would be areas where they could get back to nature so they can get back on their feet. Some place with a large enough green space, grounds, and trees etc.

People in their circumstances need most to be reconnected with nature and also to feel productive throughout the daytime. This could allow them to grown a community garden and have their own space and sense of community. Give them space where they can be themselves without being on display.

I am sure there is lots of shame attached to everyone seeing you struggle in public.

They deserve to keep their dignity and having people and children have to step over them on the streets of the city does not do that.

When I think of spaces in the London area that would be ideal, the corner of Oxford and Highbury or the old McCormicks building (which does not have green space I realize but is right downtown and a huge space to work with).

Locations like these would have the most benefits to the homeless and struggling and also the least negative impacts on families, students, businesses, and local communities.

I thank you for taking the time to read this and I sincerely hope it helps to redirect these types of locations for the obvious reasons stated.

Sincerely

Laurie Derbyshire

From: angela triantafyllou
Date: Thu, Sept 21, 2023, 9:35 p.m.
Subject: 705 Fanshawe homeless hub
To: <crahman@london.ca>

Hello I am writing to express the disinterest of the idea of the homeless hub being located at 705 Fanshawe. I have lived in the community for 11 years and also enjoy the black pearl restaurant. The restaurant has overcome so many hardships and covid and is such a family-friendly welcoming place I do not think they would be impacted in any way but negatively in doing this. As well I understand the necessity of housing right now but the location is not practical for these people and situations because there are no resources near by. There is a high school close as well. Please do not approve this it is very concerning.

From: Brianna Gatt [REDACTED]
Sent: Thursday, September 21, 2023 6:22 PM
To: SPPC <sppc@london.ca>
Cc: Rahman, Corrine <crahman@london.ca>
Subject: [EXTERNAL] Proposed Hub

Hi,

Our family has a great concern about the homeless hub being proposed in northwest London (black pearl motel area). This is absolutely unacceptable and very concerning that it is even being proposed!

This area is close to hundreds of family homes, a toy store, and within 2 kms of an elementary school. Statistically crime rates, nuisances, etc go up when hubs like this are in the area! Building hubs in lower crime areas is going to only stretch our police services even thinner.

Everyone in our community is worried about the safety of our children and they safety of our home and belongings.

I'm in such disbelief that elected counsellors even can consider such a plan! The safety and well-being of everyone matters, not just the homeless.

Again, I state, our family is against this proposed homeless hub! Our voices need to be heard!

Sincerely,

Brianna Duxbury
[REDACTED]

From: Antonina Vicari

Sent: Thursday, September 21, 2023 1:00 PM

To: SPPC <sppc@london.ca>; Rahman, Corrine <crahman@london.ca>

Subject: [EXTERNAL] Regarding homeless hub in the north end

Good afternoon,

This email is regarding the grave concern with the homeless hub to be set up in the North end on Fanshawe Park Road. Our family has many grave concerns regarding safety for our children and families if the hub were to exist. It is very close to the catholic high school and toy store where many families and children frequent. There are many parks and paths where our children frequent that we as parents wouldn't feel safe sending them.

We understand there is a need however in a family/children oriented neighborhood would not be the ideal place. There are places in the city that are already zoned for this. Our community has paid a lot of money and taxes to live here and it is not appropriate for the city to rezone the area. This is completely unfair to all the businesses in the area.

There is going to be a negative impact on the community and there's no positivity to this situation.

Thank you for your time

Antonina Vicari

From: Brandon Laan
Sent: Thursday, September 21, 2023 4:57 PM
To: SPPC <sppc@london.ca>
Cc: crahman@london.com
Subject: [EXTERNAL] Homeless Hub

Hi...

I would like to be part of the solution, but I'm struggling to understand how the Fanshawe location makes sense. I do not think the reward is aligned with the associated risk to the community. I urge you to consider alternate locations. I'm happy to hop on a call to further discuss...

Thanks,

Brandon Laan

From: Brooke Kneteman [REDACTED]

Sent: Thursday, September 21, 2023 10:36 PM

To: SPPC <sppc@london.ca>

Cc: Rahman, Corrine <crahman@london.ca>

Subject: [EXTERNAL] 705 Fanshawe Park Rd Homeless Hub

Dear Strategic Priorities and Planning Committee,

I am writing to voice my opposition to the proposed location of 705 Fanshawe Park Road for a homeless hub. To me, it does not seem like a logical site as there is not currently a homeless population in this area. My instinct is that to have the greatest impact, it would be important to place these homeless hubs, with their 24/7 wrap around services, in locations that London's homeless population can easily access 24/7. The individuals that the homeless hubs are aiming to help are already facing significant challenges in their daily lives, why would a resource designed to help them be situated so far away it's now another problem to access it?

Additionally, it does concern me that the city bus route along Fanshawe will become utilized by individuals requiring the services at the homeless hub at this address. It needs to be noted that this city bus is depended on by students attending SAB who do not qualify for school buses but are zoned for that school. It is very concerning to me that adolescents making their way to and from high school could potentially be sharing the bus with people suffering from addiction as they're make their way to and from this proposed hub.

Also, as I'm sure all members on your committee are aware of, there's a popular toy store (Mastermind) and music store (Long and Mcquade) near this proposed site both frequented by families and children. The music store is a popular place for children's music lessons not only shopping.

I would also like to mention that it's alarming that while the sites of the homeless hubs were only just recently made public on September 20th, citizens have been told that city council will be voting on this on October 5th. This leaves very little time for discussion among Londoners and little opportunity for councillors to discuss with their constituents. Rushing this through council approximately 2 weeks after announcing the chosen addresses appears strategic to limit conversation and potential opposition. It is an effective way to stifle democracy and its disappointing to see this from the city of London.

Sincerely,

Brooke Asfaha

From: Bruce Burnham

Sent: Thursday, September 21, 2023 8:07 PM

To: crahman@london.ca

Cc:

Subject: Black Pearl Pub

My name is Bruce Burnham and I own an insurance business in the building directly behind the Black Pearl Pub. I would say that over the past 20 years, that the Pearl has been a second home for our friends and family to meet regularly for a pint of beer or a glass of wine, at the end of a days work. It would be a shame to lose this neighbourhood pub, and I would strongly suggest that this site not be chosen.

Neighbourhood pubs are a norm and part of local society in the U.K. and Europe.

The Pearl is the same for us who live and work in the Fanshawe / Wonderland Area, and again it would be a shame to lose this local pub culture in our area.

I say NO, to the changes being discussed.

Bruce Burnham

Owner, B.W.Burnham Insurance Brokers Ltd.

From: CARREIRO [REDACTED]
Sent: Friday, September 22, 2023 8:59 AM
To: Rahman, Corrine <crahman@london.ca>
Cc: SPPC <sppc@london.ca>

Subject: [EXTERNAL] Hub

Good morning Corrine

I was appalled when the news for the hub at 705 Fanshawe rd was announced. It is very closed to our neighbour hood and as you know we have had a lot of break ins in the last few months. I agree that that people need homes but not in our neighborhood, we expect you to challenge this idea.

Regards

Jack and Nancy Carreiro

From: Catherine Liokossis [REDACTED]
Sent: Thursday, September 21, 2023 2:39 PM
To: SPPC <sppc@london.ca>
Cc: Rahman, Corrine <crahman@london.ca>
Subject: [EXTERNAL] Re-zoning for possible Homeless Hub

I have recently been made aware of the intent to re-zone The Black Pearl Inn on Fanshawe and make it a hub for the homeless. There are articles alluding to the specifics for drug addiction and mental illness. As a resident of the neighbourhood directly behind the Black Pearl, I want to document my STRONG OPPOSITION to this re-zoning and plan to locate a hub in this area. This neighbourhood houses 1000's of children. As a mother of 4, we are cautious in certain areas of London do to the increase in homelessness and dangers surrounding that population. There have been many reports of syringes found, drugs and violence in these areas. My husband and I have worked our entire lives to be able to provide a safe home in a safe neighbourhood for our family. We pay a substantial amount in property taxes and worked hard to build our "forever home" in a family friendly neighbourhood with other families who share the same goals, values and priorities. There are infinite possibilities and ramifications for bringing a facility of that nature to this neighbourhood. The safety of the children who live here, walk the paths and play in the parks are of the utmost importance. There is no question that the location of this facility will lead to an influx of homeless in the area. This is unacceptable and quite worrisome. There is no strong support system in place from the city to support the residents, families and children, if this re-zoning moves forward. The increase in homelessness around London is staggering and there has been no curb to its growth. It is very concerning that the taxpayers of this area were not a priority in this decision. Many residents were unaware that this facility was even a consideration. Once informed, all have been very concerned, uncomfortable and worried about the future of our neighbourhood. Families frequent this area on Fanshawe as there is a toy store and other successful businesses. There are many schools all within walking distance of this proposed facility. The children in this area should be the highest priority. Anything that could possibly cause harm or have even the smallest negative impact on them should not even be a consideration.

A VERY concerned resident,

Catherine Liokossis

Good Morning,

My husband Ian Nicholson and I strongly support rezoning for the Lighthouse Inn to provide much needed services including housing for vulnerable women and those identifying as female. Let's embrace those who are in such significant need in our community.

Cynthia Nicholson

Hello,

I am writing to inform you of my concerns with the shelter opening up on Fanshawe Park Road W.

First of all, I do support programs to support the cities and the women living in these conditions. However, I am concerned because of the area it will be in. There is a child's toy store right beside it, a school down the road and its in a dense residential neighbourhood.

We know that with this facility opening, it could lead to some serious problems emerging.

I am also a teacher at a school nearby and it terrifies me that we will be so close to this facility and shelter. I fear for the safety of the children and families. It doesn't make any sense to open an area in such a family oriented environment. Nowhere near medical services or community centers. Please reconsider this! The motel served the community as a meeting place to enjoy good and drinks and now it's turning into a shelter. How does this make sense?!

Kind regards,

C.Rivas

Dear Council

I am writing with concerns about the location of the new proposed hub at 705 Fanshawe Rd. I understand that the proposed locations are designed to serve existing communities across the city; however, I have yet to see the data outlining the population this center will serve. All other proposed hubs are located in areas where existing services are placed and it is easy to demonstrate the need. The proposed location at 705 Fanshawe Rd is adjacent to a vibrant young family community next to a toy store, a music lessons centre, and a TVCC rehab center that all focus around children.

Before moving forward with this land rezoning, I think it is essential to inform the public, with sound data, of the need for a center in the Northwest and how this specific location, which is nestled between multiple family restaurants and businesses, meets these needs. With a lack of data, it seems like a location of convenience with an existing building already in place, which makes it very difficult for residents to make educated decisions around policies being proposed.

Sincerely,

Charys Martin

This is our submission to the Strategic Priorities and Policy Committee.

Item 4, 4.2 Health and Homelessness Whole Community System Response RFP 2023-199 Hubs Implementation Plan Results.

September 21, 2023

Chair Mayor Morgan and Council Members of the SPPC

After reading the report, which is in front of this committee regarding the Hubs Implementation Plan. Specifically for 566 Dundas Street, which is proposed to be operated by the Canadian Mental Health and Thames Valley Addiction and Mental Health Services.

We have concerns to express about this Specific location and how they intend to operate.

Hindsight is 20/20, Residents in the immediate vicinity of 566 Dundas Street. We are reminded of when CMHA hosted just over ten years ago the Coffee House that was located on the northwest corner of William and Dundas Street, and the undesirable outcome it created in the Midtown Neighbourhood at that time. Also, long time residences still remember the effects this organization has had when they operated the respite program during the 2021-2022 year during the Winter Response Homeless Program.

During the Winter Response Homeless Program, some of their clients who needed the services, found themselves to be locked out and left to be alone in the frigid winter nights, screaming for help, in hopes to get staff's attention. This became a nightly occurrence, and such matters would last many hours at a time. To the point where nearby residents had to call CMHA and My Sisters Place staff. To respond to the cries of help.

Given the short amount of time that we have had to digest what is in this report.

We would like to see, enhanced neighbourhood services for that specific block of Dundas Street. Between William and Adelaide Street North. Such as Enhanced Cleaning, no loitering, and the hiring of private security (same security firm the city hires and has for Dundas Place) that will operate during the same time that this respite program at 566 Dundas Street is open.

The neighbours near by, have called the London Police Services, in the past, when problems have arisen, only to be met with no response from the police, or that it has taken police over 12 hrs to respond to a call. In addition, residents have been asked by the LPS to take matters into their own hands, because the police at that moment are overwhelmed by other calls that are in the system.

Members of this Committee might not be aware of this, but the Midtown Neighbourhood has young adults that attend the two Secondary Schools in the Area, such as Beal and CCH. Also, there are many young children who live in the neighbourhood and walk past 566 Dundas Street, to get to their Elementary school bus stops, so they can attend schools.

[REDACTED]

During the time of the Winters response respite program, of 2021/2022, the child and mother, encountered verbal and physical abuse from the clients that were accessing the services at 566 Dundas Street.

This facility at 566 Dundas Street. Also backs on to a residential building that has many of its tenants, as being seniors.

We also inquire if the clients of this respite program, if they will be allowed to use illegal drugs, (street drugs)? We ask that they not be allowed to use "Street Drugs on or near the site, for the Carepoint and Counterpoint Harm Reduction Programs facility, at 446 York Street, is already located in the neighbourhood, where they can consume their drugs in a safe manner.

We find that this entire process has been rushed, but we understand that winter is coming, and we do not want to see anymore people dying on our streets.

We are in the middle of the Core Area, and going forward, Midtown Community Organization would like to have a voice in what happens in our Midtown Community. This can happen, by having us included in decision making process regarding what happens at this facility. Also, we would also like to discuss the addition of a Neighbourhood agreement that we are creating to go along with this facility, and we look forward to our Ward 13 councillor to support us in this initiative.

Please find below the attached letter that we were not able to submit last time to this committee regarding this same matter, where criteria of location of the homeless hubs were being discussed, for it was created past the deadline for submissions. And it provides even more detail about this area surrounding this location at 566 Dundas Street.

Thank you for your time,

Sincerely,

Deanna Brown

Warner Thomas

Cheryl Watson

Coordinators

Midtown Community Organization

Please consider this and added agenda submission with respect to item 4.1 on the SPPC agenda for July 24-London's Health and Homelessness Whole of Community System Response Proposed Hubs Implementation Plan.

July 23, 2023

Chair Mayor Morgan -Council Members

After reading the report that was produce, we her at the Midtown Community Organization. Would like to remind the SPPC committee. That Midtown is in the Middle of the Core Area. We are situated between the Downtown and Old East Village. (The London Police Head Quarters) is in Midtown.

This Crisis in our opinion has been happening for at least the last 7 years. I believe all the retail store fronts, residential buildings and even a Church, on our stretch of Dundas Street, has seen a broken Window, or some form of Damage to their building, and this might be a surprise to some on the committee to learn that the London Police Head Quarters building, has not been excluded from such acts of violence, and it to, has seen its share of vandalism to its building.

Because of the direction that past City Councils have taken, the Midtown Neighbourhood, now finds itself to be oversaturated (given its size) with Social Services agencies and its time for other neighbourhoods to do their share, Homelessness and opioid crisis is City Wide, and so having these hubs located throughout the city is a good first step.

We would like to see any proposal for any hubs to be at least ½ Km, from Midtown. Residents and businesses are already having a challenging time, some businesses are barely surviving, and we do not want to see anymore empty store fronts facing on to Dundas St. Also, residents are tired of the yelling, being physically assaulted and harassed by individuals, who also show the same disregard to the law. Many in the neighbourhood are afraid to go outside. We do not want to be victimized anymore. Adding any Hubs here, would not be a positive and we strongly believe, would hinder any form of revitalization and progress in the middle of the Core Area.

The criteria of where Hubs should not be located. Page 41 of the report.

We would like to see added, "Elementary School student bus stops" also "senior residences" or where a residential buildings population, has over 50% seniors residing within it.

Also, continuation on page 41, Brings us to

What this means specifically, for the first 3-5 Hubs:

Hubs should be located outside of the Old East Village and not on Dundas

Flex Street or Richmond Row (contingent on zoning, available properties, physical space requirements and ability to deliver functions and standards effectively)

We again, would like to see this committee add Midtown, to the above list. We feel we would have been added to the above list, but no one reached out to us, to hear our feedback or to take part of any meetings, during the creation of this report. So again, the voice of residents, and Midtown Core Businesses were not communicated within this report.

The only input they were able to provide, were at five community open houses. With none of those open Houses located within London's defined "Core Area". The nearest one was outside the Core Area, across the Thames River at the Kiwanis Seniors' Community Centre. The other avenue to give feedback was with the surveys that were on the city's "Get involved website."

To end we would strongly suggest that there be a public participation meeting for this matter. Because we have a lot more questions to ask, about this report.

On behalf of Midtown Community Organization

Thank you,

MCO Coordinators,

Deanna Brown

Warner Thomas

Cheryl Watson

I am writing with significant opposition to the plan for a new Homeless Hub intended for my neighbourhood. We are undoubtedly opposed to the site proposed on Fanshawe Park Rd W just west of Wonderland Rd.

My husband and I purchased our family home 10 years ago in the then new Hickory Heights Neighbourhood near Wonderland Rd N and Fanshawe Park Rd W. We now have 2 young children and have proudly helped to grow a safe and family-friendly community with our neighbors and peers.

News of the Hub planned for the site of the Black Pearl property is very concerning as it is only a few hundred meters from our home, less than a 5 minute walk.

The unfortunate reality is that concentration of drug addicted and severely mentally unstable populations are associated with increases in crime, violence, and nuisances. We feel the location of the proposed Hub puts our family's safety and well-being at risk.

The location adjacent to a children's toy store (Mastermind Toys) is completely inappropriate and unacceptable. Additionally, our children's public elementary school is in the neighborhood adjacent to the proposed site. We have an over-crowded school with 17 portables and no play ground. Our children are often walking unattended to and from the main building and also often use the nearby park for physical education classes. Having the Hub within short walking distance from this school were our kids are forced out from the safe confines of the main building and property undoubtedly puts our kids at risk of exposure to unstable individuals and drug paraphernalia. While we do not yet have secondary school-aged children, many of our community kids attend St Andre Bissette Secondary School and proposed Hub also puts them at risk.

The safety and well-being of children should always be first and foremost in any thoughtful society. It is what has prompted us to write in opposition to the Hub. We and our fellow community parents always put the well-being of children first. With the proposal of the Hub site, we are extremely disappointed to realize that children's best interests are not top priority with this City Council.

With children's safety first and foremost, our next thoughts go to the well-being of the rest of our established community including the vulnerable elderly at the nearby Amica Retirement Residence and then to our neighborhood businesses.

We currently enjoy a very walkable neighbourhood. We currently walk for groceries, pharmacy, children's items, hair cuts, dental care, physiotherapy, massage therapy, music lessons, nail salon services, take out meals, and more several times each week. All of these establishments are within a few minutes walk from the proposed Hub. For the reasons listed earlier, we will no longer feel safe walking. We will drive instead and possibly drive further out of our neighbourhood to find alternatives. We are disappointed to be forced out of our own neighbourhood in this way which will inevitably increase our overall carbon foot print. We are sad for our community businesses who have already suffered the significant burden of the Covid years and will undoubtedly face loss of clients/customers with the City's plan. We are disappointed that the City has not considered these negative business and environmental impacts.

Finally, I was disappointed to learn there is little opportunity for public input on the matter. We heard of the proposed site via local news only yesterday and my understanding is that input is only being collected until tonight at 9pm. Most of us in the neighborhood work full time and have family needs to

tend to. We should have been given more and explicit notice for input. Please consider extending your deadline so everyone has a chance to have their voice heard.

Thank you for taking the time to thoughtfully consider my concerns which I know are shared by many. We absolutely oppose the proposed Hub site on Fanshawe Rd W or any others that may have similar issues. Please ask ourselves if you would agree to have this Hub in your own front yard?

Desiree Newlove and family

I would like my concern added to the public agenda.

I am writing to you in concern over the potential Homeless Hub location on Fanshawe Park Rd. I do not think that it is appropriate or safe to have a facility of this nature located so close to family homes, playgrounds, and local businesses. I live in this community and there already isn't enough police presence to prevent the current car break-ins in our neighbourhood and to bring more desperate people to this area will make it feel unsafe. I also work next door to the proposed site and we have been struggling with constant grand larcenies from clear drug addicts which already make the staff feel unsafe. We've also had people going through our staffs cars during our shifts.

This will quickly decline this residential neighbourhood much like other areas in London like where there are homeless hubs, and methadone clinics.

Thank you for your time

Dan Tran

Good Morning Corrine,

As a local resident, I want to voice my concern and opposition to the homeless hub recently proposed for the Black Pearl. Addressing the homeless concern requires some forethought and dialogue with residents of the area. It does not bode well that the proposed location is near schools, parks and the ravine.

Sincerely
David Waldner

Hello,

I would like to submit my comments below for the report pertaining to the Homeless hub potential location on Fanshawe Park Rd W:

I am writing to you in concern over the potential Homeless Hub location on Fanshawe Park Rd. I do not think that it is appropriate or safe to have a facility of this nature located so close to family homes, playgrounds, and local businesses. While I fully support finding effective ways to help homeless individuals, including in those with mental health issues; I cannot understand why an area that is largely made-up of family homes, in a more expensive area of town, with limited public transportation options has been selected. It does not seem that the impact of the citizens in the immediate area, including children and business owners; has been considered. Particularly since such a site would allow for "safe" needle use, this creates a significant health and safety risk to all individuals in the area.

Conversely, does this location truly support the best interests of the homeless hub? Wouldn't a central location with access to the resources and help that they need, including better public transportation options; be more suitable? Is the Fanshawe park area truly equipped to assist this homeless population with the healthcare, mental health resources, and rehabilitation that they may need? This situation feels like the city is looking to ship these individuals out to a spot in the city that they have space to build. It does not feel like this has been thoroughly vetted and the impact to the community truly considered. Will addition safety measures or police presence be available if required? My spouse works in a business immediately adjacent to this potential hub location and it makes me incredibly concerned about how it will impact his daily job, and especially his safety. Their location already struggle with theft and this type of facility would like make an existing issue much worse. This will impact large number of citizens lives, and not all for the better. Please think of the safety and future of this neighborhood community and have the homeless hub location changed. I do not support having this hub on Fanshawe park rd W.

Thank you,
Erin Fredin

Hello, I am emailing you to express my concerns with the mental health and homeless shelter that is being voted on. This is the location outside Foxfield off Fanshawe. I live in this neighbourhood and have grandchildren who live here as well. This is by far not a smart idea. I don't think this is going to be good for home selling, good for young children, and even good for the people who you are trying to help. It is such an odd place to put this shelter. There is nothing else surrounding the area in regards to aiding these people. These people need help and I believe the city should do something to assist. However, putting it outside of any neighbourhood, in any area of London, is not wise. The risk of drugs or needles around children is a call for concern. The city should be addressing these issues. The shelter should not be zoned here. Please address these concerns in your meeting.

E. Gawro

Dear Councillors

It has recently come to our attention that a new homeless hub will be placed at the north west region of Fanshawe Park Road and Wonderland.

This is extremely concerning given the proximity to our neighbourhood, parks and walking routes. We're already battling pan handlers in the intersection and those looking for handouts in the parking lot of No Frills. What do you think will be the outcome of this new centre ?

Our kids run these routes as they enjoy using the hills of Fanshawe Park road and the wonderful trail that goes through the woods (behind No Frills / under Fanshawe Park Rd bridge).....I'm fearful that the forest and under the bridge will become a haven and collection point for nefarious activities and will literally make those spaces off limits we fought so hard to have Medway Trail connected. I can only image what a summer night will look like down on the trails.....it's beyond concerning. I fear to the safety of the many many children in our neighbourhood (Sunningdale West) and those in nearby Fox Field.

I'd love to understand the logic of establishing the home here.....what resources are here and nearby that will provide proper support for these individuals ???

Can you provide us with the data that shows how many police calls are made to support the north end (Richmond to Hyde Park, Fanshawe to Sunningdale). I'd love to have a baseline before and after to see what our rates look like before this establishment goes in. Should this somehow proceed, do we have your commitment to increase policing ???

Please count our family as those in **complete and utter opposition** to such an establishment in this area of the city.

Please acknowledge you have received this letter opposing the city's recommendation.

Elia & Julie Votta

I do not want homeless and people with mental illness near my homes please

Gina Hay

Dear Councillor Corrine,

I am writing this email to express my concerns to the recent proposal by Mayor Josh Morgan for considering "705 Fanshawe Park Rd. W." as one of the homeless hub locations. I am a resident in the Fox Field community and stay near the Vista Woods park which is in close proximity (800m) to the proposed homeless hub. The thought of this hub being operational stresses me up as I am a mother to a 5 year old kid who enjoys and loves being outdoors and playing with his friends in the park. But, if this proposal is imposed on us I will have no option but to keep my son locked indoors which for sure will affect his and mine mental and physical health. I will also be stressed and anxious about the safety of my family and son when I will be away at work.

I recently moved to this neighborhood hoping that my son will be raised in a family and kid friendly neighborhood but this news has shaken up all my dreams. We have paid a premium and our life savings to buy a house in this prestigious neighborhood and by setting up a homeless hub location in this family and kid friendly neighborhood will surely deteriorate our living standards and conditions.

I have been having sleepless nights since I read this proposal in the CTV news article. I have serious objections to why specifically the site of "705 Fanshawe Park Rd. W." was selected if it was not zoned for this development and requires rezoning. However, all the other 4 homeless hub proposed sites are in zoned areas?

I humbly request Mayor Josh Morgan to please reconsider this proposal and remove "705 Fanshawe Park Rd. W." as one of the locations for the homeless hub. I am hoping that you will be empathetic to all my raised concerns and respect my honest request.

Thanks, and hoping for our neighborhood's prosperous future.

Gurpreet Kaur

Attention councillor Rahman!

We strongly oppose the woman's homeless shelter going into the lighthouse inn at Wonderland and Fanshawe. Our taxes are 5600.00 yearly to keep our neighborhood clean, free of crime.

I noticed the other hubs are located around the downtown area, so why is this one potentially going to be located here. I feel this will cause many problems, such as pandering, and crime. There is already enough pandering on the islands at this intersection as it is.

Believe me, I feel sorry for our homeless population, but also believe there are , Many homeless that come into our city from out of town. Let's support our homeless, but please keep them close to their support agencies elsewhere.

George and Connie Tooke,

I'm writing to you with significant concern about the proposal to have a homeless hub @ motel/hotel Black Pearl.

This is literally beside a toy store and in immediate proximity to countless homes and families with children. This raises a huge safety concern and I vehemently do not support this.

I can't imagine this north London location is ideal to service people in need of these services - nor where these types of services are best located to help address our city's homeless concerns.

Why aren't the countless store fronts in core downtown area (where the homeless issue is more pronounced) selected instead? It truly seems like you are shifting the problem North; not to mention services to access this location are also few and far between.

Please advise.
Helen Karahalios

Good evening, we believe the homeless hub is going to be set up at the Motel/Black Pearl. One would think that the group involved would have picked a more appropriate spot to set up a Drug addition centre, not in an area with young families with many small children, and not next to a toy store. Concerned for the safety of our children and grandchildren. (Fox field area) Please reconsider, I'm totally against this location, it is not going to be safe.

To our councillors please get involved, and together we can keep our children safe.

Thank you
Helena Marques

Hello,

This email is regarding the homeless hub that may be set up in the North end. As a parent to two children I have massive concerns regarding their safety, not to mention the impact on businesses and our property. This location would be next door to a toy store and just a block from a catholic high school with impressionable teenagers. There are also many parks and outdoor pathways that my children frequent, if this site was to open, it would impact their outdoor activities due to safety concerns.

I sincerely understand the homeless need help, but this has too many negative impacts for the North West community. Thank you for your time.

Izabela Marynuk

I don't want homeless people and people with mental illness near my house because I have children please.

Ikhlas Qiryaqous

Hello,

I am emailing you today to Disney pay my concerns over the potential Homeless Hub at the former Black Pearl restaurant. I worked in social services for 8 years and potentially have a hub like this will do nothing but bring crime and other issues to this part of the city. It will also lessen the value of properties in the area. I agree some people need help, but housing them in close proximity to a number of schools isn't a good idea.

Thank you.

J.J Kennedy

To whom it may concern,

I'm writing in opposition of the proposed homeless hub on Fanshawe near wonderland.

The location in question fails to meet several thresholds that I think should be required prior to being passed.

First, it is the only proposed hub that requires rezoning. It fails to meet the basic requirements outlined for initial consideration.

Second, it jeopardizes several local buses and child-centric locations.

It will be adjacent to a prominent children's toy store, literally within 20m. This not only threatens the viability of the store as parents look to mitigate potential risks but also reinforces the stigma's and feelings of isolation those Londoner's using the space will experience. Long & Mcquade's offers music lessons and dedicated programs for children that will also unnecessarily increase the exposure young children have to some of the conditions and potential behaviours that will be transpire. A local high school of over 1600 kids will be within 1500m of the proposed site as well. The provincial government revoked funding for similar projects in london near Beal high school when a proposed safe injection site was promoted on York street.

Third, the site is not directly near a major transportation hub that would provide employment or other essential services for individuals dealing with homelessness. How can this site be viable long term if users have limited access to employment locally and difficult transportation requirements to get to the core?

Finally, an integral mandate and necessary requirement for any successful program attempting to service the downtrodden and homeless is integration with other harm reduction services. I don't see how the proposed site helps enhance their level of care or access to other essential services. They're being put on an island significantly further from the health unit and care centres in the core than any other proposed hub.

I hope you reconsider the proposed location for the self-interest of those that will use the proposed hub and for the children and students that will be unnecessary exposed to issues and challenges that are beyond their level of comprehension and emotional intelligence.

Regards,

J. Reati

Hello,

I'm writing to advise of my extreme disapproval of the proposed new Homeless Hub location on Fanshawe Park Rd. This is a terrible location and surely can't be the only option for this type of facility. I'm not against offering people in need a place to live with resources they need but this proposed location is definitely not the spot.

First of all, this is located behind behind a bar/restaurant...not sure why an establishment that serves alcohol was a good idea when the people living in the hub are potential/possible (or recovering) addicts/alcoholics. Also why near so many businesses that will be affected by this hub at this location. Nobody is going to want to frequent these places anymore, including a children's Toy Store if people are loitering around. This could also lead to these businesses complete losing down. Secondly, and most importantly, this is an expensive residential area FULL of children and students! There are also several parks, walking trails and bike paths nearby. This is not ideal knowing that when these people are not at the hub, they will be roaming around these areas. With the instability of their mental state, it's very concerning wondering what could happen if they are not supervised or begin acting erratically. Lastly, the property value of the homes could be affected with this facility nearby and crime rates could increase in the area as well which makes it far less appealing as a place to live.

I just don't understand why these places can't be located on the outskirts of the city not near businesses or residential areas. It makes no sense to put it here and I really don't understand the thought process for this.

Please reconsider this location as we do not want this area to start looking like the intersection of Horton and Wellington or anywhere downtown for that matter.

Thank you!

Jen Savage

Good afternoon,

This email is regarding the grave concern with the homeless hub to be set up in the North end on Fanshawe Park Road. Our family has many grave concerns regarding safety for our children and families if the hub were to exist. It is very close to the catholic high school and toy store where many families and children frequent. There are many parks and paths where our children frequent that we as parents wouldn't feel safe sending them.

We understand there is a need however in a family/children oriented neighborhood would not be the ideal place. There are places in the city that are already zoned for this. Our community has paid a lot of money and taxes to live here and it is not appropriate for the city to rezone the area. This is completely unfair to all the businesses in the area.

There is going to be a negative impact on the community and there's no positivity to this situation.

Thank you for your time

Kurtis Dundas

Hello,

I became aware yesterday of the City of London's proposed location of the initial 5 hubs to help resolve the city's homeless crisis.

My spouse, our 8 year old daughter and I live on [REDACTED] - less than 2 blocks from the proposed 705 Fanshawe Park Rd West location to support marginalized women.

We, along with our neighbors, are very aware of the housing crisis facing London and do support the city's efforts to provide relief and aid to those in need. I am extremely proud of the efforts made by the City and our advocates both Provincially and Federally to raise funding - it is an accomplishment to be the first to secure the substantial Federal funding announced last week. This funding will certainly help, however much more will be required - therefore available funds must be spent as efficiently as possible.

I am concerned about the location near my home - this location simultaneously isn't an efficient investment of Hub funds as it doesn't "meet people where they're at" AND it creates a homeless problem in an area of the city where there currently isn't one (with all the associated risks and costs.)

The City established requirements for the locations of the Hubs (<https://www.cbc.ca/amp/1.6909797>), this location doesn't meet those requirements:

- There isn't a homeless presence in the area and therefore the location doesn't "meet people where they're at". In fact, a CBC article today quoted the following specifically with reference to this Women's Hub "I'd be able to take the bus there, anybody could, right? But that is pretty far". At best, this is an inconvenience, at worst it could require momentum our most disadvantaged people aren't able to overcome. This location wouldn't be an efficient use of funds.
- This location is not near existing emergency care facilities
- This location is not currently zoned for this use
- This location is near a children's park - 600m from the Vista Woods Park on Medway Park Dr. This park and the nearby path through the woods are used by Sir Arthur Currie Elementary School and associated child care programs as an educational field trip. Finally, while not a park, the proposed location is immediately next to the children's toy store Mastermind Toys.

If a Hub is opened at this location, a homeless situation will be created in this area of the city where there currently isn't one. Compared to today:

- Myself, my family and our neighbors can expect a 50+% increase in crime (link to study below).
- We can also unfortunately expect this location to attract predatory males looking to take advantage of the marginalized women that this shelter is planned to support. This will put my daughter and the daughters of my neighbors in proximity to this threat. (Link to study below)
- Compared to today, this will require an increase in Police presence in the area and the associated funding from the city.

The goal must be to react with urgency to help the most people for the available funds - such a location would be near the homeless in order to "meet them where they're at". These locations are already suffering from elevated crime and the associated policing costs.

In the strongest terms, I ask the City of London to reconsider the location of this Women's Hub, to follow their own requirements for Hub location and to ensure that available funding is spent in the most efficient manner possible such that significant marginalized individuals get the help they need.

Respectfully,
Krista Hunt

Links to articles / references below:

Proposed women's shelter requires a bus ride

<https://www.cbc.ca/news/canada/london/here-are-the-first-5-proposed-addresses-for-london-s-homeless-hubs-1.6972703>

Increase in crime nearby

<https://www.homelesshub.ca/resource/effect-emergency-winter-homeless-shelters-property-crime#:~:text=Results,and%20vandalism%20driving%20the%20increase>.

Unwanted predatory visitors

<https://kitchener.ctvnews.ca/staff-at-kitchener-youth-homeless-shelter-alarmed-over-dramatic-increase-in-unwanted-visitors-1.6225226>

I would like to submit my opinion to the report.

For this board to suggest a hotel and restaurant as a homeless hub adventure in wonderland is foolish and very shortsighted. You are actually recommending losing 11 jobs in the restaurant and taking away peoples livelihoods to allow a homeless hub in an area with no services for the homeless. Where is the rationale in that?

You're 100 feet from a children's toy store in a short walk to a major high school. Is this the type of environment we want to create in this area? I guarantee you no counsellors live in the area or anyone in the board recommending this live in the area. We have dozens of buildings empty that do not have businesses in them. Why would you ever consider closing a business to put people into a hotel? I cannot object more strongly to this stupidity.

Keith "Angus" McDonald

I would like to express my concern of the location of hub at 705 Fanshawe Pk Rd. I don't think it's fair that the city rezone that land, unfair to all property owners around. Every other proposed location is on Hospital grounds or at a facility that already exists. A residential neighbourhood is not ready for the social issues that goes along with it and should not be all of a sudden subject to it.

How is this going to affect the restaurant owner? Is he being compensated? Other adjacent businesses will also be affected.

This should not be dropped in an expensive residential area.

I hope the city rethinks that.

Thanks

Kim Mistic

Hi Corinne,

I am writing to you after hearing about this proposal regarding building several homeless hub locations throughout our city, one of which being in North West London, 705 Fanshawe Park Rd.

To say that myself alongside several residents of north west London oppose this would be an understatement.

First, this proposed location is in close proximity to multiple schools, which causes considerable risk to children and likely will expose them to a variety of environmental factors they have no reason to be exposed to.

Second, does it actually make sense to invest tax dollars and/or grants to combat homelessness in one of the most affluent areas of our city? Or would that budget be better allocated to a more central location that experiences significant homelessness and thus requires additional community supports?

Lastly, I don't think it needs to be stated but placing this hub in a location of the city where significant residential construction development is underway does not provide benefit to any key stakeholder.

Rezoning to accommodate a need that does not exist in this part of the city results in the removal of the opportunity of our local residents and/or newcomers to London to purchase or rent homes in an already stressed housing market. In addition, the rezoning would remove significant construction and real estate industry employment, diminish value in a desirable neighbourhood, and of course impact tax revenue - notably one of the highest contributing property tax areas to reside in.

I strongly urge the reconsideration of this and I am certain you will hear similar sentiment from your other constituents.

Lauren Fazio

Hello

I do not support the homeless hub location on Fanshawe park rd west. I would like to submit my comments for the report.

Thank you

Linda Fredin

Hi, I'm not sure of the thought process bringing this to north London. All of the supports and "wrap around" services are downtown. When we had the shelter at Fanshawe Golf Club people complained that they were out of the core and we paid to transport them back downtown because that was where all of their supports were.

I work downtown enough to see the state of the Mission and the Salvation Army as well as the York Inn. I've seen how businesses struggle to deal with the fallout of homelessness and addiction, going out of business, theft and cleaning needles and feces up most mornings. Spreading the problem to another area of the city does not seem like a viable solution. Yes it sounds insensitive but I would rather see some form of meaningful treatment for people to get off of drugs and back on their feet. If I could encourage a viewing of YouTube videos, Seattle is Dying, Vancouver is Dying and Canada is Dying. It talks about all of these issues we are facing. So far Rhode Island is the only state to address change and it was through forced treatment. Canada is dying talks about the myth of "safe supply" and even mentions London Ontario. Giving dilaudids out at the clinic has now become widely known and is also part of the reason the unhoused are coming to London because those pills are turned into currency to purchase illicit drugs.

Businesses in the Fanshawe Wonderland area will suffer there is no doubt about that. It's sad to say but I've seen the downtown destroyed. We can pretend this isn't the reality but it is.

Yes people need housing AND meaningful treatment not replacement drugs or a safe supply.

Spreading this into another area of the city beside a toy store is a horrible idea. It needs to be where people can have the supports of all the other agencies that provide their wrap around support. How are they getting to clinics for their safe supply? Is this an additional cost for taxpayers?

Regards

Laurie Legg

London City Council,

I'm a neighbour of ward 7, living in the Foxfield residential area. I recently learned about the plan to install a hub for homeless people at walking distance of our community, and want to express my disagreement to have this kind of facility inserted in this area. The operation of this facility will create a risk situation for our families and will accentuate the current issues with robbery and vandalism that is ramping up.

I see according to the plan you are discussing other locations have proper location and make synergies with medical facilities grounds, and honestly that is not the case for the building you intend to use for this. So much is not a fit to operate the hub that a rezoning process should happen.

This will be in detriment of our residences value, put at risk our families and will drive an influx of persons that are a challenge to manage.

I kindly request that this facility is not open at this location, because there's no reason to go in detriment of an area of the city that has a completely family orientation. Just as an example, we see the problems in Downtown, where the damage to the area's economy due to presence and mismanagement of homeless people have proven the strategy a not solving the problem and just deteriorate severely property value and quality of life.

Thank you for your attention.

Luis A. Ambrosio

Good morning,

I have a concern regarding the proposed location of a homeless hub. The building, stated to be located on 705 Fanshawe Park Road, is adjacent to the Mastermind Toys on 685 Fanshawe Park Road. Considering the store's main demographic, I worry about the safety of children in and around the location. If the hub is opened, how will the safety of the surrounding stores and neighbourhoods be impacted?

For that reason, I cannot support the centre's current location. I ask to reconsider the suitability of the Fanshawe location. I give my consent for my concerns to be brought up at the meeting.

Best regards,
L. Rau

Good day,

Even though shelters offer a good assistance to homeless people, I'm concerned about the safety and security aspect in the neighborhood.

Thanks

Luis Velez

Good morning,

I live in Fox field and am very worried about the plan to open the Canadian Mental Health Association Thames Valley Addiction and Mental Health Services (women and female-identifying hub). I have many concerns and am hoping that the people in this area will be engaged before a big decision like this is made. Hope to hear from you soon. Thanks,

Mariam Alazem

To whine it may concern!

I live in Fox field and am very worried about the plan to open the Canadian Mental Health Association Thames Valley Addiction and Mental Health Services (women and female-identifying hub). I have many concerns and am hoping that the people in this area will be engaged before a big decision like this is made. Hope to hear from you soon. Thanks,

Meho Burzic

Hi Corrine,

Dr. Hassan Mustafa suggested I reach out to you. As a member of your constituency, I am vehemently against the proposed homeless hub at 705 Fanshawe Park Rd W. This area in the city is not equipped to accommodate or serve the homeless. I wholeheartedly support the unhoused in London, but we are doing them and this area a disservice by establishing the hub at this location. We're 15 min away from the nearest hospital, surrounded by schools and playgrounds, close to a fast moving street, and 7 KM away from a safe injection clinic. These women need more than what a location like this can provide.

Respectfully, this is not a location that will help those in need.

Regards,
Mohamed Darsha.

To whom it may concern,

I am writing regarding the homeless hub that is being proposed for Fanshawe and wonderland. As a mother to two young children, this deeply concerns me. The proposed location is within meters of parks, schools and children specific stores (mastermind) and activities (music lessons, long & mcquade's).

This location does not have the supports or services that they need to be successful. It also takes them further from the relative community they're currently a part of and the support networks they will have already established. This has the potential to jeopardize their recovery efforts and makes the feelings of isolation and disengagement even worse.

Surely there is sites closer to the core, and the other hubs, where they will have better access to services and an integrated care model that has championed as the other viable way for these individuals to get the help and support they need.

I really hope you reconsider this proposed location.

Sincerely,
Michelle Di Marcelli

Hello Council...I am VERY MUCH AGAINST the Lighthouse Inn on Fanshawe Park Road being used as a transitional hub as I believe it will be very detrimental to our neighborhood in terms of safety and security. Please add my comments to the report so that may be recorded.

Kind regards,
Mary Fonger

Good Morning,

I do not believe this a suitable location for the Homeless Hub. I am definitely against it.
Thank you.

Mike McGill

To Whom It May Concern

I would like to voice my concerns about the homeless hub located at 705 Fanshawe Park Rd W. London. My business is located at 655 Fanshawe Park Rd W and our staff parking lot is located adjacent to the hub location. I am concerned about the safety of my staff members [all of which are female] when they are going to and from their vehicles, particularly at night. I am also concerned about possible vandalism to their vehicles.

If this hub location is used, how can I be sure my staff and business will be safe?

Murray McLeod

Hello Corrine,

I have been a resident of the white Hills & Fox Field community for over 12 years. I grew up in the downtown core, where I was exposed to street violence, drug/alcohol abuse and assaulted more than once well before I was in high school.

My wife and I moved out to this community because we believed it was a good, strong community where we could raise a family and reduce the risk of violence for our 2 young children. We now face the threat of being spot in the middle of the Limberlost low income housing to the east, the current development of further low income housing on S. arrowhead/Hyde Park to the southwest, and now a homeless hub to the north, all just minutes away from our home.

I had the pleasure of being at our mayor's State of the city address this past year, and was very happy to hear about his plans to combat homelessness and homeless prevention but at what cost?

Where will these people go to find work? How/where will they keep busy and when away from the hub? Who's going to patrol day and night, picking up needles and crack pipes left all over the parks and sidewalks?

The members of this community did not settle in the outskirts of northwest London to deal with the issues of the London core.

As members of this specific community, the mayor and yourself are failing all of us who live in it.

I have spent much time donating to efforts to those in need across London, and will continue to do so, but this decision makes no strategic sense what do ever, and inflation and the current housing market doesn't give most of us the opportunity to even leave a situation we're being forced into.

Please stop this before we lose our community and our confidence in our current London representatives.

Regards,
Marc Santerre

I was told to forward my email regarding concerns for the proposed homeless hub at the black pearl. Please see below:

Hi,

I heard that sending you a message about the homeless hub at the Black Pearl to voice my opinion was an option, not sure if it will make a difference but I have to try. I wanted to express my concerns. I agree that something needs to be done with all the homeless in London as this has become a huge problem over the last 5 plus years or maybe longer. I heard about the homeless hubs being a possibility and I agree this could be a good option, I also heard they will not be in residential neighbourhoods. Great! I thought, this sounds wonderful. Then I heard that the Black Pearl motel on Fanshawe Park road is a chosen site for one of these hubs. Is this not way too close to a residential neighborhood? I heard that the hub here will be geared towards females with drug addiction and mental health. Well, I work with seniors with mental health and see what they can do and I am honestly afraid of what a young adult female with mental health and drug addiction is capable of doing. Family homes are literally within a 3-5 min walk of the pub. Also, the ravine is a dark secluded area at night that can, and no doubt, will be used as a meeting place. At the moment I feel safe walking my dog in the ravine as it gets dark, I fear I will not feel safe for long. I am concerned for the businesses nearby that will be affected by the loitering of these individuals outside and on their premises. Is extra law enforcement being added to these areas to maintain the safety of the local residents. I fear that drug paraphernalia will be left in nearby parks, Jaycee park is within a five minute walk of the Black Pearl and children play there regularly. It also holds a community garden that members pay a fee for and who's to say what will be stolen out of or dumped into those plants. The Black Pearl, even though located on Fanshawe park road, is right in the middle of a Foxhollow and Whitehills neighborhood with many young family homes and schools located nearby. I worry about the safety of our children walking to and from Emily Carr, St. Marguerite, Banting, St. Andre Bessette and Sir Arthur Currie schools. I would like to express my complete opposition to this being a location for one of the purposed hubs.

Thank you for your time reading my email and hoping to have my concerns pushed forward.

Melanie Spicer

Canadian Mental Health Association Thames Valley Addiction and Mental Health Services (women and female-identifying hub)

705 Fanshawe Park Rd. W. — opening: May 2024 (pending rezoning) — 20 transitional beds — capital cost to build: \$497,800 — annual operating cost: \$2,630,854

I would like to express my opposition to the above proposal. It is irresponsible to rezone the motel on 705 Fanshawe Park Rd W to accommodate the homeless hub. All the other sites that are proposed are in a properly zoned areas, on hospital grounds or My Sisters Place. This is the only one requiring rezoning. This is not appropriate, this is a family subdivision with children, this zoning will completely change this area going forward and this is certainly not what we, as homeowners signed up for when we purchased our homes.

These are family homes most of them with children. As a homeowner with children in the area I would like to express my frustration that this is even considered. This is not what the homeowners signed up for when we purchased the property in this area. This sort of proposal is not safe for the people living here and especially for the children. I am sure there are sites in London that are properly zoned and meet the requirements for this this kind of proposal. I urge the council to take this matter seriously and hear the concerns from the people living in the area and find another spot to accommodate the homeless population.

I am sure the council is aware of the concerns that people have expressed in regards to homeless hubs being brought into their neighborhoods. The following is from CTV News

CTV News article link [New homeless shelter brings drugs and crime, neighbours say | CTV News](#)

In an email, one resident stated the situation “makes us feel unsafe in our neighbourhood.”

Another CTV News article states the criteria for homeless hubs

Criteria revealed for 15 homeless hubs to be located in London, Ont Published July 17, 2023 8:13 p.m. EDT fee free to look it up, it won't let me link it to this letter

“However, it is also recommended that they not be located in “close proximity” to elementary schools, splash pads/wading pools, or the interior of residential neighbourhoods.”

This makes me think that the council is fully aware of what these hubs are potentially bringing into our backyards, and you all simply don't care.

Is anyone thinking of the sort of traffic that it would bring to our neighborhood? There is a reason the zoning does not accommodate this. These are not even traditional shelter spaces. “The types of individuals being supported through this effort are those in need of multiple supports, which require multiple staff with a high level of expertise,” office of Mayor Josh Morgan. Every other location is on hospital grounds and not put in the middle of a residential neighborhood with a high population of small children.

Was this even communicated with the families living in the neighborhood? If it wasn't for the Facebook group, I wouldn't even know that this is happening.

To try to push this without any input from the community living in this area is irresponsible and underhanded considering it is our taxpayer money that is funding the project and we are the ones that will have to live with our neighborhood dynamic being changed.

I strongly urge you to reconsider and oppose this matter as there are people in the neighborhood that trusted you with their vote to have their best interests while representing them in City Hall. The fact that this wasn't opposed immediately and seen as an issue is quite concerning

Marija Vicocac

I am a home owner in the Fox Hollow subdivision. I was reading the news and our neighbourhood group on Facebook which was saying that a homeless shelter may be built nearby on Fanshawe Park Rd.

Though, I feel bad that such people are in need, I do not feel that spreading shelters all over the city, especially in more expensive areas of the city benefits them or others. They can't afford much of what is nearby, nor is there many supports nearby for them. They often have deeper issues than just temporary homelessness. I moved to what was the outskirts of the city a few years ago to avoid the core and homeless, and all the problems there. These places tend to attract drug use, thrift, etc. Please reconsider placing this facility in this area to another area. I do not approve of this rezoning request. Money would be better spent for other services for them. The cost per bed, per year is more than most fully contributing citizens who work full time make in a year.

Nicole Aristone

To Corrine Rahman and Mayor Josh Morgan

We have just been informed that it is your intention to put a homeless hub on Fanshawe Park Road right next to a children's bookstore!

What in the world are you thinking? You've already approved the destruction of our downtown core by handing decision making privileges and OUR money over to community activists, charities and non profits who directly benefit from perpetual drug users and a growing homeless population.

When did you plan on informing your constituents or the businesses in the area? When are you planning to hold a town hall in Ward 7 so that you can hear from us directly? This disregard for London residents and taxpayers has been going on since the election of Matt Brown and all around him in 2014 and has gotten progressively worse every year.

Please let us know the date of the town hall asap.

Nancy Bangsboll
Ward 7

Hello,

As a resident of the Fox Hollow community which is located directly behind the tentative homeless hub at 705 Fanshawe road west, I am strongly opposed this proposal. My opposition is the result of many considerations including but not limited to the following:

a) increased crime - this is a simple fact as there is an increase of criminal behaviour within the homeless population. This information comes directly from police officers we are familiar within London and other large cities.

b) lack of security - our community is already experiencing an increase of petty crime (ie break and enters into cars) without follow up investigations from police due to their appropriate and necessary response to the opioid crisis particularly in the downtown core. Again, this is yet another fact that can be supported by police and their statistics.

c) lack of resources for the transitioning homeless community - this northern corner of London does not have any practical resources for those who are seeking treatment for addictions (for example) or needing to use services provided by the provincial or federal governments. The closest Service Ontario is Dundas st downtown or Lucan rather inconvenient locations. Neither are a walkable distance and would ultimately require paid transit. Furthermore, the current medical services are limited. The few doctors offices are seldom open to accepting new patients. Since statistically homeless community members often suffer from mental illnesses, there is a need to have ample doctors available. On the other side, police are too far away to provide protection for the existing neighbourhood

d) lack of transparency by the City of London - this plan comes across as vague, rushed, and incomplete. How long are the residents allowed to stay? What happens if someone does not leave as expected? What are the expectations of the residents? Are social workers involved? If they are, how do you ensure that they are safe and seeing the residents? Are there restrictions to drug and alcohol use? How is that enforced? What reassurances do the current neighbourhoods have of enforcement of regulations? How do you measure success or failure? If this does not work out as planned, who is responsible for the downfall? What is the Plan B? This is just the tip of the iceberg of my concerns.

The genuine concern ultimately is the safety of the families (including mine) who have established their law abiding lifestyles here in Fox Hollow.

I believe the intention of the City are good and meant to be heartfelt. However, this location just a bad idea. Vancouver and Sudbury, for example, also had good and heartfelt intentions. Sadly, Vancouver is a shell of what it use to be due to its drug crisis and Sudbury is similar. Both are clearly failed social experiments that cost many people their lives and livelihoods.

Since this proposal is literally in my backyard, I will be following with concern.

With regards,
Nicole Birch

Good evening,

I consent for this email to be used

I am emailing you to express my concerns with the mental health and homeless hub being placed on Fanshawe Park Road.

I have young children that live in the neighbourhood. The risks that can come with such homes are alarming and need to be addressed.

Such homes should be zoned in areas that have resources. Not beside a restaurant and toy store.

Please address these concerns in your meeting.

Nashat Gawro

I wanted to reach out and extend my appreciation that you have decided to put in a homeless hub in the White hills area. I expect you will get complaints from many community members, but homelessness is a all of London problem.

I appreciate that you are ensuring support can be found throughout the community as these residents belong in our city as much as anyone else.

As a parent of young children I have no concerns about my children's safety, and I appreciate tangible supports being in place so that my children can see the importance of treating everyone with kindness and dignity.I, and that should their lives take difficult turns in the future there are people there to help them get back in their feet.

Thank you again
Natasha Morton

I would like to voice my opposition to the proposed homeless shelter that is up for discussion near fanshawe and wonderland. This is a terrible idea not only for the people needing shelter, the neighborhood communities and of course the children!

There is zero resources for them at this end of town. From community buildings, or job aid building etc.

But my greatest concern is the fact of safety for my children. With a kids store right next door I won't be able to safely and comfortably take them to support any of those business along that street anymore

Being a local business owner in the area I would have to say this is a terrible idea!

Regards
Nicole Patsalis

For the love of god please do not make this a homeless hub.

-Peter Barrett

To Whom It May Concern,

I live less than 200m from the proposed transition hub. I do not support this project because it is too close to many family residential neighbourhoods, parks, and schools.

This is not a place for this project. I am truly surprised and upset that this proposal was issued without informing the surrounding community.

Paul J. Bunagan

Hello,

My family and I have saved and worked very hard to move into the north end of London area and we are pay over \$6000 per year in property taxes alone we are deeply concerned to the proximity of this proposed homeless hub to our family's home and neighbourhood.

We are strongly against these homeless hubs as they offer no solution to any problem just the increase of addiction, violence and more homelessness within the projected area and freshly ruined community.

My family and I were not given any notice or made aware of any applications, or rezoning within the black pearl area...

Kind regards.

Philip Da Silva

Dear Corrine,

Please consider this email as my strong opposition to the recent proposal by Mayor Josh Morgan for considering "705 Fanshawe Park Rd. W." as one of the homeless hub locations. I have serious concerns as I am resident in the Fox Field community and in very close proximity to the proposed location. This is a family and a kid friendly neighbourhood with close proximity to elementary schools, kids playgrounds, nature trails and splash pads. I am a father to a 5 year old kid and this news on CTV has really made me stressed and anxious for the security of my family and kid. I reside close to the Vista Woods park which is within the 800m proximity to the proposed homeless hub. If this hub becomes operational for sure I will not send my kid to the park for play which for sure will affect my kid's health and development which is now making me feel depressed. Also, I will be stressed for the safety of my family when I will be away for work.

When I read the CTV article, I noted all other 4 sites are in properly zoned areas whereas the site at "705 Fanshawe Park Rd. W." requires rezoning. I am frustrated as the "City of London" always asks for our suggestions for any community specific improvements like Park/Recreational improvements, to wisely spend our hard earned tax payer money but why the consent was not taken from us the residents of this neighbourhood before proceeding with this proposal. This proposal by Mayor Josh Morgan looks autocratic to me as the consent from we the people of this neighborhood was never taken before progressing with this proposed development.

I humbly request you to please reconsider this proposal and remove "705 Fanshawe Park Rd. W." as a location for the homeless hub.

I am confident that my voice will be heard and Mayor Josh Morgan will respect my humble request.

Thanks, and I'm looking forward to your support.

Paryant Gosain

Dear Councillor Rahman,

I hope this email finds you well. I am writing to express my deep concern and reservations regarding the proposed conversion of the motel behind The Black Pearl Hub located next to the beloved children's toy store, Mastermind Toys, into a homeless shelter. While I fully support initiatives aimed at assisting the homeless population, I believe this particular location poses several challenges that should be carefully considered.

First and foremost, the proximity of a homeless shelter to a children's toy store raises legitimate safety concerns. Parents and caregivers often frequent the toy store with their children, and they should feel confident that the surrounding environment is safe and appropriate for young ones. While I understand that the individuals seeking shelter deserve compassion and support, we must prioritize the well-being and peace of mind of our community's families.

Moreover, the potential impact on the toy store's business and other surrounding businesses cannot be ignored. A homeless shelter nearby could discourage families from these establishments, leading to a decline in foot traffic and revenue. This could have adverse consequences for businesses that bring joy and value to our community.

I would like to request that the City Council consider alternative locations for the homeless shelter, ones that are more conducive to the needs of both the homeless population and our community's families. Collaborating with local businesses and residents to identify suitable sites that balance compassion and practicality would be a commendable approach.

I urge you and the City Council to take these concerns into serious consideration before making any final decisions regarding the conversion of the motel into a homeless shelter. Our community's well-being, the safety of our children, and the success of local businesses all depend on thoughtful and well-informed choices.

Thank you for your time and attention to this matter. I look forward to hearing about any developments or discussions related to this issue.

Sincerely,

Patti Simmers

To the Strategic Priorities & Policy Committee,

I am writing with concerns regarding the proposed location of a homeless hub at The Lighthouse Inn, 705 Fanshawe Park Road West. As a long-time resident of the Foxfield community, and with 3 small children, I am very concerned that having this facility in our neighbourhood will result in an unsafe environment. This is a quiet family neighbourhood situated away from the downtown core. We ask that the city reconsider the Lighthouse Inn as an appropriate location.

Thank you,
Rachelle Courtney

Dear Councillor Rahman,

As a member of your constituency, I am vehemently against the proposed homeless hub at 705 Fanshawe Park Rd W.

This area of the city is not equipped to accommodate or serve the homeless. I wholeheartedly support the unhoused in London, but we are doing them and this area a disservice by establishing the hub at this location.

The location is at least 15 minutes away from the nearest hospital, surrounded by schools and playgrounds, close to a fast moving street, and 7 KM away from a safe injection clinic. These women need more than what a location like this can provide.

Respectfully, this is not a location that will help those in need.

I, in addition to other concerned constituents, would welcome the opportunity to further discuss this concern in person.

Kind Regards,
Rachael Streek-Buma

Good Day

I am writing to voice my strenuous opposition to the proposed Homeless Hub to be located in the motel/Black Pearl.

This is in close proximity to neighbourhoods with young families and is immediately adjacent to a popular toy store.

Thank you,

Tony Liokossis

Good evening,

I consent for this email to be used

I am emailing you to express my concerns with the mental health and homeless hub being placed on Fanshawe Park Road.

I have young children that live in the neighbourhood. The risks that can come with such homes are alarming and need to be addressed.

Such homes should be zoned in areas that have resources. Not beside a restaurant and toy store.

Please address these concerns in your meeting.

Luma Maqdasi

September 21, 2023

Councillor Corrine Rahman
Ward 7
City of London

**Re: Proposed Homeless Hub - Canadian Mental Health Association Thames Valley
Addiction and Mental Health - 705 Fanshawe Park Road West, London, Ontario**

Dear Councillor Rahman,

We are writing you this letter regarding the recent media coverage of the City of London's identification of 5 potential Homeless Hub locations.

Of great concern is the identification of 705 Fanshawe Park Road West, London (the current Lighthouse Inn / Black Pearl Restaurant). This location is in the heart of a residential community that is home to many families with children, seniors and middle aged residents. The proposed location is right beside a children's education toy store (Mastermind), not to mention within walking distance to a large high school (Saint Andre Bessette Secondary School) with a student population of 1200. It is also within walking distance to two large senior retirement residence homes (Fox Hollow Retirement Residence and Amica London).

As retirees we have great concerns in relation to the safety of ourselves, our daughters families, grandchildren and our elderly parents who all live less than 1.3 km of the proposed site. We specifically moved to this area to be close to our families and the safety that we felt in this local community (northwest London).

Having personally witnessed and encountered people facing homelessness and the many issues that surround this social problem such as - underlying mental health conditions, addiction, violence, criminal activity, trespassing, property damage, littering, thefts, causing disturbances to name a few. This proposed Homeless Hub is not well suited or conducive to this area.

The proposed Homeless Hub location is also in a high speed (60 km/h zone) area that also hosts a high volume of traffic.

London is under great pressure to provide all residents with the housing and assistance they need, but this should not be done without careful consideration and selection of areas that would truly help and service the most vulnerable longterm. This proposed Homeless Hub location has limited social infrastructure, lacks community resources and the personal support that is required .

We object to this proposed location for a Homeless Hub at 705 Fanshawe Park Road West, London, Ontario.

Please feel free to contact us or share this letter.

Kind regards,

Elisabeth & Taylor Hunt
Sunningdale West Resident