



☎ 519.667.2273
📠 519.667.2272
📍 602 QUEENS AVE, REAR UNIT,
LONDON, ON N6B 1Y8
🌐 WWW.LONDONCARES.CA

February 17, 2023

Mayor Josh Morgan and Members of City Council
City of London
300 Dufferin Avenue
London, ON N6A 4L9

Dear Mayor and Councillors:

Re: Support of the Health and Homelessness Whole of Community Support System

On behalf of our whole team at London Cares Homeless Response Services, we fully support the new system model developed through the comprehensive and full participation of a wide cross sector of both public and private community representation. As a small non-profit agency it was inspiring to see institutional healthcare, emergency services, business and economic development, City of London staff and staff from other levels of government come together to work on solving this crisis. It was very clear during the Summit process that there is a full understanding of the crisis before us and the commitment to do things differently together.

The proposed solution is based on a common set of values and principles agreed upon by all participants, which we live by and strongly support. This transformative system model, inspired and built through a coalition for change, is new for London and should be celebrated. The current crisis of homelessness is complex to try and solve and this new system strives to meet this challenge. This will only happen as we work to break down silos and build new and strengthened relationships with a Whole of London approach. City Council's endorsement of this new system model and the allocation of the Community Network funding will be critical. This will signal to other levels of government that London speaks with one voice and is ready to be a leader in creating a new system approach.

As London Cares is on the front lines, working with the most marginalized people who are now housing deprived with the most complex needs, we have witnessed first hand the devastating reality of people suffering and dying. We have felt the pressure to provide service that has exploded by more than 100% over the past year. This new system takes huge leaps in solving this crisis and London Cares is fully prepared to do whatever it takes to support this innovative new system approach. Our staff need the hope that this new model will provide, to both save lives and improve health outcomes for people who live in the margins. Hope is the best inoculation against the moral injury staff now endure.

Join us in endorsing this new system model that will mitigate the many impacts that the London community is facing with this crisis and let's safeguard our community health and prosperity. Let's lead the way and inspire other communities across Ontario.

A handwritten signature in black ink, appearing to read "Anne Armstrong".

Anne Armstrong, Executive Director

