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City Council
300 Dufferin Avenue
London, ON
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Dear Mayor Josh Morgan and Councillors,

As a community, we are facing a crisis. London Health Sciences Centre (LHSC) sees the effects of homelessness in our Emergency Departments and acute care services every day – and it's unacceptable. As a community we must do better.

At LHSC, we know that housing is a pillar and foundation for health. We recognize our responsibility to support vulnerable populations in our city and contribute to solutions that provide health for all. We are striving to build an inclusive and socially accountable health system, and this is work that can only be accomplished through cross-sector collaboration.

It's imperative that our team is part of our community's Health and Homelessness work. For the first time in our city, individuals and organizations from across sectors have gathered with a commitment to do things differently with a singular goal in mind – to ensure we are supporting those experiencing and at risk of homelessness.

We know the challenges we are facing as a community are increasingly complex. Our best chance to have both an immediate and lasting impact is through a collective response built on strong partnerships. London can be a leader in the province by demonstrating that collaborative transformation is possible. That's what we're here to do. These fortified relationships are inspiring. We are working together to address challenges now and as we plan for the future.

Our organization is deeply committed to this response. We've already discussed health services that we could provide in the community or support others in providing. We don't need to look farther than our Emergency Departments to see that there never been a more important time to support an effort like this.

In our own data review, we identified 1,645 unique patients living unsheltered who account for more than 6,300 Emergency Department visits each year (an average of four visits per year). Approximately 20% of these individuals who present to our Emergency Departments leave against medical advice and/or decline medical admission. An additional 15% are admitted as inpatients. These patients tend to have a longer length of stay than those not experiencing homelessness (40% longer). We know this data is an underrepresentation of those experiencing homelessness and that the magnitude of impact is much larger. Nonetheless, these are jarring statistics – each representing real human lives who deserve better.

LHSC welcomes continued partnership with City Council to act in favour of this work – in favour of all Londoners – by supporting this community plan and supporting the allocation of London Community Recovery Network funding to initiate implementation.

We extend our gratitude for your leadership in mobilizing multiple partners to address this critical issue and we look forward to continued collaboration to advance concrete deliverables. London Health Sciences Centre's commitment is to continue to partner to save lives and safeguard the community's health.

Warmest best,



Jackie Schleifer Taylor, PT, PhD, CHE
President and CEO
London Health Sciences Centre