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# Living Space Relocation Review

## Appendices to Final Report

Final Report  
March 8, 2024

Submitted to:  
Living Space Relocation Review Steering Committee

Submitted by:  
Third Party Public Inc., in collaboration with Eagle Cree Consulting



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# Appendices

The Appendices are not included in the print version of this report. The links below will be active on the [www.livingspacereview.ca](http://www.livingspacereview.ca) website until June 2024. The full report, including appendices, is also available at [www.cdssab.on.ca](http://www.cdssab.on.ca) or by contacting the Cochrane District Social Services Administration Board (CDSSAB) team by email at [communications@cdssab.on.ca](mailto:communications@cdssab.on.ca).

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Appendix 1.

Part 1 Integrated Feedback  
Summary

# Living Space Relocation Review

## Summary Report on results of Part 1

November 6, 2023

### 1. Introduction

This report was written by Third Party Public Inc., the organization retained by the Cochrane District Social Services Administration Board (CDSSAB) to lead the Living Space Relocation Review. It is the first of three summary reports that will be written by Third Party Public and shared publicly as the Relocation Review unfolds. This report includes:

- a brief background on the events leading up to the Relocation Review;
- explains the process proposed to implement the Relocation Review; and
- summarizes and aggregates the feedback received through over 35 initial conversations held one-on-one and with small groups, during which our team connected with a range of different voices – residents and business owners, Indigenous leaders and service providers, people with lived experience with homelessness, elected officials from the City of Timmins and the Province, municipal staff, CDSSAB staff and Board members, organizations providing services to those experiencing homelessness, and others (a full list is provided on page 7 of this report).

The purpose of these initial discussions was to begin to understand the different perspectives and priorities that exist related to the Relocation Review, and to start identifying factors to consider when determining where to potentially relocate the Living Space emergency shelter. Some suggestions on where to consider relocating Living Space were also offered.

*This Part 1 Summary Report does not, and is not intended to, present a complete picture of everything that will be considered during the five-month Relocation Review, which began in late September 2023 and will be complete by the end of February 2024. It is a starting place on which broader discussions involving many more voices will take place during Parts 2 and 3 of the Relocation Review.*

### Background to the Relocation Review

A request to complete the Relocation Review was initiated by Timmins City Council following the June 22, 2023 Town Hall on Community Safety. Over 1,000 people attended in-person at the McIntyre Arena with another 2,600 watching the Town Hall live via YouTube (recording [here](#)). All but one speaker focused on the dramatic increase in crime they see, the crimes going unaddressed (break-ins, theft, destruction of property, etc.), aggressive panhandling, open drug use, and street life that is leaving them in significant distress and fearful. Many said they wanted Living Space to be moved.

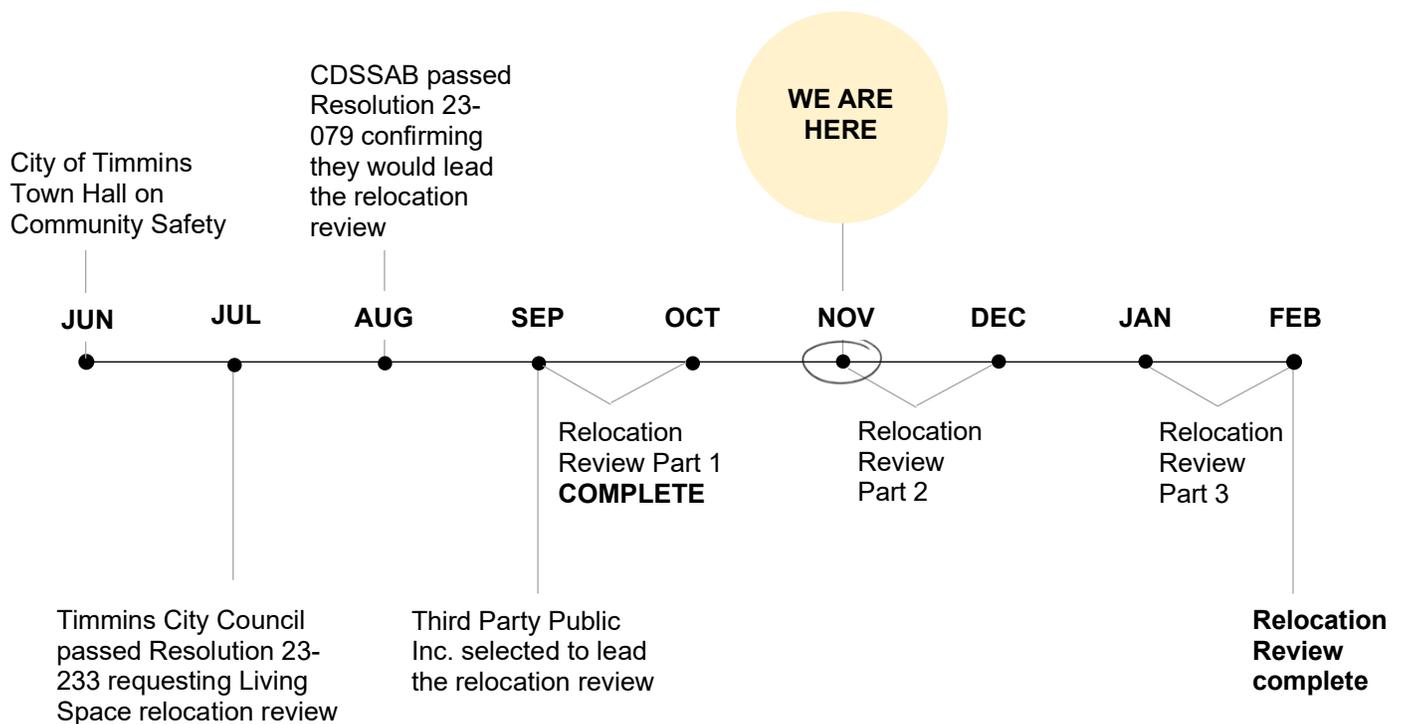
In response to the Town Hall on Community Safety, the City of Timmins Council passed Resolution 23-233 in July 2023 (link to Resolution [here](#)) which requested that “all organizations and boards involved with the operations or funding of Living Space consider options for relocation out of residential and commercial zones”. The Resolution does not ask for a specific location for Living Space to be identified

or recommended. The Resolution also notes that mental health, addictions treatment, and housing are core provincial responsibilities and urgently requests that the upper levels of government work together to secure funding to establish a new full service facility in Timmins that is inclusive of 24/7 services including housing/shelter, food, mental health and addictions treatment/counselling, and job and education training.

The CDSSAB is the main funder of Living Space. In August 2023, the CDSSAB accepted the City’s request (see Board Resolution 23-079 [here](#)), noting that the Relocation Review would be conducted in six months (by the end of February 2024) and completed by a third party. The CDSSAB Board petitioned the following community partners to collaborate in the Relocation Review, including the Timmins Police Services, City of Timmins, Mushkegowuk Council, Canadian Mental Health Association, Timmins and District Hospital, The Reaching Home Community Advisory Board<sup>1</sup>, Wabun Tribal Council, and the Porcupine Health Unit. A competitive process for securing the services of a third party to conduct the Relocation Review was initiated.

In September 2023, [Third Party Public Inc.](#) was retained by the CDSSAB to lead the Relocation Review. The organization was established in 2004 and works exclusively for governments and public agencies with a mandate to serve the public. We specialize in the delivery of collaborative processes that bring many different interests and perspectives together to inform public sector decisions. It is not our role to have an opinion on if or where the Living Space emergency shelter should be located – it is our responsibility to steward a process where people, organizations, and governments in Timmins and in the District of Cochrane have room to discuss and make progress on this together. Indigenous engagement is a key part of the Relocation Review, and Eagle Cree Consulting is leading this work, in close collaboration with Third Party Public.

### Relocation Review Timeline (2023-2024)



<sup>1</sup> [Reaching Home](#) is a federally funded, community-based program aimed at preventing and reducing homelessness.

## 2. Approach to the Relocation Review

Third Party Public's approach to the Relocation Review is to:

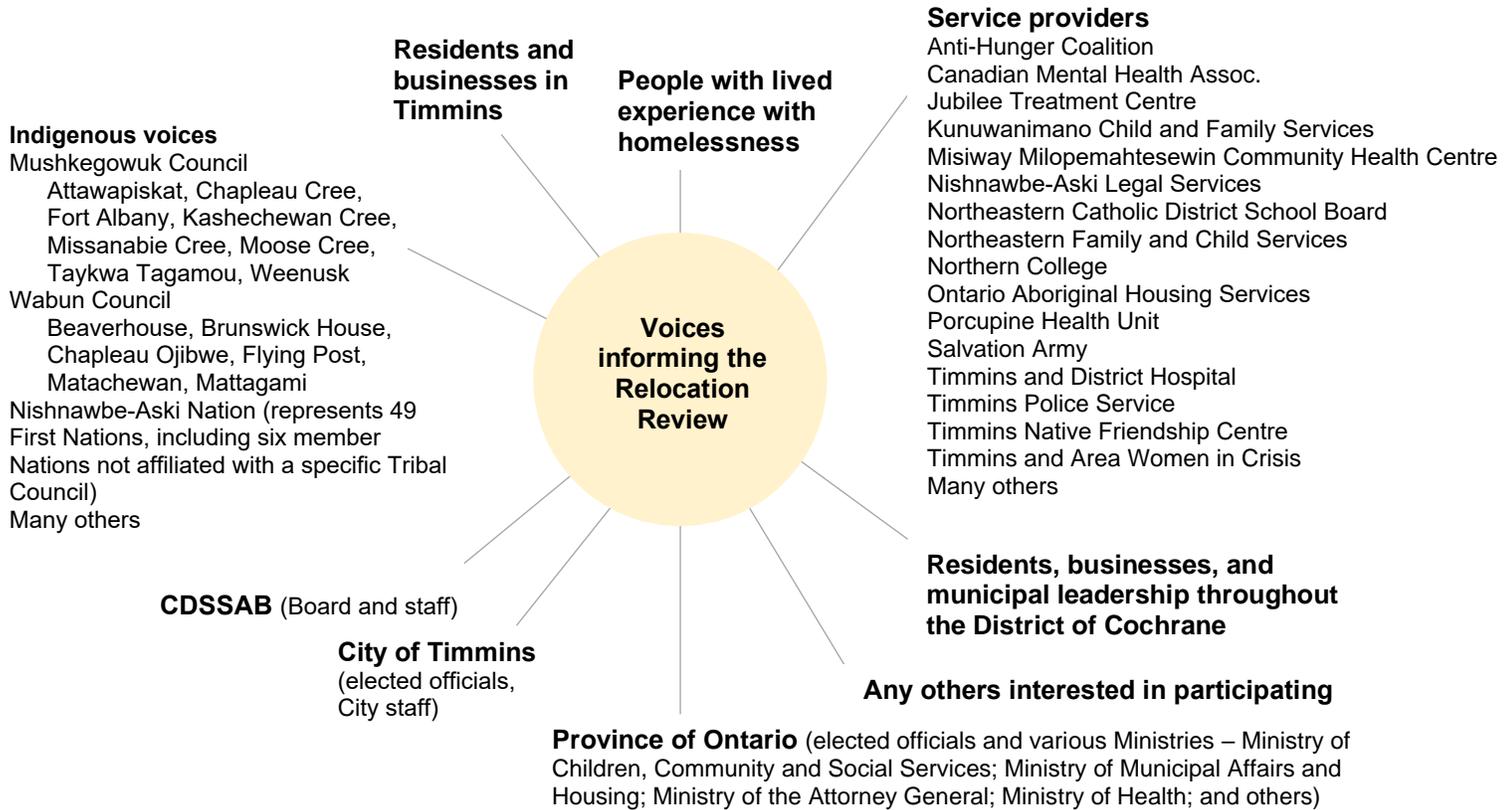
- deliver a transparent, participatory approach that honours all voices;
- provide leadership in the process, as third-party process stewards that are not advocating for any particular outcome of the Relocation Review, but who instead make space and bring structure for participants to drive the outcomes of the Review;
- create space for the full range of opinions and perspectives to be considered;
- identify where there is common ground to be found, if any, between different participants and interests, as well as places where differences exist and the reasons behind them;
- acknowledge tensions and provide constructive approaches to respecting differences; and
- deliver a defensible Relocation Review process and outcome that serves as a strong foundation on which future discussions can build.

The process for completing the Relocation Review is divided into three-parts. The work completed in each part will form the foundation of the discussions that follow in subsequent parts. This is intentional, so that when the Relocation Review is complete, the outcomes will be self-evident to anyone participating in the process and/or following information, updates, and reports shared via the Relocation Review website. Here is a description of the three parts:

- **Part 1. Make sense of where things are at now (Sep/Oct) – COMPLETE.** Part 1 included review of relevant background materials as well as one-on-one and small group discussion with different voices. A basic review website was created, including an opportunity for people to sign up to receive e-updates (as of October 31, there were 87 people signed up). This Part 1 Summary Report summarizes some of our key learnings to date and is being shared publicly. It is the foundation from which we will approach Part 2.
- **Part 2. Explore options for relocation of Living Space (Nov/Dec).** Part 2 will focus on identifying factors that need to be considered when assessing relocation options for Living Space and the potential benefits and challenges of different options. Suggestions and ideas on how to address challenges will be encouraged. Participants will also be asked to identify any additional information or data that would be helpful to informing the Relocation Review.
- **Part 3. Share and refine draft outcomes of the Relocation Review (Jan/Feb 2024).** Part 3 will focus on reviewing the draft outcomes of the Relocation Review and collaboratively refining them. The final report from the Relocation Review will be completed by the end of February 2024 and posted on the Relocation Review website and distributed to anybody who has participated in the process and/or signed up to receive e-updates.

# Extensive community engagement throughout

There are many different individuals, businesses, organizations, institutions, and other interests that are connected to and/or impacted by the location of the Living Space emergency shelter. The Relocation Review welcomes any and all voices interested in participating in the process. These include (but are not limited to) those captured in the graphic below.



## Overview of the process

Core activities being implemented through the Relocation Review are described below.



### 3. What happened in Part 1

Part 1 began in late September and continued through till October 31, 2023. In addition to watching the [recording](#) of the June Community Safety Town Hall, other background information was also reviewed. The main activity during Part 1 involved holding one-on-one and small group meetings. A basic [Relocation Review website](#) was also created, including an opportunity to sign up to receive updates. Over 35 meetings (one-on-one and sometimes in small groups) were held with over 75 people. Our Third Party Public team introduced ourselves and our proposed approach to completing the Relocation Review. We asked everyone we met with to help us understand their expectations and perspectives on what needs to be considered during the Relocation Review, and any thoughts they had about the process. The majority of these were held in-person in Timmins, in addition to discussions held on Zoom or by phone. The table that follows identifies Part 1 participants.

#### Participants in Part 1 of the Relocation Review

Organization/Interest	People connected with to date (with many more to come in)
Residents and businesses	17 people, including people owning businesses downtown, residents living in the neighbourhood next to Living Space and downtown, and people currently or previously connected with Voices of Timmins and/or Move Living Space.
Indigenous voices	4 individuals, including elders and other individuals who have direct experience with family and friends experiencing homelessness, including those who have lost loved ones on the streets of Timmins
People with lived experience	3 individuals who have used the services of Living Space
First Nations	12 people, including representatives from: <ul style="list-style-type: none"> <li>• Mushkegowuk Council (Grand Chief, Deputy Grand Chiefs, and staff)</li> <li>• Nishnawbe Aski Nation (Deputy Grand Chief and staff)</li> <li>• Wabun Council staff</li> </ul>
Service providers and coordinators, including Indigenous service providers	14 people, including representatives from: <ul style="list-style-type: none"> <li>• Anti-Hunger Coalition Timmins</li> <li>• Canadian Mental Health Association Cochrane-Timiskaming</li> <li>• Kunuwanimano Child and Family Services</li> <li>• Living Space</li> <li>• Monteith Correctional Facility</li> <li>• Ontario Aboriginal Housing Services</li> <li>• Porcupine Health Unit</li> <li>• Salvation Army</li> <li>• Timmins and Area District Hospital</li> <li>• Timmins and Area Women in Crisis</li> <li>• Timmins Police Service</li> </ul>
City of Timmins	11 people, including Mayor Boileau and Councillors Black, Curley, Gvozdanovic, Marks, Murray, Robin, and Whissell (conversation with Councillor Feldman to be rescheduled) and the CAO, Community Programs Manager, and Manager of Planning.
Cochrane DSSAB	12 people, including the CAO and staff responsible for housing, paramedics, community services and Housing Now, the System of Care, the By Name List, and communications.
Town of Iroquois Falls	3 people, including Mayor Delaurier, the Director Recreational Services, and the Deputy Clerk
Province of Ontario	Minister of Mines, Hon. George Pirie

## 4. What people told us

People were generous in sharing their perspectives with our team. Feedback is organized here into three sections, including: topics where the same message was consistently shared, almost universally, by those we spoke to; information to consider/learn more about during the Relocation Review; and different ideas on potential locations for Living Space.

### **Topics where the same message was consistently shared, almost universally, by those we spoke to.**

1. There was a keen and repeated interest in ensuring that the Relocation Review is public.
2. The importance of treating all with dignity and respect was repeatedly raised.
3. There is no movement forward without meaningful collaboration with Indigenous communities.
4. People living in the residential area in which Living Space is located are experiencing significant negative impacts since the opening of the emergency shelter.
5. Downtown Timmins is struggling.
6. There are people experiencing homelessness in Timmins that have multiple, complex needs that require specialized training, housing, skills, services, and supports.
7. The Living Space facility is not providing the intensive 24/7 supports that many of the highest needs people require.
8. Timmins Police Service is understaffed and recruiting is a challenge. There are concerns that criminal activity is going unaddressed.
9. The provincial and federal governments need to direct more resources and more expertise to Timmins and the District of Cochrane because we do not have enough to respond to community needs.
10. Many people said that they have first-hand experience with friends and family members with mental health or addictions issues.

### **Preliminary list of information people said is important to consider during the Relocation Review.**

1. Residents and businesses are frustrated and want to see the concerns that they're raising addressed. The current situation is very upsetting and many are interested in being part of the solution. There are people organizing and doing their own research to try and better understand issues and how other cities facing similar issues are responding.
2. Strengthening relationships with Indigenous communities involves understanding and acting in a way that respects Indigenous ceremony, protocol, and culture. Indigenous people are diverse, and different identities are important to acknowledge. Collaboration is essential. There are significant difficulties that Indigenous communities face, and good news stories are also important to tell. It is important that every individual be allowed to speak for themselves. Fostering inclusivity and ensuring that voices are heard is important through the relocation review process.

3. The history and role of Timmins in the District of Cochrane is important to understand. Timmins is a mining town and is the hub of the District of Cochrane – it's where people go for services, school, work, to have a night out at a restaurant and the movies. It's where a lot of the economy is. The city has changed a lot since it was founded in 1911, as has the downtown. The population of Timmins is aging. What happens in the District of Cochrane, impacts Timmins and vice versa – so engaging voices from across the District of Cochrane is an important part of the Relocation Review.
4. Opioid addictions, mental health issues, and the affordable housing crisis are major contributors to the challenges Timmins is facing. There is also a shortage of family doctors. Over time, provincial policies and funding have also changed significantly, which influences how things unfold in Timmins and in the District of Cochrane.
5. Homelessness used to be more hidden in Timmins, until about 6-7 years ago when there was a significant increase in people sleeping in alcoves in the downtown and the Business Improvement Area and Chamber of Commerce raised concerns. In 2017, service providers got together (the CDSSAB, CMHA, Timmins District Hospital, the Porcupine Health Unit, Timmins Native Friendship Centre, Misiway MilopemahteseWIN, Cochrane District Social Planning Council, and the Timmins Economic Development Corporation) to respond, and the CDSSAB bought the first emergency shelter location on Cedar Street, with partners working together to provide services. The demand for the shelter increased and Living Space moved to the larger location on Spruce Street.
6. There are significant efforts being made to provide housing, mental health and addictions supports, and to address community safety and well-being in Timmins. Examples include (but are not limited to):
  - The City of Timmins has made new investments since the June 2023 Community Safety Town Hall to respond to concerns, including additional support provided to the Mushkegowuk Fire Keeper Patrol to provide an enhanced level of community outreach for people who are experiencing homelessness and sleeping outdoors (supporting services from 4pm to midnight), and expanded access to the City's Safety Improvement Grant program.
  - There are existing supportive housing and transitional housing units in Timmins being provided at three locations, and more investments are coming. The [updated plan and investment strategy for homelessness prevention in the Cochrane DSSAB](#) was completed last month (September 2023) that allocates over \$6 million annually to: create 10 more units of Supportive Housing, with 24/7 supports; to enhance Living Space or to rent/purchase and renovate an alternate location to serve as a Service Hub; to integrate paramedicine programs with other service providers; and to create at least 6 units of Transitional Housing; and to support more Indigenous-led non-profit organizations to provide support and reunification services.
  - The City, DSSAB, and service providers also coordinate their efforts through the [Community Safety and Well-being Plan](#) which was adopted by Timmins City Council in April 2021 (with over 40 organizations representing emergency services, government, social service providers, and school boards helping develop the plan that provides a framework to achieve Timmins' basic needs of health care, education, housing, social and cultural diversity, and nourishment).
  - The Anti-Hunger Coalition Timmins coordinates efforts of multiple agencies providing food to those experiencing homelessness (calendar of services is [here](#)), as well as to a number of seniors.

7. Bricks and mortar are part of the story, but services are the bigger part. There is a strong focus on providing housing first, and at the same time there were others who said, “It is inhumane to rush to put people into housing without the proper supports – without supports, they fail.” We need the capacity to offer people longer term stays with appropriate supports.
8. The responsibilities of different organizations and institutions needs to be clearer, including the CDSSAB, the City of Timmins, the Timmins Police Service, the Province of Ontario, and service providers. How different rules, regulations, and laws are enforced, and the consequences associated with breaking them, also needs to be clearer (e.g., bylaw enforcement, law enforcement, landlord-tenant relationships, etc.).
9. The relationship between the services provided at the safe injection facility and Living Space needs to be considered. These are both locations providing services that many people experiencing homelessness depend on, which reduces pressure on emergency services, the hospital, and other first responders.
10. Communication with neighbours needs to be a critical part of the process when emergency shelter services are introduced in a community. There needs to be a conversation about how the shelter can be a good neighbour in the communities in which it is located, and how the people living and working in those neighbourhoods can be a good neighbour to the shelter.

## **There are different perspectives on locations to consider for Living Space.**

Some people believe strongly that the emergency shelter needs to be centrally located so people using the shelter can be close to friends and family, access services, access the food bank and meal programs, access second hand stores, be available to view housing options when they become available, access washroom and laundry facilities, etc. In-town suggestions for potential locations to consider included:

- the old Canada Tire/former Value Village site;
- the Ramada Inn on Highway 101 (where evacuations are supported); and
- the Old Timmins Daily Press building; and
- the current location on Spruce Street South.

Others said they feel strongly that the emergency shelter should move out of town. Many envision this as a 24/7 facility that could be divided into sections with low barrier, high barrier, and transitional housing and provide a full range of wrap around services, food, and primary health care. Out of town locations suggested include:

- Highway 101 West at the former Tembec building (where the The Wakenagun Youth Healing Lodge is located); and
- Highway 655 north, across from Gillies Lake.

Others proposed the possibility of multiple locations, with a high barrier shelter potentially located in town (like the Good Samaritan in South Porcupine), and a housing development out of town where treatment would be provided, food, and wrap around services.

## Process suggestions shared for the Relocation Review.

Comments shared by participants to date:

1. Fostering inclusivity and ensuring that voices are heard is important through the relocation review process.
2. It is important that a wide range of voices participate in the Relocation Review, and not only those that are advocating to move Living Space. People in other Wards and across the District could be impacted by a relocation decision, and they need to be part of this.
3. Include youth in the Relocation Review, including students from the college, Timmins Youth Connect, and young professionals. Also include Employment Service providers in the Relocation Review.
4. Some concerned residents are doing research and watching documentaries to learn what other cities facing similar issues have done.
5. There will never be one answer that solves everything – there's no one panacea. We need to make decisions based on what we think will work and try our best to make it work. There is no right and wrong way.

## 5. Next Steps

The Part 1 results will be shared with all who participated during Part 1, posted to the Relocation Review [website](#), and used to prepare for discussions during Part 2 of the Relocation Review, which will unfold in November and December 2023.

Part 2 will focus on three things:

1. Distributing the results of Part 1 and seeking feedback from a wider range of voices about anything major missing or off-base that is important to informing the Relocation Review;
2. Understanding what an emergency shelter that's working well looks like from different perspectives, and what needs to happen to make it successful; and
3. Identifying potential advantages and challenges associated with the emergency shelter being located in-town or out-of-town.

Part 2 engagement activities will include Indigenous engagement, community working sessions, a focus group with people with lived experience, and a working session with service providers. Materials will also be available online, along with an online feedback form. Details of meeting dates, times, and locations are available online on the Relocation Review website at [www.livingspacereview.ca](http://www.livingspacereview.ca).

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Appendix 2(a).

Part 2 Discussion Guide

# DISCUSSION GUIDE

November/December 2023

## Public process to consider options for the relocation of the Living Space Emergency Shelter

In response to concerns raised by residents and businesses related to the Living Space Emergency Shelter on Spruce Street, Timmins City Council has asked the Cochrane District Social Services Administration Board (CDSSAB) to consider options for the relocation of Living Space out of residential and commercial zones. In late September 2023, Third Party Public Inc. was hired to lead the Relocation Review on behalf of CDSSAB, in collaboration with Eagle Cree Consulting.

### How can you get involved?

The Relocation Review is being implemented in three parts. Engagement of multiple interests and voices is important throughout. The three parts include:

**Part 1.** Make sense of where things are at now (Sep/Oct) – COMPLETE

**Part 2.** Explore options for relocation of Living Space (Nov/Dec)

**Part 3.** Share and refine draft outcomes of the Relocation Review (Jan/Feb 2024)



This Discussion Guide provides a summary of the Relocation Review process and timelines, and shares highlights of work completed to date. It also includes three questions that we'd like your thoughts on.

### Questions for you during Part 2:

1. Timmins will have an emergency shelter. What does an emergency shelter that's working well look like to you? What's happening to make it successful?
2. Both in-town and out-of-town locations for the Living Space emergency shelter have been suggested. What do you see as the top 3 advantages and disadvantages of both of these suggested locations?
3. Do you have any other comments to share with the Relocation Review team?

More details about the Relocation Review, including the Part 1 Summary Report, a copy of this Discussion Guide, and our Draft Part 2 Reference Sheet can be found at [www.livingspacereview.ca](http://www.livingspacereview.ca).



### WE'D LIKE TO HEAR FROM YOU

The Relocation Review welcomes any and all voices interested in participating.

During Part 2, attend one of two identical Community Working Sessions:

**Tues, Nov 21**  
7 – 9 pm, Dante Club

**Thurs, Nov 23**  
7 – 9 pm, Senator Hotel

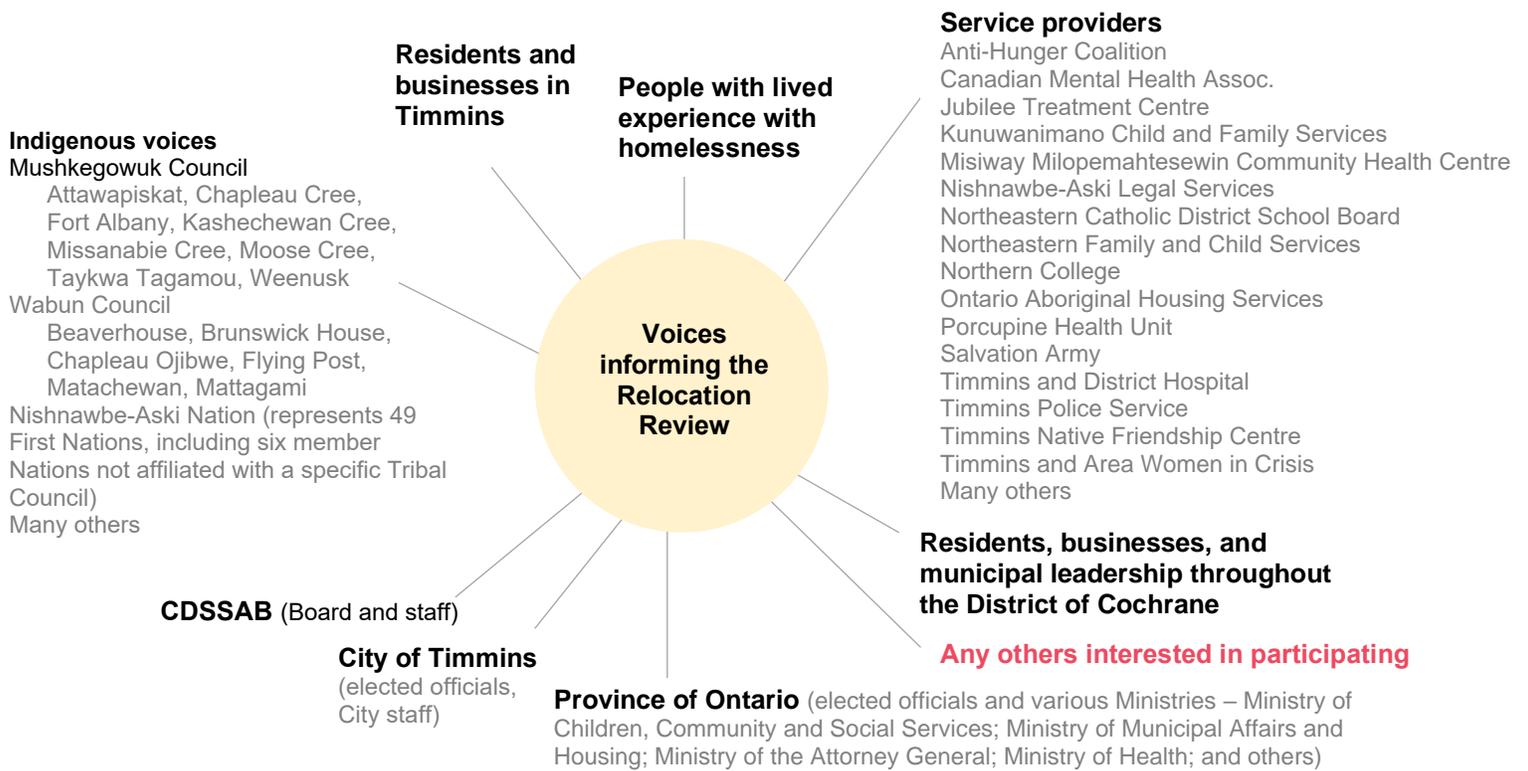
Separate sessions are also being held with Indigenous voices, service providers, and people with lived experience.

### Prefer sharing your thoughts online?

Visit the website to review the same information and answer the same questions we're asking in the working sessions. [www.livingspacereview.ca](http://www.livingspacereview.ca)



# There are many voices informing the Relocation Review process, including, but not limited to, those shown below.



## What’s happened so far?

In late September through to October 31, 2023, Third Party Public held over 35 meetings (one-on-one and sometimes in small groups) with over 75 people.

The people we connected with included residents (some of whom are business owners), Indigenous voices, people with lived experience, and representatives from different service providers, the City of Timmins (elected officials and staff), Cochrane DSSAB, Town of Iroquois Falls, and the Province of Ontario.

We asked everyone we met with to help us understand their expectations and perspectives on what needs to be considered during the Relocation Review, and any thoughts they had about the process.

The Part 1 Summary Report (posted on [www.livingspacereview.ca](http://www.livingspacereview.ca)) does not, and is not intended to, present a complete picture of everything that will be considered during the five-month Relocation Review process. It is a starting place on which broader discussions involving many more voices will take place during Parts 2 and 3 of the Relocation Review

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## What did people tell us?

### Location:

Both in-town (including maintaining the current location on Spruce Street) and out-of-town locations were suggested for Living Space. Some suggested the possibility of multiple locations.

## Topics where the same message was consistently shared, almost universally, by those we spoke to:

1. Ensure the Relocation Review is public.
2. Treat all with dignity and respect.
3. Must have meaningful collaboration with Indigenous communities.
4. People living in the residential area in which Living Space is located are experiencing significant negative impacts since the opening of the emergency shelter.
5. Downtown Timmins is struggling.
6. There are people experiencing homelessness in Timmins that have multiple, complex needs that require specialized training, housing, skills, services, and supports.
7. Living Space facility is not providing the intensive 24/7 supports that many of the highest needs people require.
8. Timmins Police Service is understaffed and recruiting is a challenge. There are concerns that criminal activity is going unaddressed.
9. The provincial and federal governments need to direct more resources and more expertise to Timmins and the District of Cochrane because we do not have enough to respond to community needs.
10. Many people have first-hand experience with friends and family members with mental health or addictions issues.

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## Other information that's important to consider during the Relocation Review:

1. Residents and businesses are frustrated and want to see the concerns that they're raising addressed.
2. Strengthening relationships with Indigenous communities involves understanding and acting in a way that respects Indigenous ceremony, protocol, and culture.
3. The history and role of Timmins in the District of Cochrane is important to understand.
4. Opioid addictions, mental health issues, and the affordable housing crisis are major contributors to the challenges Timmins is facing.
5. There are significant efforts being made to provide housing, mental health and addictions supports, and to address community safety and well-being in Timmins.
6. Bricks and mortar are part of the story, but services are the bigger part.
7. The responsibilities of different organizations and institutions needs to be clearer.
8. The relationship between the services provided at the safe injection facility and Living Space needs to be considered.
9. Communication with neighbours needs to be a critical part of the process when emergency shelter services are introduced in a community.

# What is the Cochrane District Social Services Administration Board (CDSSAB)?



Cochrane District  
Social Services  
Administration Board

The CDSSAB is a special agency created by the Province of Ontario and given responsibilities to deliver social services within the District of Cochrane. There are ten DSSABs across Northern Ontario. They were established in 1998.

The services delivered by DSSABs are mandatory, including administration of Ontario Works, childcare, and social housing. The CDSSAB also delivers emergency medical services.

DSSABs do not have direct taxing authority. The majority of their funding for the Cochrane DSSAB comes from the Province of Ontario, with about 25% coming from municipalities served by the CDSSAB. The Board of the CDSSAB is prescribed by regulation in the [District Social Services Administration Boards Act](#) and includes elected officials from the City of Timmins (the Mayor and 6 Councillors) as well as 6 mayors representing other municipalities in the District, along with a representative from the Territory Without Municipal Organization (TWOMO).

DSSABs are accountable to the Ontario Ministry of Children, Community and Social Services.

## Contact

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(416) 572-4365



If you'd like to talk by phone and avoid long distance charges, send us an email with your phone number and we're happy to call you back.

## For Indigenous Voices:

Eagle Cree Consulting  
[admin@eaglecreeconsulting.com](mailto:admin@eaglecreeconsulting.com) or  
(705) 406-6380



## QUESTIONS FOR YOU

1. Timmins will have an emergency shelter. What does an emergency shelter that's working well look like to you? What's happening to make it successful?
2. Both in-town and out-of-town locations for the Living Space emergency shelter have been suggested.
  - a) What do you see as the top 3 advantages and disadvantages of an **in-town** location?
  - b) What do you see as the top 3 advantages and disadvantages of an **out-of-town** location?
3. Do you have any other comments or advice to share with the Relocation Review team?

**Share your thoughts  
in-person and/or by  
completing the online  
feedback form at  
[www.livingspacereview.ca](http://www.livingspacereview.ca).**

If you're interested in a paper copy of the materials, including a worksheet where you can hand-write your feedback – we're happy to mail one out to you. Just contact our Third Party Public team (see info below) and leave us your name and address.

A summary of all feedback received **by December 8, 2023**, will be included in our Part 2 Summary Report which will be distributed to participants and posted on the Relocation Review website in early January 2024.

All feedback received after that point (including feedback by mail, which will likely arrive after that date) is also very important and will be integrated into our Part 3 work in January and February 2024.

**[www.livingspacereview.ca](http://www.livingspacereview.ca)**

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Appendix 2(b).

Part 2 Draft Reference Sheet

### There are pressures on Timmins.

- Need for Truth and Reconciliation
- Opioid Crisis
- Housing Affordability Crisis
- Downtown Economic Decline
- High Crime Rate (and difficulty recruiting officers)
- Cuts to Social Assistance
- Limited access to walk-in medical care (shortage of family doctors)
- Others?

### Many Indigenous Voices are advocating for:

- Respect for Indigenous ceremony, protocol, and culture.
- More acknowledgement and repairs of traumas from colonialization, residential schools, Sixties Scoop, and missing and murdered Indigenous women.
- More Indigenous staff and languages.
- Eliminating stereotypes and generalizations that discriminate against Indigenous people (including acts of aggression).
- More collaboration.

### Many residents & businesses are advocating to move Living Space because of unresolved concerns:

- Crime, drug trafficking, theft, break and enters, etc.
- Fear of aggressive, unpredictable behaviours, fires in empty buildings.
- Open drug use, discarded needles.
- Outdoor urination, defecation.
- Disruption of daily activity and sleep.
- Discomfort seeing people in distress.
- Business impacts, property values.
- Lack of support services.

### People experiencing homelessness have told us:

- People are homeless for many reasons (released from jail, domestic violence, addiction, etc.).
- It's important not to judge or belittle.
- Shelter needs to be close to services and walkable – or people won't use it.
- "Buck is passed" with current approach to services – we're told "see this person", "see that person".
- Living Space needs more services – psychiatrist, dentist, housing, etc.
- Need help transitioning from rehab to housing (so don't return to shelter).

### Services providers told us:

- Time and effort needed to provide services is exponentially higher than in the past. Inadequate resources.
- With current approach, staff are burnt out and clients left spinning.
- The conversation about Living Space is highly charged and difficult to engage in.
- Communication with neighbours is essential when emergency shelter services are introduced in a community.
- Aging population is also at risk of homelessness.

### There are a growing number of people experiencing homelessness in Timmins.

- 435 people experiencing homelessness in District of Cochrane that want housing\*\*
- More than 4 in 5 people identify as Indigenous
- Approx. 80% self-report substance use issue
- 50%+ self-report challenges with mental health
- 4/5 report multiple health issues

### Where people go when not accessing services:

- Street or sidewalk or alcove
- In park or public space
- Couch surfing
- Occupied or abandoned private property

\*\*See Updated Plan and Investment Strategy for Homelessness Prevention Program Funding in the Cochrane CDSSAB, Sep 9, 2023, prepared by Orgcode Consulting Inc. for CDSSAB

In the evening, there is one place for people to go: Living Space.

#### Living Space

Emergency Shelter (8pm-8am)

#### Location

#### Operations

#### Governance

No drug consumption permitted

#### Living Space

Drop-In (8am-8pm)

During the day, there are more places for people to go: Living Space Drop-In is one option, and below there is the beginning of a list of services people experiencing homelessness rely on.

**There are enforcement efforts and outreach patrols working to address concerns:**  
 Mushkegowuk Fire Keeper Street Patrol  
 Timmins Police Services  
 Timmins Fire Department  
 City of Timmins Bylaw Enforcement

**In 2023, CDSSAB received increased funding (from approx. \$2M/yr to \$6M/yr for next 3 years) to prevent homelessness. Plan\*\* is to use the funds to:**

- Create 10 units Supportive Housing in 2 yrs, with 24/7 services in Yr 3, with plan for 40 more
- Create service hub with food, hygiene facilities, service navigators
- Add Housing Loss Prevention Workers
- Integrated paramedicine program
- Create 6 units Transitional Housing

### Some things that influence what and how services are provided:

- Quality of the staff, including their training, cultural competencies, salaries, etc.
- Requirements of the funder (Province of Ontario, Government of Canada, CDSSAB, etc.)
- Degree of collaboration between service providers (e.g. [Community Safety and Well-Being Plan Leadership Committee](#), [Cochrane District System of Care](#), Community Advisory Board, etc.)
- Whether service is led or co-led by an Indigenous-led organization
- Level of client interest in receiving services



#### Drop-In

Living Space (7 days/week, 8am-8pm)  
 The Salvation Army (Wed, Sat, Sun, 1-3pm)  
 CMHA (Fri, 8:30-11am)



#### Public Toilet

Living Space



#### Anti-Hunger Coalition

Meals:  
 Project Love (Mon)  
 Timmins Native Friendship Centre (Tues)  
 First Baptist Church (Tues, Fri)  
 The Salvation Army (Wed, Sun)  
 Lord's Kitchen (Thurs, Fri)  
 St. Matthew's (Fri)  
 Timmins Food Bank (Sat)  
 Better Tomorrow (Sun)  
Snacks:  
 Mushkegowuk (Mon-Fri)  
 Salvation Army (Tues-Sat)  
 Ontario Aboriginal Housing Services (Fri)



#### Health care

Misiway  
 Milopemahtesewin Community Health Centre  
 Safe Health Site  
 Timmins and Area District Hospital  
 Porcupine Health Unit



#### Addictions

Safe Health Site  
 Jubilee Centre  
 Timmins and Area District Hospital



#### Education & training

Monteith Correctional Facility  
 Ojibway & Cree Cultural Centre  
 Northeastern Catholic District School Board  
 Northern College  
 College Boreal  
 Hearst University  
 Algoma University



#### Housing

CDSSAB  
 Ontario Aboriginal Housing Services  
 Timmins Native Friendship Centre



#### Mental health

Canadian Mental Health Association  
 Timmins and Area District Hospital



#### Legal services

Nishnawbe-Aski Legal Services



#### Job search

Employment Services  
 Timmins Public Library



#### Public transit

Timmins Transit  
 Timmins Taxi

\*This Draft Reference Sheet is compiled based on feedback received to date from participants in the Relocation Review. It is a catalyst for discussion and does not assess the merit or accuracy of any of these perspectives, nor does their inclusion here indicate an endorsement of any of these perspectives on the part of Third Party Public or the CDSSAB. This is one of several discussion support tools created by Third Party Public as part of the Relocation Review.

---

Appendix 2(c).

Part 2 Presentation Slides

# Living Space Relocation Review

Working Sessions  
November 2023

# Land Acknowledgement

Our Third Party Public team acknowledges that we are located on the traditional Lands of Mattagami First Nation, Flying Post First Nation, and Matachewan First Nation, home to many Ojibway, Cree, Oji-Cree, Algonquin and Métis people.

We also acknowledge that we are in Treaty 9 territory (also known as the James Bay Treaty), which is steeped in the rich Indigenous history of many First Nations, Metis and Inuit People.

# Approach to running the working session

## **As a meeting participant, you are encouraged to:**

- Treat all participants with kindness and respect.
- Critique ideas, not individuals.
- Be an active listener and keep an open mind to the full range of views and opinions.
- Speak about your personal experiences and try to avoid making generalizations.
- There are multiple ways to participate including an online feedback form, one-on-one discussion with the project team and providing written responses. We encourage you to explore these options if our approach to running the working session does not work for you.

## **As process facilitators, we acknowledge:**

- Everyone has and brings different life experiences and perspectives.
- There are multiple public interests and tensions that exist between them for many reasons, including systemic factors that have historically and presently impact people differently.
- This is a space for the full range of opinions and perspectives to be considered and to learn from each other.
- Our responsibility to support participants in discussing and addressing tensions and disagreeing (even vehemently) in a constructive way that builds trust in our ability to work together.
- People are complex and are at different places on their learning journeys. We will aim to hold each other accountable with grace.
- As a facilitation team, we are always learning, and we are open to feedback on how we as a facilitation team can improve the process.

# Presentation

## Overview of the Relocation Review

Timeline and approach

### Part 1 Results (late Sep – end Oct):

Early understanding of interests, issues, opportunities

### Part 2 Working Sessions (Nov/Dec):

Begin exploring potential relocation options

# Overview

# Timeline



**2017** Business concerns about people sleeping in alcoves

**2018** Service providers got together to respond (CDSSAB, CMHA, Timmins District Hospital, Porcupine Health Unit, Timmins Native Friendship Centre, Misiway Milopemahtesewin, Cochrane District Social Planning Council, Timmins Economic development Corporation), and CDSSAB bought first emergency shelter on Cedar Street

**2021** Living Space relocation to Spruce Street

# Overview

# Timeline

June



Public Town Hall: A Discussion on Community Safety  
City of Timmins 764 subscribers 166 likes Share Save

# Council Resolution 23-233

July 11, 2023, Moved by Councillor Black and Seconded by Councillor Curley

July

## Cochrane District Social Services Administration Board (CDSSAB) Living Space Review RFP – 23-079

The Corporation of the City of Timmins  
RESOLUTION

Moved by Councillor Black 23-233  
Seconded by Councillor Curley

WHEREAS City of Timmins Council supports providing shelter and housing services in locations that are suitable for the services being provided and compatible with neighboring properties

AND WHEREAS City of Timmins Council supports a facility that provides 24/7 services including housing/shelter, food, mental health and addictions treatment/counselling, job and education training

AND WHEREAS City of Timmins Council supports a facility where low barrier shelter clients can have separate facilities and accommodations than other clients

AND WHEREAS City of Timmins Council acknowledges the feedback from residents and businesses that the current location of Living Space has caused significant negative impacts on neighbouring properties due to interactions between clients and neighbouring properties

AND WHEREAS City of Timmins Council has listened, heard and respects the views of the over 1000 residents who attended a public town hall where the majority in attendance supported the request to have the Living Space facility moved

AND WHEREAS the City of Timmins acknowledges mental health and addictions treatment, and housing are core provincial responsibilities and that the provincial government has failed to adequately address these issues and by doing so they have burdened municipalities and residents across the province

**BE IT RESOLVED THAT the City of Timmins Council hereby requests all organizations and boards involved with the operations or funding of Living Space consider options for relocation out of residential and commercial zones**

AND BE IT FURTHER RESOLVED THAT City of Timmins Council hereby requests that this initial review be completed within 3 months and requests an update be provided to City of Timmins Council where at that time it can be explored what support the city can provide to assist in the relocation

AND BE IT FURTHER RESOLVED THAT City of Timmins submit a copy of this resolution and a letter to MPP George Pirie, the Premier of Ontario, Provincial Ministers of Health, Associate Minister of Mental Health and Addictions, Minister of Municipal Affairs & Housing, Minister of Children, Community and Social Services, MP Charlie Angus, the Prime Minister of Canada, Federal Minister of Health, Federal Minister of Mental Health and Addictions urgently requesting the upper levels of government work together to secure funding to establish a new full service facility in Timmins that is inclusive of 24/7 services including housing/ shelter, food, mental health and addictions treatment/counselling, job and education training

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# Overview

# Timeline



## July

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# Overview

# Timeline

June



Public Town Hall: A Discussion on Community Safety



## PUBLIC TOWN HALL A Discussion on Community Safety

Mayor Boileau and members of City Council invite you to share your experiences, suggestions, and concerns on public safety in our community.

Date: Thursday, June 15, 2023  
Time: 7:00pm - 9:00pm

# Council Resolution 23-233

July 11, 2023, Moved by Councillor Black and Seconded by Councillor Curley

July

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August

## Cochrane District Social Services Administration Board (CDSSAB) Living Space Review RFP – 23-079

The District of Cochrane Social Services Administration Board  
RESOLUTION NO. 23 – 079

Moved by:  
Seconded by:

WHEREAS the CDSSAB has received resolution 23-233 from the City of Timmins requesting that all organizations and boards involved with the operations or funding of Living Space consider options for relocation out of residential and commercial zones and that such review be completed within three months and the CDSSAB consider all current revenues and grants issued by the Province of Ontario be reviewed for the eligibility to be reallocated to help fund the relocation of the Living Space facility; and

WHEREAS the Cochrane DSSAB is the sole funder of Living Space; and

WHEREAS Living Space is the sole operator of the organization,

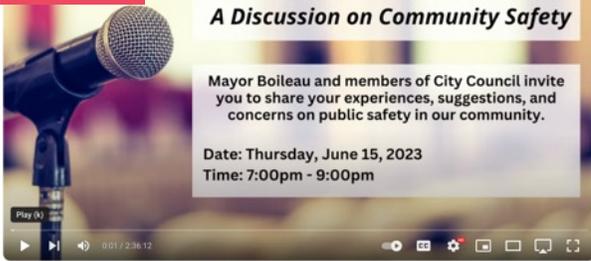
NOW THEREFORE BE IT RESOLVED THAT:

1. The Board directs administration to secure the services of a third party, with appropriate experience and qualifications, to conduct the review; and
2. The Board directs administration to coordinate the undertaking of a single review project with Living Space as the only other organization involved in the operation or funding of emergency shelter services; and
3. The Board petition the following community partners to collaborate in the performance of the review and support the outcomes of the review: i. Timmins Police Services  
ii. City of Timmins  
iii. Mushkegowuk Council  
iv. Canadian Mental Health Association  
v. Timmins and District Hospital  
vi. The Reaching Home Community Advisory Board  
vii. Wabun Tribal Council  
viii. Porcupine Health Unit
4. The Board respond to the City of Timmins requesting that the review period be extended from 3 months to 6 months; and
5. The Board petition the City of Timmins to fund the review and any outcomes resulting from the review that incur costs related to the relocation of Living Space.

# Overview

# Timeline

June



Public Town Hall: A Discussion on Community Safety

City of Timmins

764 subscribers

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166

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...

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- viii. Porcupine Health Unit

4. The Board respond to the City of Timmins requesting that the review period be extended from 3 months to 6 months; and

5. The Board petition the City of Timmins to fund the review and any outcomes resulting from the review that incur costs related to the relocation of Living Space.

# Overview



Cochrane District  
Social Services  
Administration Board

June



Public Town Hall: A Discussion on  
City of Timmins  
764 subscribers

- Special agency created by Province of Ontario
- Deliver social services in the District
- 10 DSSABs across Northern Ontario (established 1998)
- Mandatory services (Ontario Works, childcare, social housing)
- Also deliver emergency medical services
- No direct taxing authority
- Majority of funding from Province, about 25% municipal
- Board members prescribed by regulation (Timmins Mayor and 6 Councillors, and 6 mayors representing other municipalities in the District, along with rep from Territory Without Municipal Organization)
- Accountable to several Ontario Ministries (Children, Community and Social Services, Municipal Affairs and Housing, Education, Health and Long Term Care), federal funders

# Cour Resol 23-233

July 11, 2023, Moved  
Black and Seconded by  
Curley

August

Cochrane District Social Services Administration Board (CDSSAB)  
Living Space Review  
RFP – 23-079

## The District of Cochrane Social Services Administration Board RESOLUTION NO. 23 – 079

Moved by:  
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# Overview

# Timeline

September



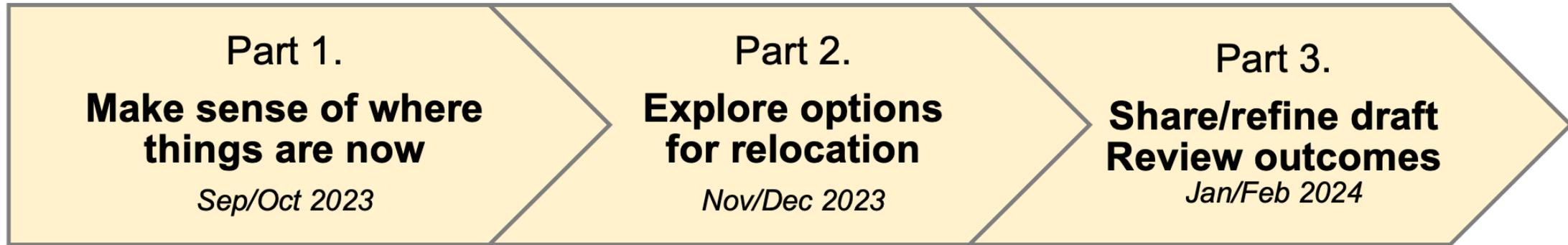
- Founded in 2004 as Swerhun Inc.
- Third party process stewards
- Team of 8 full-time and 20 on-call professional facilitators
- Work exclusively for public actors
- **Not advocates for outcomes, we're advocates for transparent, inclusive, responsive, accountable processes**
- 380 projects to date, in Ontario, across Canada, the US, in Bosnia and Guyana
- Projects typically unfold over weeks, months, or years
- Approximately 20-25 projects per year



Collaborating with  
Eagle Cree Consulting

# Overview

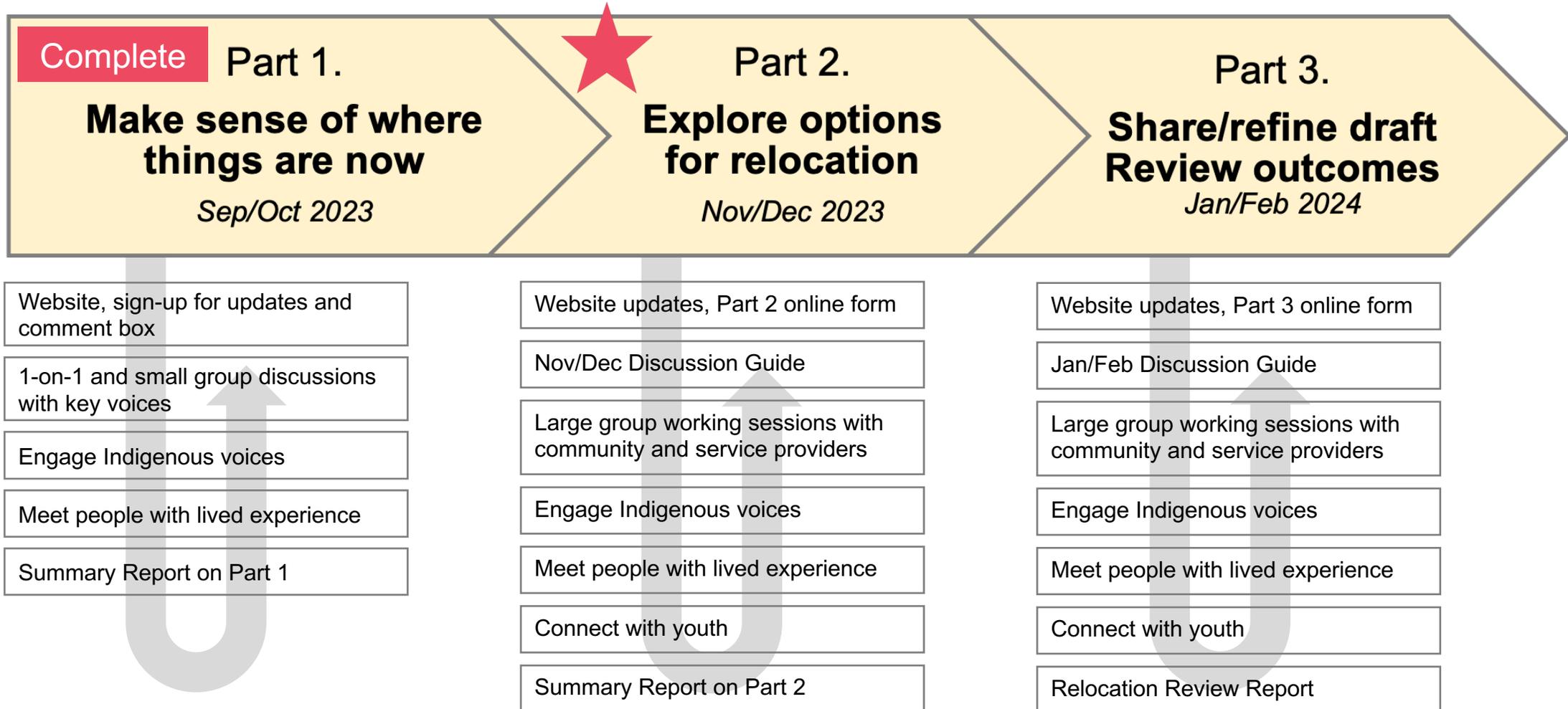
## Approach



- Deliver a transparent, participatory approach that honours all voices
- Lead the process, without advocating for a particular outcome
- Create space for a full range of opinions and perspectives to be considered
- Identify common ground between interests, and where differences exist, understand the reasons behind those differences
- Acknowledge tensions and provide constructive approaches for addressing them
- Deliver a defensible process on which future discussions can build

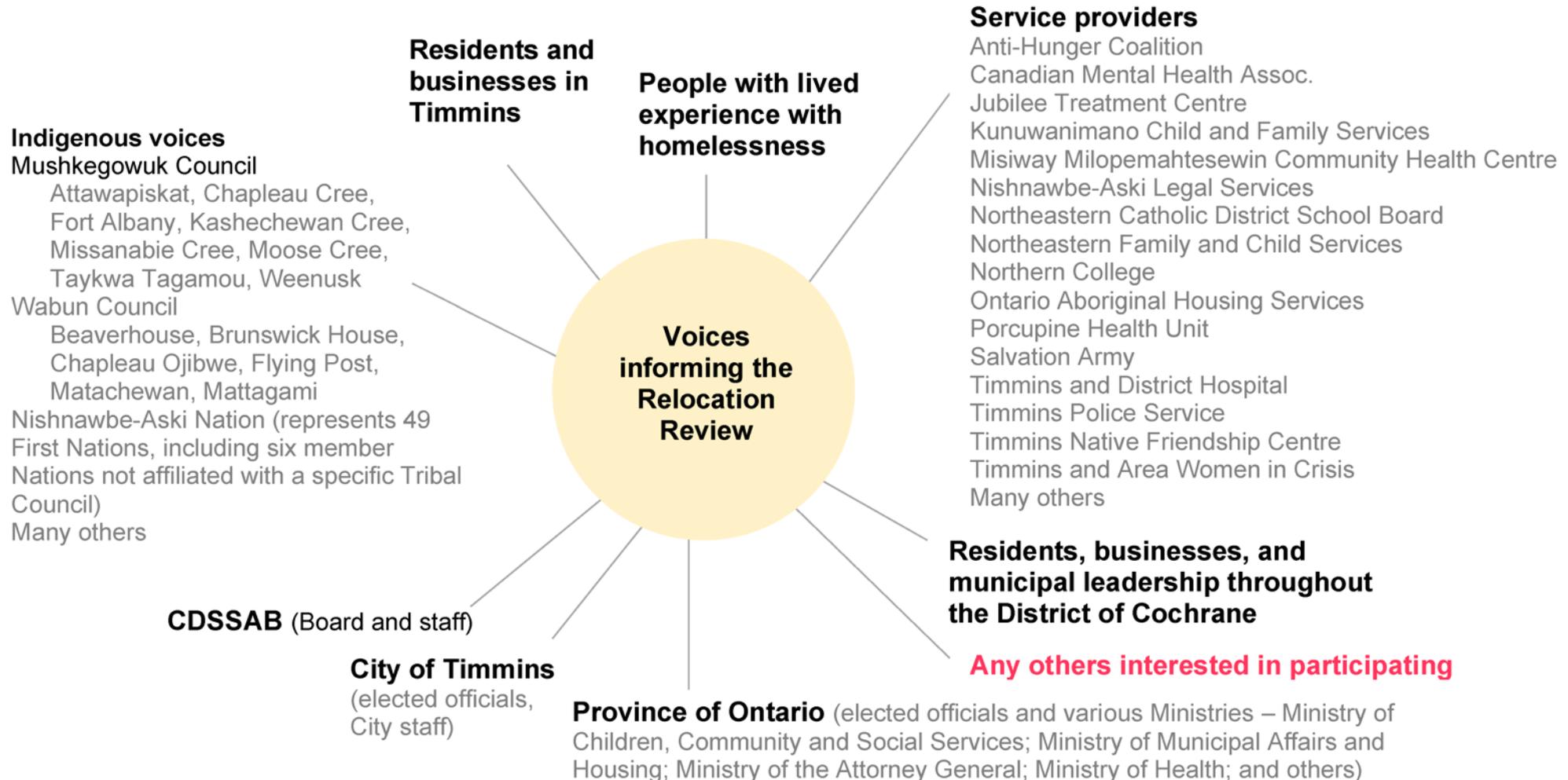
# Overview

# Approach



# Overview

# Approach



# Part 1. Make sense of where things are now

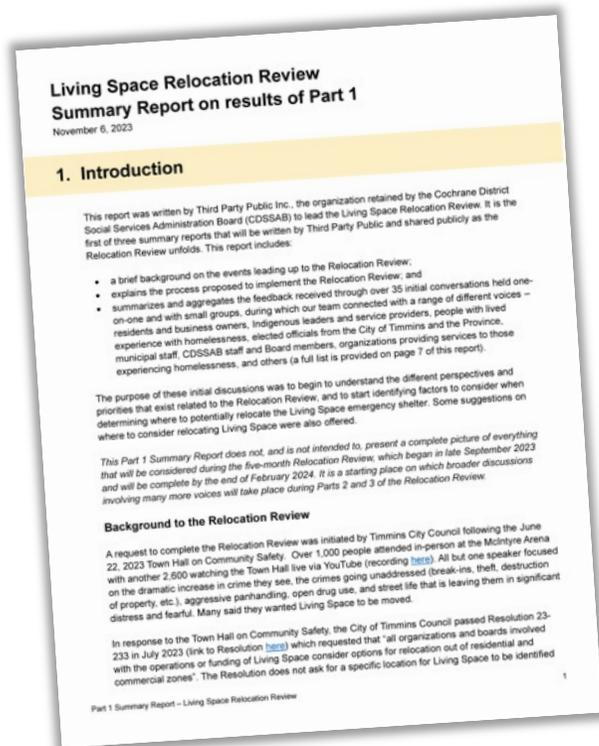
Sep/Oct 2023

## Activities

- Over 35 meetings with 75+ people
- Residents (including some business owners), Indigenous voices and service providers, People with lived experience, Service providers, City of Timmins, CDSSAB, Town of Iroquois Falls, Province

*Asked people to help us understand their perspectives on what needs to be considered during the Relocation Review.*

*Not intended to present a complete picture – it's a starting place from which broader discussions involving many more voices can build.*



Part 1.

**Make sense of where  
things are now**

*Sep/Oct 2023*

**Same messages shared almost universally:**

1. Ensure Relocation Review is public.
2. Treat all with dignity and respect.
3. Must have meaningful collaboration with Indigenous communities.
4. People living in the resident area in which Living Space is located have been experiencing significant negative impacts since the opening of the emergency shelter.
5. Downtown Timmins is struggling.
6. There are people experiencing homelessness in Timmins that have multiple, complex needs that require specialized training, housing, services, and supports.

Part 1.

**Make sense of where  
things are now**

*Sep/Oct 2023*

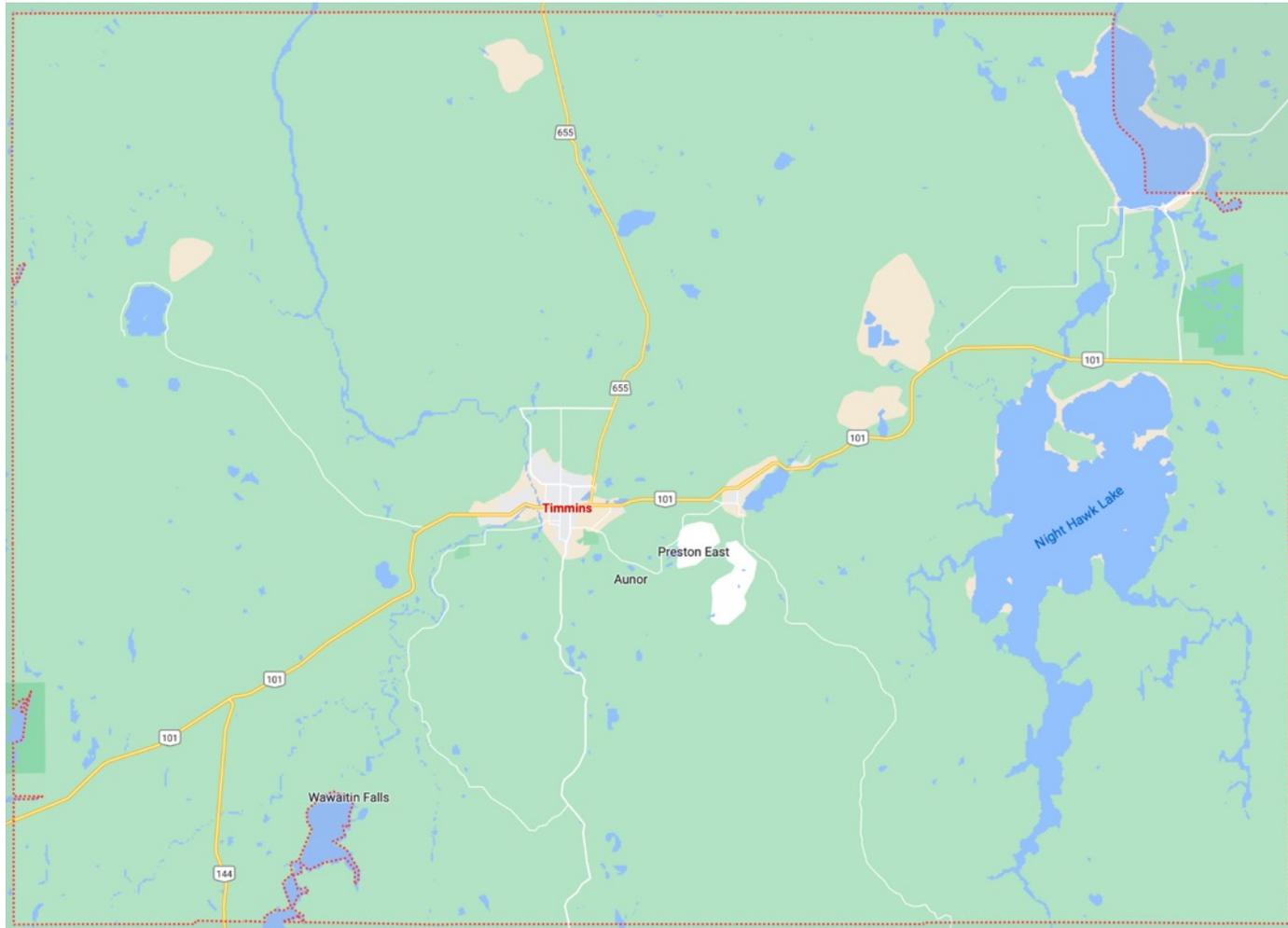
**Same messages shared almost universally:**

7. Living Space is not providing the intensive 24/7 supports that many of the highest needs people require.
8. Timmins Police Service is understaffed, and recruiting is a challenge. There are concerns that criminal activity is going unaddressed.
9. The provincial and federal governments need to direct more resources and more expertise to Timmins and the District of Cochrane because we do not have enough to respond to community needs.
10. Many people have first-hand experience with friends and family members with mental health or addictions issues.

## Part 1.

### Make sense of where things are now

Sep/Oct 2023



## Potential locations suggested:

### In-town

- Old Canadian Tire/Value Village, Ramada Inn, Old Timmins Daily Press building, current location on Spruce Street

### Out-of-town

- Highway 101 West at former Tembec building, Highway 655 north, across from Gillies Lake

### Multiple locations

- High barrier shelter potentially in-town, housing development out-of-town where more intensive treatment and services provided



**There are pressures on Timmins.**

- Need for Truth and Reconciliation
- Opioid Crisis
- Housing Affordability Crisis
- Downtown Economic Decline
- High Crime Rate (and difficulty recruiting officers)
- Cuts to Social Assistance
- Limited access to walk-in medical care (shortage of family doctors)
- Others?

**Many Indigenous Voices are advocating for:**

- Respect for Indigenous ceremony, protocol, and culture.
- More acknowledgement and repairs of traumas from colonialization, residential schools, Sixties Scoop, and missing and murdered Indigenous women.
- More Indigenous staff and languages.
- Eliminating stereotypes and generalizations that discriminate against Indigenous people (including acts of aggression).
- More collaboration.

**Many residents & businesses are advocating to move Living Space because of unresolved concerns:**

- Crime, drug trafficking, theft, break and enters, etc.
- Fear of aggressive, unpredictable behaviours, fires in empty buildings.
- Open drug use, discarded needles.
- Outdoor urination, defecation.
- Disruption of daily activity and sleep.
- Discomfort seeing people in distress.
- Business impacts, property values.
- Lack of support services.

**People experiencing homelessness have told us:**

- People are homeless for many reasons (released from jail, domestic violence, addiction, etc.).
- It's important not to judge or belittle.
- Shelter needs to be close to services and walkable – or people won't use it.
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- Need help transitioning from rehab to housing (so don't return to shelter).

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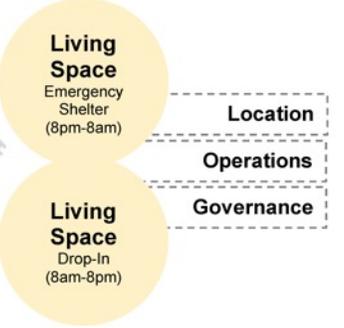


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No drug consumption permitted

During the day, there are more places for people to go: Living Space Drop-In is one option, and below there is the beginning of a list of services people experiencing homelessness rely on.



**There are enforcement efforts and outreach patrols working to address concerns:**  
 Mushkegowuk Fire Keeper Street Patrol  
 Timmins Police Services  
 Timmins Fire Department  
 City of Timmins Bylaw Enforcement

**In 2023, CDSSAB received increased funding (from approx. \$2M/yr to \$6M/yr for next 3 years) to prevent homelessness. Plan\*\* is to use the funds to:**

- Create 10 units Supportive Housing in 2 yrs, with 24/7 services in Yr 3, with plan for 40 more
- Create service hub with food, hygiene facilities, service navigators
- Add Housing Loss Prevention Workers
- Integrated paramedicine program
- Create 6 units Transitional Housing

**Some things that influence what and how services are provided:**

- Quality of the staff, including their training, cultural competencies, salaries, etc.
- Requirements of the funder (Province of Ontario, Government of Canada, CDSSAB, etc.)
- Degree of collaboration between service providers (e.g. [Community Safety and Well-Being Plan Leadership Committee](#), [Cochrane District System of Care](#), Community Advisory Board, etc.)
- Whether service is led or co-led by an Indigenous-led organization
- Level of client interest in receiving services



**Drop-In**

Living Space (7 days/week, 8am-8pm)  
 The Salvation Army (Wed, Sat, Sun, 1-3pm)  
 CMHA (Fri, 8:30-11am)



**Public Toilet**

Living Space



**Anti-Hunger Coalition**

Meals:  
 Project Love (Mon)  
 Timmins Native Friendship Centre (Tues)  
 First Baptist Church (Tues, Fri)  
 The Salvation Army (Wed, Sun)  
 Lord's Kitchen (Thurs, Fri)  
 St. Matthew's (Fri)  
 Timmins Food Bank (Sat)  
 Better Tomorrow (Sun)

Snacks:  
 Mushkegowuk (Mon-Fri)  
 Salvation Army (Tues-Sat)  
 Ontario Aboriginal Housing Services (Fri)



**Health care**

Misiway  
 Milopemahtesewin Community Health Centre  
 Safe Health Site  
 Timmins and Area District Hospital  
 Porcupine Health Unit



**Addictions**

Safe Health Site  
 Jubilee Centre  
 Timmins and Area District Hospital



**Education & training**

Monteith Correctional Facility  
 Ojibway & Cree Cultural Centre  
 Northeastern Catholic District School Board  
 Northern College  
 College Boreal  
 Hearst University  
 Algoma University



**Housing**

CDSSAB  
 Ontario Aboriginal Housing Services  
 Timmins Native Friendship Centre



**Mental health**

Canadian Mental Health Association  
 Timmins and Area District Hospital



**Legal services**

Nishnawbe-Aski Legal Services



**Job search**

Employment Services  
 Timmins Public Library

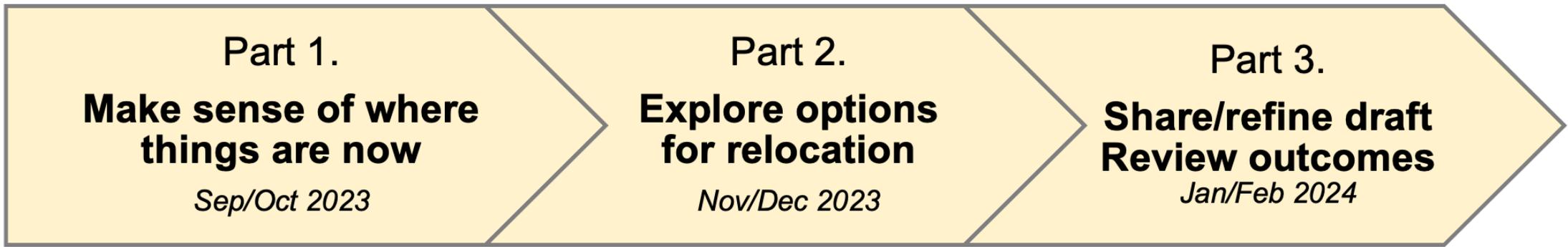


**Public transit**

Timmins Transit  
 Timmins Taxi

\*\*See Updated Plan and Investment Strategy for Homelessness Prevention Program Funding in the Cochrane CDSSAB, Sep 9, 2023, prepared by Orgcode Consulting Inc. for CDSSAB

\*This Draft Reference Sheet is compiled based on feedback received to date from participants in the Relocation Review. It is a catalyst for discussion and does not assess the merit or accuracy of any of these perspectives, nor does their inclusion here indicate an endorsement of any of these perspectives on the part of Third Party Public or the CDSSAB. This is one of several discussion support tools created by Third Party Public as part of the Relocation Review.



### **Relocation Review will:**

- Reflect what's shared by people and organizations participating in the process
- Bring clarity to roles and responsibilities
- Describe what an emergency shelter that's working well looks like
- Identify location options, and things to consider when picking a location(s)
- Where there's common ground (united voice for advocacy), where perspectives differ, and the reasons behind those differences

### **Relocation Review will not:**

- Recommend a specific location
- Remove the need for an emergency shelter
- Solve homelessness

# Next steps

- Write draft summary of feedback based on this working session
- Hold working sessions with other voices
- Collect feedback through online form (with same questions) – would be great if you could promote this through your networks
- All feedback received by **December 8** will be included in Part 2 Report (after that date, feedback will go into Part 3)
- Will share Part 2 Report in early January 2024, and be back in early February to share and refine the draft outcomes of the Relocation Review
- Final report to CDSSAB by end of February

[www.livingspacereview.ca](http://www.livingspacereview.ca)

# www.livingspacereview.ca

## Living Space Relocation Review

Please join us at one of two identical community working sessions being held in Downtown Timmins on November 21st and 23rd from 7 – 9 pm as part of the Living Space Relocation Review.

At these sessions, our Third Party Public team will present and seek feedback on what we've heard to date (see Part 1 Report linked [here](#)) and discuss factors to consider when assessing relocation options for Living Space. At the working sessions, we are looking to understand: "What does an emergency shelter that's working well look like to you? What's happening to make it successful?" Different locations for the Living Space emergency shelter have been suggested, so we will also be asking participants what they see as the potential advantages and disadvantages of in-town and out-of-town locations.

Review the [Part 2 Discussion Guide](#) and [Draft Reference Sheet](#)

Register to participate [here](#).

Unable to attend an in-person meeting or have additional thoughts? Share your feedback online.

[Click here to complete our Part 2 Feedback Form](#)

### SIGN-UP FOR E-UPDATES

First Name

Last Name

Organization (if any)

Email (required)

Postal Code (required)

If you have any thoughts or key information to be considered during Part 1 of the Relocation Review, please let us know in the text box below.

1. Timmins will have an emergency shelter. What does an emergency shelter that's working well look like to you? What's happening to make it successful?

2. Both in-town and out-of-town locations for the Living Space emergency shelter have been suggested.

a) What do you see as the top 3 advantages and disadvantages of an **IN-TOWN** location?

**IN-TOWN Advantage 1:**

**IN-TOWN Advantage 2:**

**IN-TOWN Advantage 3:**

**IN-TOWN Disadvantage 1:**

**IN-TOWN Disadvantage 2:**

**IN-TOWN Disadvantage 3:**

b) What do you see as the top 3 advantages and disadvantages of an **OUT-OF-TOWN** location?

**OUT-OF-TOWN Advantage 1:**

**OUT-OF-TOWN Advantage 2:**

**OUT-OF-TOWN Advantage 3:**

**OUT-OF-TOWN Disadvantage 1:**

**OUT-OF-TOWN Disadvantage 2:**

**OUT-OF-TOWN Disadvantage 3:**

3. Do you have any other comments or advice to share with the Relocation Review team?

Thank you

1. Timmins will have an emergency shelter. What does an emergency shelter that's working well look like to you? What's happening to make it successful?
  
2. Both in-town and out-of-town locations for the Living Space emergency shelter have been suggested.
  - a) What do you see as the top 3 advantages & disadvantages of an in-town location?
  - b) What do you see as the top 3 advantages & disadvantages of an out-of-town location?
  
3. Do you have any other comments or advice to share with the Relocation Review team?

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Appendix 2(d).

Part 2 Integrated Feedback  
Summary

# Living Space Relocation Review

## PART 2 INTEGRATED FEEDBACK SUMMARY

January 14, 2024



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For additional detail on the feedback provided, see all Part 2 feedback summaries available on the Relocation Review website at [www.livingspacereview.ca](http://www.livingspacereview.ca).

## *Acknowledgement:*

*Thank you to everyone who participated in the Living Space Relocation Review process to date. It is their feedback that is summarized in this report – reflecting the perspectives and insights of people and organizations who want to make Timmins better. While there are tensions that persist, there is also common ground emerging.*

*This Integrated Feedback Summary provides the foundation for discussions during the third and final part of the three-part Relocation Review process. If there is anything major missing or off-base with what’s here, please join us during Part 3 to share your thoughts in-person, online, or by phone by contacting Nicole Swerhun or Matthew Wheatley at Third Party Public ([nicole@thirdpartypublic.ca](mailto:nicole@thirdpartypublic.ca) or [matthew@thirdpartypublic.ca](mailto:matthew@thirdpartypublic.ca) or 417-572-4365) or Eagle Cree Consulting ([admin@eaglecreeconsulting.com](mailto:admin@eaglecreeconsulting.com) or 705-406-6380).*

## **Part 2 Integrated Feedback Summary – Living Space Relocation Review**

*The intent of this report is to capture the perspectives shared during Part 2, not to assess the merit or accuracy of any of these perspectives. The inclusion of this feedback in this report does not indicate an endorsement of any of these perspectives on the part of Third Party Public or Eagle Cree Consulting.*

# Quick Glance

In November and December 2023, over 300 people participated in Part 2 of the Living Space Relocation Review. Participants included residents, businesses, youth, First Nations, service providers, people with lived experience with homelessness, and others. This “Quick Glance” provides the main themes in the feedback shared by participants, with more detail in the rest of this report and in the individual feedback summaries that capture even more detail from the six in-person working sessions (including two community working sessions, one focus group with people with Lived Experience, one engagement meeting with Indigenous voices, one youth “pop-up”, one working session with service providers), and the online feedback form. See [www.livingspacereview.ca](http://www.livingspacereview.ca) for details.

## What people said during Part 2

- **Participants said that what’s happening now in Timmins is not ok.** They say that almost every day there are new challenges being faced by those living and working in town, many of which are covered in the media and contribute to overall stress, frustration, and concern about the future of Timmins. There are overall concerns, as well as concerns about Living Space, crime and policing, mental health and addictions, health care, and housing supports and support services to people that are housed.
- **Participants described where Timmins could go in the future.** People shared their thoughts on what an emergency shelter that’s working well looks like to them. They said:
  1. The shelter is well run with good governance, transparency, strong staff, and cultural competency.
  2. The shelter doesn’t contribute to safety concerns – in the community or for shelter clients.
  3. The Timmins community is engaged and supportive.
  4. Services are provided.
  5. Service providers are working together to help support clients of the shelter.
  6. The shelter is supported by other needed facilities.
  7. The shelter has a clear approach to if/how it serves people with addictions.
- **Participants shared their thoughts on shelter location options, with advantages and disadvantages identified for both in-town and out-of-town locations.** Other ideas for how to think about the delivery of shelter services were also suggested, including that Timmins consider more than one shelter location to meet different needs (for example, one high barrier and one low barrier). Other participants focused on the importance of having only one location for an emergency shelter that also serves as a service hub. There were participants who said that the location on Spruce Street is not feasible because too much damage and community uproar has occurred in the last 3 years. There were also participants who said that the solution is not to relocate the shelter but to run the facility properly in the existing location as moving the shelter to another neighbourhood will only move the problem.
- **Regarding the Relocation Review process and its outcomes,** there were participants who identified the need to re-build trust and expressed hope that the Timmins community can get together and come to some agreement and help with this situation. Transparency and ongoing engagement, consultation, and information sharing with the community was suggested as a way to support this.

# 1. Overview

In November and December 2023, Third Party Public, in collaboration with Eagle Cree Consulting, implemented Part 2 of the three-part Living Space Relocation Review process. For background on the process and work to date, please see [www.livingspacereview.ca](http://www.livingspacereview.ca).

The purpose of Part 2 was to share a summary of what participants told us during Part 1 and build on that discussion by seeking feedback on factors to consider when contemplating the relocation of the Living Space emergency shelter.

Questions posed during Part 2 included:

1. Timmins will have an emergency shelter. What does an emergency shelter that's working well look like to you? What's happening to make it successful?
2. Both in-town and out-of-town locations for the Living Space emergency shelter have been suggested. What do you see as the top 3 advantages and disadvantages of both of these suggested locations?
3. Do you have any other comments to share with the Relocation Review team?

Materials supporting Part 2 discussions, all of which are posted at [www.livingspacereview.ca](http://www.livingspacereview.ca), included:

- Report summarizing feedback received during Part 1;
- November/December 2023 Discussion Guide;
- Draft Reference Sheet (November/December 2023); and
- Presentation slides shared at Part 2 working sessions with the community and service providers.

The image displays a collage of documents related to the Living Space Relocation Review. It includes a 'Living Space Relocation Review Summary Report on results of Part 1' (November 8, 2023), a 'Living Space Relocation Review DISCUSSION GUIDE' (November/December 2023), and a 'DRAFT REFERENCE SHEET (Nov/Dec 2023) - Overview of feedback to date during the Living Space Relocation Review'. The reference sheet is a detailed infographic showing the process flow from Part 1 to Part 3, with various sections detailing community feedback, such as 'There are pressures on Timmins', 'Many Indigenous voices are advocating for...', 'Many residents and businesses are advocating to move Living Space because of untreated concerns', and 'People experiencing homelessness have told us:'. It also lists various service providers and their roles, such as Drop-In, Anti-Hunger Coalition, Health care, Education & Training, Housing, Legal, Job Services, and Public Transit.

## Part 2 Integrated Feedback Summary – Living Space Relocation Review

The intent of this report is to capture the perspectives shared during Part 2, not to assess the merit or accuracy of any of these perspectives. The inclusion of this feedback in this report does not indicate an endorsement of any of these perspectives on the part of Third Party Public or Eagle Cree Consulting.

The table below summarizes the different ways that people were involved in Part 2, along with the number of participants.

## Activities and participation during Part 2

When & Where	What	Number of participants
Fri, Nov 16 – Sun, Dec 31 <a href="http://www.livingspacereview.ca">www.livingspacereview.ca</a>	Online Part 2 Feedback Form	62
Mon, Nov 20, 3:30-5pm Youth Wellness Hub	Youth “Pop-up”	10
Tues, Nov 21, 9am-Noon Dante Club	Working Session with Service Providers	38 (including reps from 20 organizations)
Tues, Nov 21, 7-9pm Dante Club	Community Working Session 1	65 (approx.)
Wed, Nov 22, 9:30am-12:30pm, Social Venue	Engagement with Indigenous Voices	18 (including reps from 7 organizations and/or Councils)
Wed, Nov 22, 1:30-3pm Living Space	Lived Experience Focus Group	12
Thurs, Nov 23, 7-9pm, Senator Hotel	Community Working Session 2	33 (approx.)
Nov-Dec	Emails, texts, phone calls, and web comments from and with individuals and/or small groups	78
<b>Total*</b>		<b>316</b>

\*Note: There were a few people who participated more than once. A working session with CDSSAB Board members and senior staff was also held, with the Feedback Summary from that working session also online at [www.livingspacereview.ca](http://www.livingspacereview.ca).

There were different ways we “got the word out” about opportunities to participate in Part 2, including:

- Direct email to the over 350 people in our master database, which includes people who have signed up (via the [www.livingspacereview.ca](http://www.livingspacereview.ca) website) to receive updates on the process and individuals and organizations identified through our own research;
- Promotion through Facebook; and
- Promotion through media coverage in Timmins Today and CTV News.

### Part 2 Integrated Feedback Summary – Living Space Relocation Review

The intent of this report is to capture the perspectives shared during Part 2, not to assess the merit or accuracy of any of these perspectives. The inclusion of this feedback in this report does not indicate an endorsement of any of these perspectives on the part of Third Party Public or Eagle Cree Consulting.

This Part 2 Integrated Feedback Summary was written by Third Party Public Inc., the organization retained by the Cochrane District Social Services Administration Board (CDSSAB) to lead the Living Space Relocation Review, in collaboration with Eagle Cree Consulting. **The intent of this Feedback Summary is to capture the perspectives shared, not to assess the merit or accuracy of any of these perspectives.**

As process facilitators, our Third Party Public team acknowledges:

- Everyone has and brings different life experiences and perspectives.
- There are multiple public interests and tensions that exist between them for many reasons, including systemic factors that have historically and presently impact people differently.
- The Relocation Review process provides space for the full range of opinions and perspectives to be considered and opportunities to learn from each other.
- Our responsibility to support participants in discussing and addressing tensions and disagreeing (even vehemently) in a constructive way that builds trust in our ability to work together.
- People are complex and are at different places on their learning journeys. We will aim to hold each other accountable with grace.
- As a facilitation team, we are always learning, and we are open to feedback on how we can improve the process.

## Approach to identifying themes in the feedback

The Relocation Review process is focused on hearing from as many voices as possible to get a comprehensive picture of the different perspectives and experiences that people have related to Living Space and the potential consequences (both positive and negative) of relocation.

There were clear themes in how people responded to the questions asked during Part 2 of the Living Space Relocation Review process. The process we followed when identifying these themes included:

- First, capturing feedback shared during each of the six in-person working sessions (as listed in the table on page 3 of this report) in a separate feedback summary specifically for that session. Each summary captures the feedback shared verbally, along with all hand-written feedback that participants wrote on worksheets provided. The summaries for each session were first written in draft and distributed to participants for their review. Suggested edits were made as/if necessary and then the summaries were finalized and posted on the Living Space Relocation Review website ([www.livingspacereview.ca](http://www.livingspacereview.ca)).
- Second, summarizing online feedback in a separate Online Feedback Form summary.
- Thirdly, reviewing all of these individual summaries to identify where similar topics and perspectives were raised repeatedly across multiple sessions. Points that were raised less frequently are often included alongside key themes to demonstrate the range of perspectives that exist.
- Organizing the feedback in a way that communicates the feedback in a logical flow.

All are encouraged to review the details in the individual meeting summaries posted online at [www.livingspacereview.ca](http://www.livingspacereview.ca).

### Part 2 Integrated Feedback Summary – Living Space Relocation Review

*The intent of this report is to capture the perspectives shared during Part 2, not to assess the merit or accuracy of any of these perspectives. The inclusion of this feedback in this report does not indicate an endorsement of any of these perspectives on the part of Third Party Public or Eagle Cree Consulting.*

## 2. Participants said that what's happening in Timmins is not ok

There were participants in Part 2 of the Living Space Relocation Review process that said what's happening now in Timmins is not ok. They said that almost every day there are new challenges being faced by those living and working in town, many of which are covered in the media and contribute to overall stress, frustration, and concern about the future of Timmins. The list below summarizes challenges that people shared during Part 2 of the Relocation Review process, including some of the tensions between these challenges.

### The feedback has been organized into the following themes:

- Overall perspectives
- Concerns related to crime and policing
- Concerns related to mental health and addictions
- Concerns related to health care
- Concerns related to housing and support services to people that are housed
- Concerns related to Living Space

### Overall perspectives

1. **There were participants who said that they've lived here a long time and say that it has never been like this – they don't recognize Timmins.** They are concerned that Timmins is no longer a nice place to live and so people and businesses are leaving. Many of these participants said that they don't feel safe living in or visiting the neighbourhood around Living Space, including going Downtown and especially after dark. Neighbours living close to Living Space and businesses in the Downtown said they're experiencing property damage, thefts, break and enters, and fires in abandoned buildings. They see and smell feces and urine in public spaces, people shouting and behaving aggressively, as well as people in distress. They're having a hard time finding tenants for rental units, and tenants that are there are considering leaving. Participants said that they are being harassed for money and feel they can't bring children to the library or stores in the area. There are some parents that have prohibited their children from walking alone in the downtown area. It is already difficult for youth, especially female-identifying youth, to walk at night but it has become even worse now.
2. **There were participants who said that they are concerned about a growing hateful rhetoric and anger from the community.** They said that it's easy to "pin" everything that's happening on people experiencing homelessness and emphasized that anyone can end up homeless. Some people said they are afraid to participate in meetings about Living Space because they don't see tolerance for different perspectives or an understanding of the work being done every day by individuals doing their best to make existing services and systems work. As one participant said, "I understand many people's frustrations with the current shelter, but much of their concerns have nothing to do with the shelter itself or the people accessing it. Anything that happens anywhere in town is immediately blamed on Living Space." In the

dynamics at the current location, there are people taking pictures and posting pictures of clients. It's not a safe environment for the clients or the neighbours.

- 3. There were participants who have lived experience with homelessness who said that they feel treated as outcasts and targeted by the community.** They wonder whether it's right that society abandons people that are not taxpayers paying bills noting that you don't have to pay taxes to qualify as a person. People need to treat people how they want to be treated. Public humiliation is bad. They need to think about how they can help, and "they can start by not kicking us while we're down". As one participant who was experiencing homelessness said, "There's a stigma at Living Space and everyone thinks we are drug addicts, but that's not true. The reputation of Living Space prevents employers or even other agencies from coming to Living Space." There was also a participant who said, "As one participant said, "We are all one workplace injury away, one shitty life circumstance away, from all being 'those people'. These are our people and our children. And we are a community and we need to take care of each other."
- 4. There were participants who said that there is a lack of awareness and understanding of who First Nations people are, their histories, and the challenges they face.** This includes a lack of awareness and understanding of First Nations culture and protocols. There were participants who said that mental health and addiction services on reserve are almost insignificant or not prioritized. There are important Acts that don't apply on reserves, and too many examples where First Nations are not considered "people" and don't "fit" into the system. Indigenous people come to larger communities to access services that aren't available on reserve.

### Concerns related to crime and policing

- 1. There were participants who shared their concerns about crime and what they see as a lack of consequences for those crimes.** Many participants referred to the difficulty that Timmins Police are having with recruiting new officers. References to the "catch and release" practices of the justice system were raised, with participants who said that this practice isn't helping the challenges faced by the shelter. People are seeing illegal actions for which there are no consequences.
- 2. There were participants who described their fears of people being profiled and vigilante justice.** There were participants who were targeted when walking down the street, reports of assaults at Living Space going unaddressed.
- 3. There were participants who expressed concern about the criminalization of people experiencing homelessness.** There were participants who said that people without resources may steal food when they don't have enough to eat or have addictions issues after using substances to help cope with tough life circumstances. The observation was made that homelessness and poverty are created by legislation and policy created long ago that separates the "haves" from the "have nots" and leaves some people in a state of constant struggle.

### Concerns related to mental health and addictions challenges

- 1. Participants said that drug use is visible and growing, and overdose fatalities are still happening.** There are concerns that there are not enough detox facilities and so people have to wait to get in. There

also are not enough units of supportive transitional housing. There are concerns that people are set up to fail when they are discharged from hospitals, treatment centres, or jail, back into homelessness.

2. **There are participants who have concerns about the potential closure of the Safe Health Site Timmins (SHST).** There are participants worried about what will happen given the number of lives that have been saved by the site, the number of emergency room visits that have been diverted, and the millions of dollars that have been saved in health care costs since the site opened. There was acknowledgement of the two Timmins doctors that spearheaded the use of Suboxone, and that now partnerships need to kick in with service providers.
3. **There are also participants who are concerned that the Safe Health Site and Living Space are creating problems.** They said that they think the site attracts less fortunate individuals with addictions issues and the homeless who otherwise wouldn't be in the neighbourhood or in Timmins.

### Concerns related to health care

1. **There were participants who shared concerns about the challenges in finding medical care in Timmins.** There is a shortage of family doctors and also a lack of specialists. There are limited resources for the two health clinics that do exist (Misiway Milopemahtesewin Community Health Centre and Centre de santé Communautaire de Timmins) and limited resources at the hospital for addictions services and withdrawal management. A need for more mental health services was identified, with participants who said that there are limited psychiatrists in Timmins and a long wait list for those looking to access free psychiatric services.
2. **There were participants with mixed experiences with health care at the hospital.** There were participants who said that they had negative experiences with staff in the emergency department of the hospital, noting that they need to change their attitude and not make assumptions on who First Nations people are. Another participant said that their experience at the hospital was different, nothing that people experiencing homelessness have been accepted into Emergency and supported.

### Concerns related to housing and support services to people that are housed

1. **There were participants who said that the number of homeless people is growing, and the condition of housing is a challenge.** They said that people struggle to survive when they have to spend so much per month on rent. There are wait lists for housing, which means people wait from one week to one year for a unit.
2. **There were participants who said that there isn't enough funding or housing to support people with services once they move into their homes.** There were participants with concerns that people are thrown into apartments with no lifestyle skills and no supports. No one is checking in on people and people are left to fend for themselves.
3. **There were participants who raised concerns about properties being damaged because they're being rented to tenants without living skills.** Some said that when people find housing and do not receive the support services they need to help, it is like having multiple, high barrier, "mini" shelters around

the town where there are frequent community disruptions. There were participants who said they're concerned that a core principle of a "Housing First" approach is "No housing readiness requirements" and no preconditions for housing (as described in "An Updated Plan and Investment Strategy for Homelessness Prevention Program Funding in the Cochrane DSSAB").

## Concerns related to Living Space

1. **There were participants who connected many of the above-listed concerns with Living Space**, including the overall negative impact they see the emergency shelter having on the town, and particularly on residents who live closest to Living Space and nearby businesses.
2. **There were participants who shared concerns about how Living Space is run.** There are concerns that staff are not qualified, not well trained, not paid enough, and that there are not enough Indigenous staff. Concerns were shared about the constant changing of leadership at Living Space, with a note that having the CDSSAB managing Living Space is a short-term fix.
3. **There were participants who shared concerns about the lack of rules Living Space.** There are concerns that clients can do "whatever they please".
4. **There were participants who said that people with addictions issues are committing crimes and taking advantage of the help the emergency shelter offers.** It was suggested that there are people abusing the shelter system and exhausting community social resources.
5. **There were participants who shared concerns about the lack of service providers supporting Living Space.** The situation was different when the shelter first opened, however over time a lot of things happened that pushed organizations away. There are also service providers that are interested in continuing to provide services on-site, but who have been turned away.
6. **There were participants who said that Living Space is not safe for the people it serves.** In the dynamics at the current location, there are people taking pictures and posting pictures of clients. People using services at Living Space are afraid of being assaulted and concerned about being integrated with people facing addictions.

### 3. Participants described where Timmins could go in the future

Participants in Part 2 shared their thoughts on what an emergency shelter that's working well looks like to them.

**The feedback has been organized into the following themes:**

1. The shelter is well run with good governance, transparency, strong staff, and cultural competency.
2. The shelter doesn't contribute to safety concerns – in the community or for shelter clients.
3. The Timmins community is engaged and supportive.
4. Services are provided.
5. Service providers are working together to help support clients of the shelter.
6. The shelter is supported by other needed facilities.
7. The shelter has a clear approach to if/how it serves people with addictions.

More details on the feedback shared related to each of these themes is provided below.

#### 1. The shelter is well run, with good governance, transparency, strong staff, and cultural competency.

- The shelter has a clear mandate. There's clarity on who can access the shelter and a clear definition of the service offered. There were participants who focused on the importance of defining what an "emergency" is, and differentiating this from a facility where people stay for longer terms (some clients of Living Space are there for months and use it as their permanent address) and/or from a treatment centre.
- The shelter is a controlled environment with rules, regulations, clear expectations, and consequences. There were different perspectives on what these controls could include. There were participants who said that a shelter that is working well: has rules for safety (e.g., adequate supervision and protective services, rules related to weapons, rules related to drug possession, drug consumption, etc.); and if people are seeking help, they should have to commit and be held accountable.
- Governance is solid, well supported, and reviewed often. There is a strategic plan and a strong board. There is long-term planning for sustainability, despite uncertainties with long-term funding. There is accountability at the top of Living Space to ensure clear safeguards are in place, standards are met, and lessons are learned from the past occurrences of administrative corruption.
- Management is led by a strong body of people with knowledge and skills in dealing with homelessness. There were participants who added that management also needed knowledge and skills in dealing with drug addiction, mental illness, and organized crime.

- Staff are professional, skilled, competent, qualified, and well paid to handle difficulties associated with running a shelter. There would be minimal staff turnover. This includes hiring people that are understanding and compassionate, that treat clients with respect and are not judgemental. There were participants who said that this requires staff with social service work education as well as peers with lived experience who can deliver peer-led programs. A thorough on-boarding process is needed and specific and ongoing training and development in several areas, including (but not limited to): harm reduction and trauma-informed approaches; anti-stigma and anti-racism; how to deliver culturally safe and culturally appropriate services (including understanding the truth about the history of First Nations communities, and incorporating First Nations culture and cultural healing into services); sensitivity training, how to be tolerant with emotions, crisis prevention, de-escalation, and intervention; suicide prevention; and mental health and substance use. There would also be adequate supports for staff who are experiencing vicarious trauma, with more attention to supports needed to keep staff healthy and well (e.g. Employee Assistance Program services, counselling services, etc.).
- There is transparency with the community. There were participants who said that this can happen through mechanisms like annual reports, ongoing community outreach and engagement. All books need to be available and records need to be open and transparent. There needs to be clarity on how funding that has been provided to date has been used.
- Has adequate resources and is financially sustainable. There were participants that said this is necessary so that the shelter can meet the demand and provide the staff and supports needed to provide the varied services clients need during this difficult time in their lives. There were calls for transparency on funding. Whatever the outcomes of the Relocation Review, it's important to identify who will pay to implement those outcomes. It was said that "Mining companies are taking resources from our land and making millions of dollars. They provide token support but nothing of real value. We need to make it a condition that if they're working in our area, then they need to help resolve issues."
- There is continuous improvement over time based on data. There are qualitative measures of success and more of a focus on outcomes.

## 2. The shelter doesn't contribute to safety concerns – in the community or for shelter clients.

- There are no people in distress outside the shelter during the day and night. There aren't people hanging out in front of the shelter or people consuming drugs directly across the street. The police, fire, and ambulance services are not at the shelter multiple times per day. There is no public intoxication with drugs or alcohol and no needles from one end of the city to the other.
- The shelter does not tolerate illegal activity or weapons or violence. There's a need for on-site security, along with the need for consequences if rules are broken. Stress levels are brought down and there is more in-house to deal with bullies at the shelter.
- It is a non-judgemental space. It operates with direct input from shelter residents. Clients have autonomy and the right to make their own choices. There's a sense of belonging. It's a place that feels like home – an environment that feels safe. There's a good listening/understanding process to understand what people need to get on their feet. It provides good information to people using the shelter.

- The shelter is run in a way that is culturally competent. It operates consistently with the Truth and Reconciliation Commission Calls to Action. Living Space has more Indigenous staff and First Nations protocols are followed. There is cultural competency training, including Seven Generations teaching, information, and partnering. People in power are educated about privileges. There are ways for Indigenous frontline workers to support each other.
- There is a monitoring system for clients who are under the influence of substances. There are people trained in addiction and mental health services who know how to observe clients using substances. As one participant said, “I don’t want to hear about another death at Living Space ever again.”

### 3. The Timmins community is engaged and supportive.

- It has the support of the public. Neighbours support the shelter and get to know the people staying at the shelter. The stigma around homelessness is addressed and we are working to create unity. People are more open and willing to learn about the circumstances that impact people experiencing homelessness.
- There is collaboration with the community. There is a Community Relations/Stakeholder Engagement Strategy, including the establishment of a Community Committee comprised of shelter clients (current or former), community members, police, and elected officials (with some participants expressing concern about involvement of City officials in the shelter).

### 4. Services are provided.

There were different perspectives on the services provided at a shelter that’s working well.

- There were participants who said that a shelter that’s working well provides services that meet basic needs only. This means providing a place to sleep that’s safe and warm, clean water, bathrooms, a place to shower, and then people would be required to leave.

There were also participants who said that a shelter that’s working well is not just a shelter, it’s also a service hub (that works in tandem with the emergency shelter) and drop-in centre. The shelter/service hub/drop-in goes beyond meeting basic needs and also provides other services. There were participants who said that it provides client-centred, trauma-informed, culturally appropriate wrap around services 24/7 on-site in one location. They said that this is necessary so that clients of the services don’t have to “run all over town” to access services and that important because it’s unreasonable to expect individuals to know what services are available to them and how they can help. There would be an intake process that meets people where they’re at. Individualized care plans would be provided and supports and services would be flexible and align with what works best for clients. Suggested services included things like addictions and mental health counselling (since drugs and alcohol are just hiding the issues), medical and physician services, dental hygiene, crisis supports, housing supports, supports from elders, legal supports, employment training and employment (e.g., jobs around the community), help with cleaning and cooking, a 24/7 kitchen (including opportunities to cook outside), healthy meals (3 meals per day, help with other life skills (like how to transition out of jail or budgeting), health education, outreach from Indigenous communities, education (e.g., high school equivalency, learning a trade), getting identification (e.g., driver’s license, birth certificates, health card,

status card, etc.), and other supports (such as access to winter gear) to help people get back on their feet. There were participants who said that a shelter that's working well would include more services for youth.

- There were also participants who said that a shelter that's working well gives purpose and empowers people. This includes meeting people where they are at and giving them the help they need to get back on track. This includes information sessions and outings that support interactions with people, cultural events, places to do activities, and social activities that bring joy. There's a calendar of supports provided weekly with clear programming.
- There were participants with different visions of how to conceive of the shelter. Some think of a shelter as a place to sleep overnight. Others identify the need for a place for people to go to that's structured as place that's open as a drop-in and/or place to sleep 24 hours a day, 7 days a week, 365 days a year.
- There were participants who said that a shelter that's working well has discharge planning services and continues wrap-around services after a person is housed. These services support departure from the shelter into long-term affordable housing with enough supports to make that new housing situation successful for the client. There were participants who said that a successful shelter follows a "Housing First" approach. As one participant said, "Every individual has a right to be housed in adequate and safe living circumstances. People are better equipped to move forward with their lives when the basic need of shelter is addressed. We know from both experience in the field and the research that recovery is strongly dependent on an individual's access to housing. Many folks attend treatment and are forced to return to the same environment where drug use is rampant. This causes individuals to relapse the majority of the time and the cycle continues. This is not to say those using drugs should not access emergency shelters. This is to demonstrate the need for links to housing resources for those that have already accessed this crisis-based service. Instead, what we currently have, is individuals staying at the emergency shelter for an extended period of time, without proper support in moving them towards their goals and next steps of the continuum of care."

## 5. Service providers are working together to help support clients of the shelter.

- Community partners/service providers fully support the shelter. There's a Memorandum of Understanding between all collaborating agencies that defines their commitment and accountability.
- Access to services is efficient and well-coordinated. There's an emphasis on coordinated access to services for clients and no wait times (services are available today). There is collaboration between organizations/partners providing services, including information sharing and in-service education. The services are provided through structured visits (not randomly) by multiple service providers on-site, with a weekly calendar with information about which agencies will be there and when.
- The shelter that doesn't duplicate the work that's already being done by existing service providers but instead refers people to partners, services, and programs. A shelter that's working well is a physical hub from which staff from other organizations can work (and results in a shelter organization isn't top-heavy with multiple coordinators and administrators).

## 6. The shelter is supported by other needed facilities.

- There were participants who said a shelter that's working well is supported by more and nicer treatment facilities, detox and rehab facilities, transitional and supportive housing. The re-introduction of different housing models such as co-ops was also suggested.
- An emergency shelter is supported by a system that has dedicated funds, workers, and resources allocated to affordable, adequate, and permanent housing. If this is not prioritized, many people will remain in the emergency shelter setting which will further put a strain on them at the individual level, and more broadly on the system itself (extending services beyond capacity and not fulfilling the mandate and goal to end homelessness).
- The need for an integrated inner city health care clinic with primary care, addiction care, and allied health was also identified.
- It was also suggested that there be an option for mobile treatment so that services can be delivered to other communities.
- The role and functioning of the Good Samaritan Inn should be considered as part of the Relocation Review, along with the role of shelters such as Ellevive and Timmins and Area Women in Crisis.

## 7. The shelter has a clear approach to if/how it serves people with addictions.

There were different perspectives on how a shelter that's working well would manage people with addictions.

- There were participants who said that a shelter that's working well has high barriers to people accessing it and strict rules. This means strict rules against the use of drugs and alcohol and no access for individuals with addictions issues, including anyone who has drugs or is known to be involved with drugs. The shelter should also not be a place to access drugs. There were participants who said that they do not think a successful emergency shelter provides services to people with addictions issues. As one participant said, "Addicts need to be in rehab and criminals need incarceration".
- There were participants who said that a shelter that's working well has low barriers to access and offers equitable services. For some, this means the shelter doesn't lock out or ban people. There were participants who said that a shelter that's working well doesn't discriminate who can access it based on illness or disability, with reference to taking a rights-based approach and the need to respect the Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA).

There were different ideas on where a shelter(s) that's working well is/are located, the physical form of the shelter(s), and who is served. The summary of this feedback is included in the section focused on the advantages and disadvantages of in-town and out-of-town locations.

In response to the question "What does an emergency shelter that's working well look like to you?", there were also participants who said that success to them would be having no shelter in Timmins.

## 4. Participants provided thoughts on shelter location options

During Part 1 of the Relocation Review process, both in-town and out-of-town locations for Living Space were suggested. During Part 2, participants were asked “What do you see as the top 3 advantages and disadvantages of both in-town and out-of-town locations?” The themes in the responses to this question are summarized in the tables below. For the in-town location option, many participants identified advantages and disadvantages based on their experience with Living Space in its current location. For the out-of-town location option, participants made different assumptions on if or how the shelter would be operated and used. These differing assumptions resulted in tensions between many of the advantages and disadvantages identified.

In-Town	
Advantages participants shared	Disadvantages participants shared
<ol style="list-style-type: none"> <li>1. <b>People can come and go easily</b>, including those experiencing homelessness and service providers. It is accessible by foot. Some said that this connected to another advantage, which would be few people on the streets (since they have easy access to the emergency shelter).</li> <li>2. <b>It’s closer to services</b>, such as transit, medical services, meal providers, the hospital, legal services, emergency services, etc. This was considered safer by some participants as services could arrive quicker.</li> <li>3. <b>It’s closer to other people</b>, including friends and family, formal and informal social and emotional supports, it’s more inclusive, and supports a feeling of belonging and a sense of being part of a community.</li> <li>4. <b>There were participants who said that an in-town location would be more financially viable</b>, noting that moving an organization such as Living Space costs money that could be used for something else.</li> </ol> <p><i>There were participants who said there are no advantages to an in-town location.</i></p>	<ol style="list-style-type: none"> <li>1. <b>Public safety concerns including higher rates of crime and stealing, disruptive behaviour in residential areas and downtown, overdoses, more garbage, more needles, and lower property values dominated the feedback.</b> There are many who said that they are angry and that they don’t feel safe in town, that children aren’t safe, that businesses are being impacted, and that the shelter is destroying the town.</li> <li>2. <b>Substances are more readily available to those using Living Space.</b> People experiencing homelessness are easily victimized by drug traffickers and human traffickers.</li> <li>3. <b>Increased stigma and hate from the public towards the people experiencing homelessness</b> that use Living Space (e.g., posting photos on media).</li> <li>4. <b>The disadvantage of an in-town location is that homelessness is more visible.</b> It creates anxiety for people to see people experiencing homeless around the shelter, and it contributes to misconceptions that having the shelter in-town leads to crime and increased risk for people.</li> </ol> <p><i>There were participants who said there are no disadvantages to an in-town location.</i></p>

## Out-of-Town

Advantages participants shared	Disadvantages participants shared
<ol style="list-style-type: none"> <li>1. <b>Safer communities and lower crime rates.</b> The community would feel safer and on-board with the decision, including residents and business owners. People living around Living Space would have their sense of security and confidence back.</li> <li>2. <b>People experiencing homelessness will not be seen in the downtown core.</b> There would be less burden on the downtown and fewer neighbours would be impacted. There would be less panhandling, reduced feces and urine downtown, and Timmins won't have vagrancy and people passing out in the streets.</li> <li>3. <b>Less interaction of Living Space clients with the discriminatory members of the community.</b> Less overt stigma, less public discrimination, and fewer judgmental residents around. Fewer pictures and videos of homeless people being taken without consent and being uploaded to social media to be ridiculed.</li> <li>4. <b>People experiencing homelessness may get their needs better met and have better outcomes.</b> They would be away from negative influences and triggers in the community. It's harder to access drugs and harder to get into trouble. Provides the opportunity for more focused help and privacy during a difficult time. It gives people an opportunity to isolate while recovering.</li> <li>5. <b>Easy access to land-based programming.</b> More space to build a multi-use, secure facility with services that could be provided more efficiently, if done correctly (a one-stop-shop or shuttle buses). More physical space for gardening and different types of programming that meets different needs. Closer to beauty, nature, spirituality, and easier to have pets.</li> </ol> <p><i>There were participants who said there are no advantages to an out-of-town location.</i></p>	<ol style="list-style-type: none"> <li>1. <b>Moving the shelter doesn't mean that people will move with it.</b> If unhoused people choose not to access an out-of-town location, it would lead to more people unhoused in the downtown and create even bigger challenges.</li> <li>2. <b>The shelter is not accessible and deters people from accessing it.</b> It would not allow for people to access services, feel a part of a community. It would take longer for emergency medical attention and potential deaths from overdoses for those able to access the shelter but unable to get immediate medical attention.</li> <li>3. <b>It segregates people who are already marginalized and feeling left behind.</b> It isolates people from their support systems they need, including service providers, communities, and their friends and family. Instead of creating ways for people experiencing homelessness to participate positively in the community, this contributes to a feeling of exclusion from society and constant sense of discrimination.</li> <li>4. <b>Safety concerns for people experiencing homelessness.</b> Further victimizes/retraumatizes people. Risk of human trafficking increases and it's farther away from emergency services. Concerns that this doesn't respond to lessons learned through the National Inquiry into Missing and Murdered Indigenous Women and Girls.</li> <li>5. <b>Higher costs.</b> Costs of providing transportation and other services such as police, medical, mental health, groceries, were identified, along with the cost of moving the shelter.</li> </ol> <p><i>There were participants who said there are no disadvantages to an out-of-town location.</i></p>

## Additional feedback related to location options, ideas on the physical format of the shelter, and how best to structure shelter services to support people with different needs

There were other comments, considerations, and feedback related to the location that went beyond advantages and disadvantages of in-town and out-of-town locations. The themes in this feedback included:

- 1. There were participants who said that there is a need to differentiate between different types of shelter users to best meet their different needs.** This was prompted by people who referred to differences between people experiencing homelessness who are living with drug and alcohol addictions and those without addictions and/or trying to reduce or eliminate their substance use. There were participants who said that mixing these groups creates challenges for people trying to exit their addictions when they are surrounded by others that are using (e.g., those that exit the Monteith Correctional Facility where they have not had access to substances and are discharged to Living Space where there are people with addictions using the shelter). There were several other populations, such as youth, women, couples, and families who also have unique needs.
- 2. There were different approaches suggested on how to best serve the different needs of different populations experiencing homelessness, including:**
  - There were participants who said that there's a need to consider having *more than one* shelter in Timmins to help meet the diverse needs of people experiencing homelessness. People who suggested a multi-shelter model said that different locations could serve different needs, which could include some combination of the following types of shelters: a low barrier shelter; a drug free/zero tolerance shelter; a land-based shelter; a shelter for women and gender diverse folks (to address safety and security issues with this population); a shelter specifically for youth; an Indigenous-specific shelter; and a shelter with areas for whole families. As one participant said, a shelter that's working well doesn't mix "lambs, lions, and coyotes".
  - There were participants who said that they do not consider Living Space an "emergency" shelter. It was suggested that Timmins consider creating two shelters that operate continuously, with a temporary "emergency" shelter that is only available when the other two shelters are full and the weather conditions put lives at risk. The two shelters were described as: (1) One shelter for people suffering from mental health and addictions issues that matches people with services. This shelter would have food because people struggling with these issues face challenges getting food for themselves. (2) One shelter for people who don't have mental health and addictions issues and need a safe place to go. An "emergency" shelter for when the other two shelters are full, it's -40 degrees, and a church, arena, or other facility is set up until the system can meet the need. There were participants who suggested that one shelter could be in-town and the other could be out-of-town.
  - There were participants who said that it's important that there be only one location, where multiple services are offered in one place (referred to as a service "hub" model). People who suggested this approach often said that this was the original intention/vision for Living Space. It is efficient in terms of connecting people to services because they are all provided from the same place. It was suggested that different spaces could be created within the hub, as/if necessary, to serve people with different needs including those with addictions and those without.

3. **Other options for how to structure shelter services were suggested**, including:
- A residence model where people have their own room with a common kitchen. This was the model used during the pandemic when a dorm at Northern College was used as a shelter. There were participants who said that this approach worked well because it provided dignity and privacy to people who were having a hard time finding a path to wellness when relying on Living Space. There were also participants who shared cautions about offering individual rooms to people with addictions issues because it is more difficult for shelter staff to monitor the well-being of people behind closed doors. The importance of qualified and trained staff monitoring people facing substance use challenges was stressed.
  - Multiple smaller, modular-type housing units could be created. They would need to be in proximity to services and have transportation and capacity to support services. They could be mini-trailers.
  - City land could be dedicated specifically for people who want to live on the land (e.g., in tents, with facilities close-by/provided).
4. **There were participants who said that the location on Spruce Street is not feasible because too much damage and community uproar has occurred in the last 3 years**. There were also participants who said that the solution is not to relocate the shelter but to run the facility properly in the existing location. As one participant said, “I don’t think moving the shelter to another neighbourhood will change anything. It will only move the problem.”
5. **Regarding the physical form and features of the shelter, there were participants who said that a successful shelter has opportunities for privacy**. There were participants who identified a need for a quiet room and/or spaces where people in the shelter can be separate from others (e.g., to resolve conflicts and take a moment to calm down). Shelter clients and staff having privacy from photos and videos taken by those passing by was also suggested.
6. **There were participants with concerns about the locations suggested by participants during Part 1 of the Relocation Review**. They said that Highway 655 by Gillies Lake should not be considered out of town and is not an appropriate location for an emergency shelter. There were others that said the Old Daily Press Building, Value Village, and the Ramada Inn are also not appropriate locations.
7. **There were participants who said that there needs to be an emergency shelter that supports youth**. Some youth are scared to access services at Living Space. There needs to be a place to provide culturally responsive services to youth with complex needs including those facing a combination of addictions, mental health, and homelessness challenges.

# 5. Participants shared comments about the process and its outcomes

There were participants who shared their perspectives on the Relocation Review process, with themes organized below.

## Hopes for the outcomes of the Relocation Review

1. **There were participants who said that community trust needs to be brought back.** Consultation with residents is important when making a decision about the future of the shelter, and it was suggested that Timmins have committees with citizens from every ward to inform decisions related to the shelter. It was suggested that whatever decision CDSSAB and the City of Timmins makes, they need to have a robust stakeholder engagement and communication strategy, one that covers not only the Living Space issue in the short-term, but the whole homeless/addictions/crime problem in the long-term. As one participant said, “This Relocation Review ends in February, but it will take years to end homelessness so why would the consultation end?”
2. **There were participants who expressed hope that the Timmins community can get together and come to some agreement and help with this situation.** The problem won’t be solved overnight, so please be patient with the community and the agencies. They emphasized that everyone is a member of our community and deserves the community’s commitment to their well-being. As one participant said, “I’m in awe of people who work in this sector in Timmins. When I hear you speak, I’m hopeful and inspired.” There was also a participant who said, “All the agencies in this room contributed to my recovery. It takes a community. I’ve lost friends and family, and everyone gave me a chance. Now I can help people struggling, help people access resources, and I can be there for them. We are all just people.”
3. **There were participants who said that Timmins will need many little pieces to change in order to make improvements.** How to facilitate implementation of the outcomes of the Relocation Review was suggested. It was also suggested that Timmins.care is a website that could be part of the solution, along with the re-launch of 211 (with the City’s support).

## About the Relocation Review Process

1. **There were participants who said they appreciated the opportunity to participate** in the working sessions and to have a say, and that they honour and respect the fact that the process holds impartiality and is objective.
2. **There were suggestions on how to get more people participating,** including advertising more, being clearer that registration for community working session is not a requirement. Connect with more youth by going to places where youth already are (such as high schools), conducting surveys that have incentives to participate (such as \$25 gift card from Tim Hortons or Starbucks), and hosting a meeting at a school and offering pizza. Food is a very good incentive for getting people to participate.

3. **There was a reminder that it is important to follow First Nations protocols**, with a note that it feels like this Relocation Review process is rushed.
4. **There were participants who said that they were too afraid to participate actively in Relocation Review Working Sessions out of fear of being judged and how difficult the discussions are.** They said that it's not just cultural bridges that need to be built, the whole community needs healing. There was a participant said, "It's distressing to hear that people are afraid to go to the community meeting and that people are emotionally burnt. General meetings provide an opportunity to express and to vent, and that's fine. We need to accept and understand that. But let's not let it detract us or let it scare us off. Fear is fine – it's part of our everyday life. We face it every time we take on a new challenge."

### Where more information would be helpful

There were participants who said that it would be helpful to have more information about:

1. Issues that lead to homelessness and the limitations of the services and funding that exists.
2. What Timmins can learn from other places. There was a suggestion to look to what Peterborough is doing as a potential option for Timmins (they've built mini houses and provided showers, bathrooms, and services). Other places to learn from include Ottawa, Sudbury, North Bay, Guelph (Homewood Health Centre), and Alberta.
3. How will the final decision be made for the location of the shelter and who will make the final choice.
4. The catchment area for the emergency shelter. People come from Timmins and they also come from outside Timmins because there are no other emergency shelter services throughout the Cochrane district (or they are few and scattered). We can think about how to scale services to other areas.
5. Why services are provided at an emergency shelter.
6. Why the safe injection site is allowing addictions to go unpunished.
7. Define emergency – what is considered "emergency".
8. Why culturally appropriate services would be provided or needed.
9. What happened with the money that has gone to Living Space already (since 2018)? And how much of that is from the Province and how much of that is from the municipality?
10. How the voices of residents will be considered in the context of all the other voices listed in the presentation slide showing different voices.
11. Clarifying the connection between Living Space and experiences with increased theft, drug-related crime, etc. We need to understand why police and ambulance are going there regularly.
12. It would be helpful for the Relocation Review to confirm whether the CDSSAB has an agreement with communities outside the Cochrane District to accept their addicts and homeless people. Also to find out if it's true that when addicts from another community, such as Sudbury, are on the waitlist to get into the Timmins Jubilee Rehab Centre, are they sent to Timmins and Living Space in the interim.
13. It would be helpful to know how many of the people using Living Space are Indigenous. That would help us understand if it's a service that should be Indigenous-led.

## 6. Next Steps

The Part 2 results will be shared with all who participated during Part 2, posted to the Relocation Review [website](#), and used to prepare for discussions during Part 3 of the Relocation Review, which will unfold in January and February 2024.

Part 3 engagement activities will share and seek feedback on the draft results of the Relocation Review. Options for the relocation of the shelter will be explored further, and we'll look more closely at what is already being done to address the concerns raised.

Opportunities to participate will be very similar to those provided in Part 2, including community working sessions, Indigenous engagement, a focus group with people with lived experience, a focus group with youth, and a working session with service providers. Materials will also be available online, along with an online feedback form. Details of meeting dates, times, and locations will be available online on the Relocation Review website at [www.livingspacereview.ca](http://www.livingspacereview.ca) and distributed to everyone on the Relocation Review contact list.

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Appendix 2(e).

Part 2 Online Feedback

Form Summary

# Results from Part 2 Online Feedback Form

January 9, 2024

## Overview

Part 2 of the Living Space Relocation Review focused on sharing the feedback received during Part 1 and seeking feedback on factors to consider when contemplating the relocation of the Living Space emergency shelter. Several in-person meetings were held, including two community working sessions, a working session with service providers, a meeting with Indigenous voices, a “pop-up” at the Youth Wellness Hub and a focus group with clients at Living Space (see feedback summaries online at [www.livingspacereview.ca](http://www.livingspacereview.ca)).

In addition, an online, confidential, feedback form was created to give an opportunity to people who were unable to attend working sessions to share their thoughts and/or those who have additional perspectives to share either before or after the working sessions. The online feedback form was “live” on the [www.livingspacereview.ca](http://www.livingspacereview.ca) website on Friday, November 17 and the results summarized in this report are from feedback received as of Sunday, December 31, 2023 (just over 6 weeks).

The online feedback form asked the same three questions asked during the in-person working sessions, including:

1. Timmins will have an emergency shelter. What does an emergency shelter that’s working well look like to you? What’s happening to make it successful?
2. a) What do you see as the top 3 advantages and disadvantages of an in-town location?  
b) What do you see as the top 3 advantages and disadvantages of an out-of-town location?
3. Do you have any other comments or advice to share with the Relocation Review team?

Basic demographic questions were also asked.

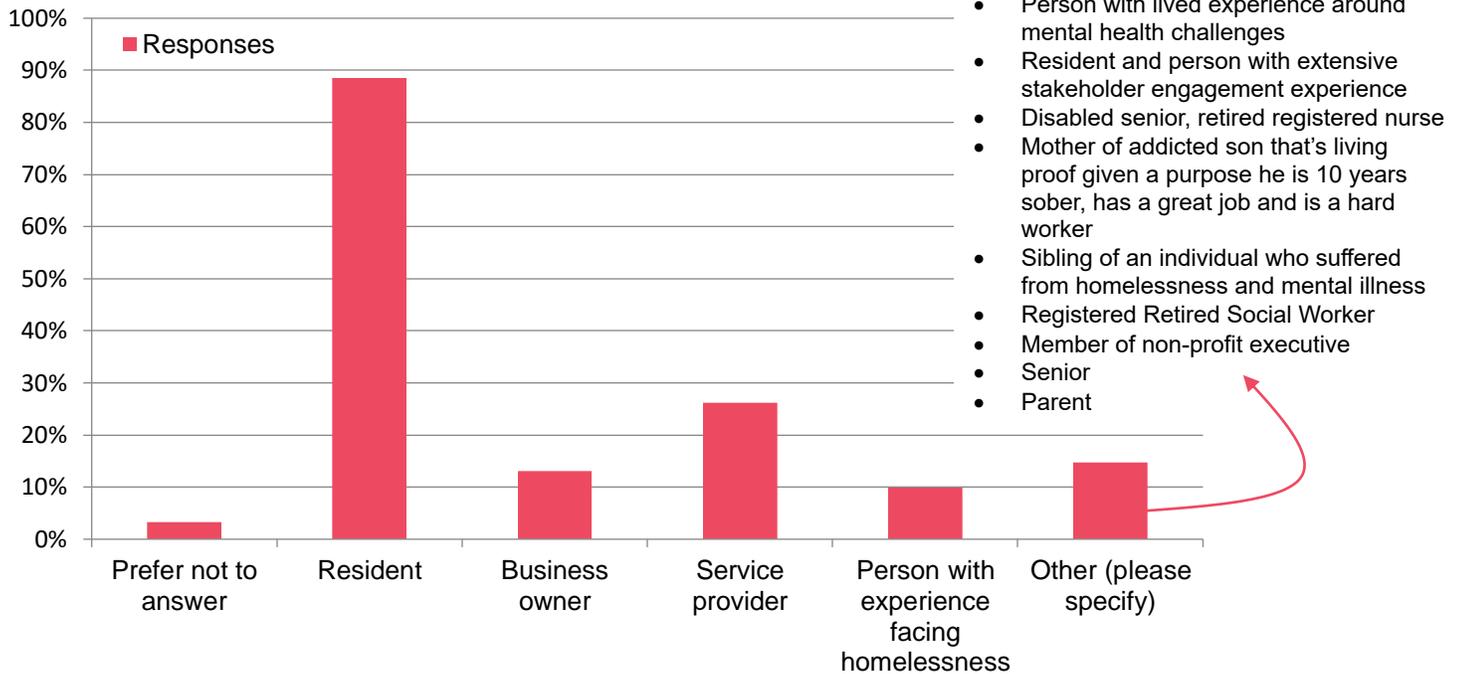
The online feedback form was created by Third Party Public Inc., the organization leading the Living Space Relocation Review, in collaboration with Eagle Cree Consulting. This summary was written by the Third Party Public team of Nicole Swerhun and Matthew Wheatley. As facilitators that are not advocating for any particular outcome of the Relocation Review, the intent is to capture the perspectives shared through the completed feedback forms, not to assess the merit or accuracy of any of these perspectives. This summary does not indicate an endorsement of any of these perspectives on the part of Third Party Public or Eagle Cree Consulting.

Note that points are numbered in this summary for ease of reference only and are not intended to imply that some points are more important than others. If you have any questions about this summary, please contact Third Party Public at [nicole@thirdpartypublic.ca](mailto:nicole@thirdpartypublic.ca) or [matthew@thirdpartypublic.ca](mailto:matthew@thirdpartypublic.ca).

## Who completed the online feedback form?

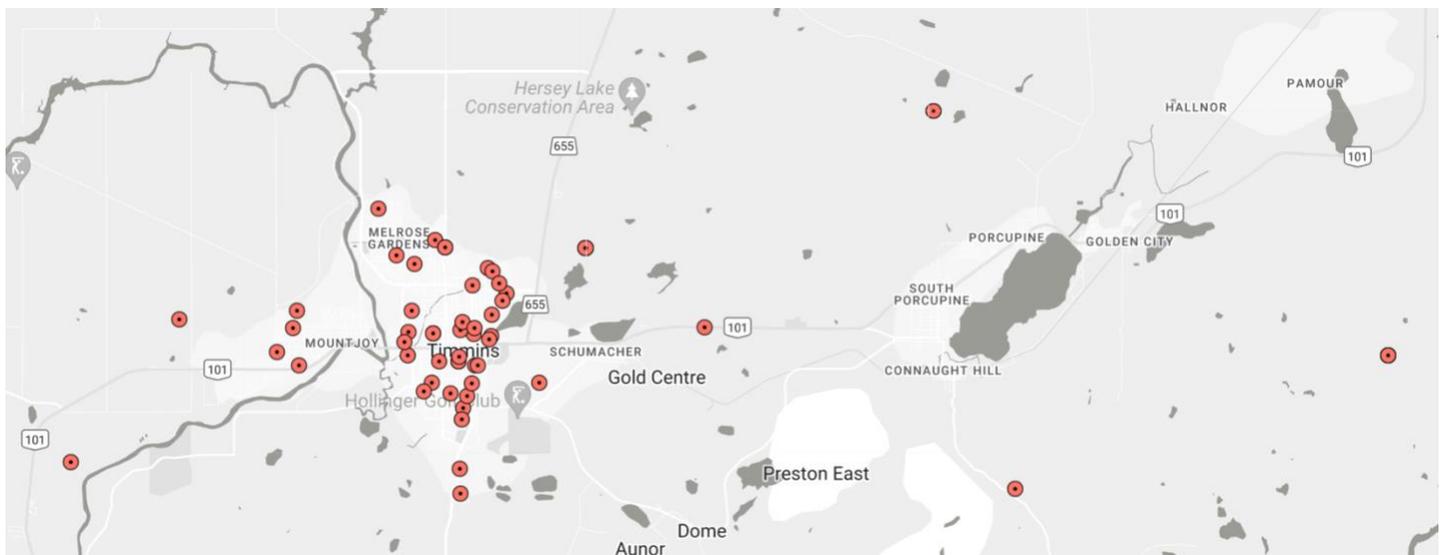
There were 62 people who completed the online feedback form between November 17 and December 31, 2023. Respondents were asked how they would identify themselves, selecting all responses that are applicable to them. One person skipped answering this question, and the remaining 61 people responded as summarized in the chart below.

### How would you identify yourself? Select all that apply.



## Mapping of postal codes provided by people who completed the Part 2 Feedback Form

The feedback form asked people to provide their postal codes. 58 people provided their postal codes, which are mapped below. Dots overlap where the same postal code was provided by more than one respondent.



Map created using <https://batchgeo.com>

## What does an emergency shelter that's working well look like to you?

Number of responses to this question: 56 (6 people skipped this question)

The most frequent responses to this question focused on two things:

1. **Success = Access to services.** These responses focused on the need for supports to help people get back on their feet. It was suggested that when people get the help they need to get back on track, there will also be fewer issues around the property and the neighbourhood. Suggested services included things like mental health assistance, drug rehab assistance and addictions services, medical help, employment training, help with cleaning, cooking and laundry, other life skills, health education, crisis workers, outreach from Indigenous communities, and other supports to help people get back on their feet. Some referred to the need for 24/7 “wraparound” services provided in one location so that clients of the services don't have to “run all over town” to access services and that important because it's unreasonable to expect individuals to know what services are available to them and how they can help.

*There were also different perspectives shared related to access to services, including:*

- ⇒ People who said that they do not think a successful emergency shelter provides services to people with addictions issues. Many of these responses said a successful emergency shelter provides a temporary and short-term place to live on a path to finding a permanent place to live and sources of better income. There was concern that providing services attracts people who need a treatment centre and not a homeless shelter. There are concerns that people with addictions issues are committing crimes and taking advantage of the help the emergency shelter offers. It was suggested that a small fraction of the population is abusing the shelter system and exhausting community social resources, making it harder for the truly homeless to get a fair shake.
  - ⇒ Responses that describe a shelter that doesn't duplicate the work that's already being done by existing service providers but instead refers people to partners, services, and programs – a physical hub from which staff from other organizations can work (and a shelter organization that doesn't become top-heavy with multiple coordinators and administrators).
  - ⇒ A response that focused on the importance of continuing wraparound services after a person or family are able to be housed so they don't lose their supports and revert back to homelessness.
2. **Success = No drugs, no alcohol, and strict rules.** Many of these responses focused on the need for strict rules and policies against drugs, with some saying that anyone who has drugs or is known to be involved with drugs should not be allowed in. It should also not be a place to access drugs. Many also said a successful shelter does not tolerate illegal activity or weapons or violence. On-site security was also mentioned, along with the need for consequences (e.g., bans) if rules are broken. A few responses focused on an emergency shelter that's “high barrier” noting that this will be safer because it will hold people to a higher standard – individuals would be met where they are at daily and most of the concerns arising from patrons would be assessed properly and continuously.

*There was also a different perspective shared related to access to how to manage shelter clients with different needs, including:*

- ⇒ A response that suggested high and low barrier sections in the shelter be separated to separate the true homeless people from the opioid users that choose to be homeless.

Other themes in the responses included:

3. **Success = Clients and neighbours feel and are safe and respected.** Accessible, welcoming, and safe. A place where people can live in peace and harmony. Anyone and everyone living in the shelter needs to take part in cleaning and maintaining a safe living environment.
4. **Success = No people screaming and in distress outside the building during the day and night.** The police, fire, and ambulance services are not at the shelter multiple times per day. There aren't addicts hanging out in front of the shelter or people shooting up directly across the street. There are fewer people on the streets and fewer "zombies" because people are getting the help they need to get off drugs. Success is not having people wandering around town and breaking into private properties. Success also is no public intoxication with drugs or alcohol and no needles from one end of the city to the other. There is an older man in need of mental health help as he is chasing cars and hitting and threatening drivers – which is dangerous for the man and the drivers.
5. **Success = A location away from the core, residential areas, school areas, and downtown.**

*There were also different perspectives shared related to location, including:*

- ⇒ Responses that identified the need for the shelter to be close enough for clients of the shelter to access services. It was suggested that the former location beside City Hall was successful.
  - ⇒ A response that suggested that the current location is not feasible because too much damage and community uproar has occurred in the last 3 years.
  - ⇒ A response that said this can only work if financial supports are in place to link existing community resources to the relocated shelter.
6. **Success = A place that's open during the day with the doors unlocked rather than having people loitering on the streets.**
  7. **Success = Community partners are working together to help support clients of the shelter.** They fully support the shelter and consider homelessness their responsibility rather than accepting less substandard care for their clients.
  8. **Success = Qualified and trained staff that receiving ongoing employee training and development.** Some responses focused on the need for staff to be able to handle difficulties associated with running a shelter. Ideally, it would have minimal turnover among staff and volunteers. Success was also described as having staff with lived experience (ideally), who are well-paid and never work alone.

Other responses described success as including:

- Space for storage of carts.
- An integrated inner city health care clinic with primary care, addiction care, and allied health.
- A Community Relations/Stakeholder Engagement Strategy, including the establishment of a Community Committee comprised of shelter clients (current or former), community members, police, and elected officials. Note that another response expressed concern about any involvement of City officials in the shelter.
- An improvement in accountability at the top of Living Space to ensure clear safeguards are in place, standards are met, and lessons are learned from the past occurrences of administrative corruption.
- No shelter in Timmins.
- Making Living Space a high barrier homeless shelter that doesn't serve anybody that comes from areas outside of our catchment area because our tax base should not be used to solve their issues.

What do you see as the advantages and disadvantages of in-town and out-of-town potential locations for the emergency shelter?

Number of responses to in-town advantages and disadvantages: 60 (2 people skipped this question)

Number of responses to out-of-town advantages and disadvantages: 59 (3 people skipped this question)

	In-town	Out-of-town
<b>Advantages</b>	<p><u>The most frequent responses to this question focused on two things:</u></p> <ol style="list-style-type: none"> <li><b>Advantage = More accessible and closer to services.</b></li> <li><b>Advantage = None.</b></li> </ol> <p><b>Other advantages identified =</b></p> <ul style="list-style-type: none"> <li>• People accessing the shelter like having it downtown</li> <li>• Closer to family and friends</li> <li>• Less panhandling</li> <li>• Close for staff and agencies</li> <li>• Feeling of belonging</li> <li>• More financially viable</li> <li>• Fast response from emergency services and close to medical attention if needed</li> <li>• No transportation required, access to transit/bus</li> </ul> <p>There was one response that said this wasn't a fair question since asking about advantages will bias the feedback report.</p>	<p><u>The most frequent responses to this question focused on three things:</u></p> <ol style="list-style-type: none"> <li><b>Advantage = Potential for less crime, less access to stealing, people will feel safer, fewer neighbours impacted.</b></li> <li><b>Advantage = Harder to access drugs and harder to get into trouble.</b></li> <li><b>Advantage = People living in the area will have their sense of security and confidence back.</b></li> </ol> <p><b>Other advantages identified =</b></p> <ul style="list-style-type: none"> <li>• More space for gardening</li> <li>• Reduced feces and urine downtown</li> <li>• People experiencing homelessness will not be seen in the downtown core</li> <li>• Less judgemental residents around</li> <li>• Less panhandling</li> <li>• Less incentive to come to Timmins because there's a place to "stay"</li> <li>• Support in one location (bring services)</li> </ul>
<b>Disadvantages</b>	<p><u>The most frequent responses to this question focused on two things:</u></p> <ol style="list-style-type: none"> <li><b>Disadvantage = More crime, theft, attraction of drug dealers, disruptive behaviour in residential areas and downtown, and people feeling unsafe.</b></li> <li><b>Disadvantage = More needles, more garbage, lower property values.</b></li> </ol> <p><b>Other disadvantages identified =</b></p> <ul style="list-style-type: none"> <li>• Anxiety for residents, people see folks experiencing homelessness in the area of the emergency shelter</li> <li>• Not close to rehab</li> <li>• Easier access to substances</li> <li>• Stigma and negativity from the public (e.g., posting photos on media)</li> <li>• Normalizes crime and drug use.</li> </ul>	<p><u>The most frequent responses to this question focused on two things:</u></p> <ol style="list-style-type: none"> <li><b>Disadvantage = Lack of accessibility.</b> <ul style="list-style-type: none"> <li>• Several focused on the importance of providing transportation.</li> <li>• Some said that this would lead to more people on the street/sleeping rough in town or opting out of accessing the shelter due to far location.</li> </ul> </li> <li><b>Disadvantage = None.</b></li> </ol> <p><b>Other disadvantages identified =</b></p> <ul style="list-style-type: none"> <li>• Cost</li> <li>• Further for police/ambulance</li> <li>• Possibly harder to recruit workers</li> <li>• Feeling of exclusion from society</li> <li>• Segregating people who are already marginalized instead of creating ways for them to participate positively</li> </ul>

## Do you have any other comments or advice to share with the Relocation Review team?

Number of responses: 54 (8 people skipped this question)

The summary of the comments is organized largely into two sections, starting first with themes and comments that focused on the challenges being experienced today, followed by themes and comments that focused more on what people think needs to happen in the future. Individual comments related to each theme are provided – in the words of the survey respondents – below each theme.

Comments that focused on the challenges being experienced today included:

### 1. **Some people have lived here a long time and say that it has never been like this.**

- We are losing too many good, hard working, taxpaying residents because Timmins is no longer safe. People don't want to raise their children here. Our friends are leaving.
- Living Space and the safe injection site have ruined Timmins / have invited difficulties to Timmins.
- Timmins used to be such a nice place to live. I've lived here for 40 years and it's never been like this. We have had some "homeless" here before but they were all known. People used to say hello to them and they never bothered anyone or caused any kind of trouble. They would bike around picking up cans and bottles so even back then the "homeless" were taking care of this city not treating it like a trash can or a toilet. I want my city back.
- I have lived in Timmins for over 60 years and have seen a lot. I have also been homeless myself. This is the worst I have ever seen. It's not safe for seniors and after dark is even worse. We need a complete service facility with rehab available. Housing is a problem in Timmins as rent is too expensive. Need more money to build low income housing. Need a long term fix. Current location is not the place to have it.

### 2. **Some people are afraid and want to see change.**

- I am afraid to go to certain areas of town at night because of drug addicts (e.g., Dollar Store on Park Road, Food Basics, Metro). They have harassed me for money. I will not walk home from the movies to the north end of town because I am afraid of these people.
- Scared to go to bank alone, can't bring children to the library or stores in this area. Constantly harassed for money or cigarettes, when say no, some individuals have become threatening. Smells strongly of urine and feces, always someone passed out in the vicinity.
- It has been my experience that individuals will often not use services that are provided in our community. The residents of Timmins are extremely frustrated, emotionally drained, frightened for their safety, and exhausted of always being approached to come up with solutions that these individuals will not accept!
- Children seeing things they shouldn't see, time for a big change.
- Get it done before people take matters into their own hand.

*There were also fears shared from the perspectives of people experiencing homelessness, including:*

- ⇒ People who are homeless do not feel safe staying at Living Space because it has been taken over by drugs and chaos.
- ⇒ Some homeless do not use the shelter because they don't feel it's safe.

### 3. **Timmins is not unique.**

- We are in an opioid and housing crisis just as the rest of North America, but because we are a smaller community, we see the impacts of both of those much more than in places such as Toronto.

#### 4. **Concerns about services attracting people experiencing homelessness.**

- Living Space is attracting and proliferating homelessness in our community.
- Stop taking people from all over. When you talk to homeless, they say they're not from Timmins.
- There's a belief that the CDSSAB has an agreement with communities outside the Cochrane District to accept their addicts and homeless people. It would be helpful for the Relocation Review to confirm whether this true. Also is it true that when addicts from another community, such as Sudbury, are on the waitlist to get into the Timmins Jubilee Rehab Centre, are they sent to Timmins and Living Space in the interim? Please investigate this.
- Large influx of homeless being sent north from southern communities. We do not have the resources available to assist those from other areas. We barely have enough to help those from the area.

#### Advice that focused on the future included:

##### 1. **People see the problem and want to help, but not at the expense of the negative experiences they have that they link to Living Space.**

- I want people to get help but not at the sacrifice of our neighbourhood's peace of mind and safety. All hours of the night there's screaming, shouting, fighting. Fear leaving the house, use of yard. We were not consulted before any of this took place.
- I think most residents agree that everyone deserves lodging, but since the opening of Living Space there is an undeniable increase in crime that doesn't seem to be addressed. People want to help but we shouldn't have to sacrifice our feelings of safety to do that. I don't shop downtown anymore because I don't feel safe.
- I feel for people who are homeless. But I also feel for the people who worked their entire lives and are now unable to get a full night sleep, have people knocking on their doors and using their yards as a bathroom or stealing everything they can. I've experienced homelessness. There was no shelter in Timmins at the time. But if I were to fall homeless again, I would never set foot in Living Space. I would sleep outside first. The stories from people staying there are so disturbing. No one should be getting robbed or assaulted in a shelter.

##### 2. **The shelter needs to be well run, with good governance, transparency, and strong staff.**

- Ensure governance is solid, well supported, and reviewed often.
- The services that are there daily (ambulance, police) indicate to me that the place needs an overhaul in the way it is run.
- We do not have proper support at the shelter. Professionals are needed to run a successful shelter.
- I totally support the need for a homeless shelter in-town and at the same time understand the concerns about increased theft, damage, etc. I wonder if Living Space was managed by another agency, like CMHA, if there would be more resources to support and allow for a manager to truly focus on operational issues versus administration like a Board, finance, etc.
- Employees of Living Space have talked about the lack of money yet \$6 million in funding has been provided. Please follow the money.
- A homeless shelter is definitely needed and should be named "homeless shelter". It needs to be run with strict conditions and with the promise of zero harm to all occupants. It should be a home run like a dry camp. It shouldn't be run strictly by City Council but needs to be 50/50 meaning the other 50% would be average citizens. All books need to be available and records need to be open and transparent.

##### 3. **Different perspectives on the future location of the shelter.**

- Under no circumstances should it ever be near a residential area.
- Get it out of downtown. Relocate it to the outskirts because it creates an unsafe environment for citizens living in their established neighbourhoods.
- Should be far enough away from residential and business areas. Bored people cause mayhem.

- Move it somewhere an individual can get back on their feet, where rent is not astronomically high, and where they can get proper and qualified assistance (not under-qualified) counselling.
- There's no question that Timmins needs a shelter because it's getting harder and harder to stay afloat in today's economy. There's no question that many people are a few paychecks away from homelessness. But it needs to be safe for everyone, not a shelter for drug users. It needs to be in a safe, clean, secure location with food and warmth available. There needs to be access to health services so it's an ambulance call every time someone needs something and people can get proper care. There need to be mental health service close by. It needs to be away from easy access to drugs and away from citizens who are currently terrorized by the current site. Homeowners have a right to feel safe in their own homes and yards. Their children should be safe walking to school and playing outside. The root cause needs to be addressed and Living Space where it currently is does nothing to help.
- Across from Gillies Lake is not out of town. Tembec is out of town.
- Keeping it in town would need a stricter location and structured approach to encouraging treatment and pathways to repair people's lives.

*There were others who did not think the solution was to relocate, including:*

- ⇒ Solution is not necessarily to relocate but to run the facility properly, provide more treatment and get the opioid users help, not free drug supply.
- ⇒ I don't think moving the shelter to another neighbourhood will change anything, it will only move the problem.
- ⇒ There is no "good" place to relocate a shelter to that will work for everyone. I understand many people's frustrations with the current shelter, but much of their concerns have nothing to do with the shelter itself or the people accessing it. Anything that happens anywhere in town is immediately blamed on Living Space. Moving it out of town would not allow for people to access services, feel a part of a community, take longer for emergency medical attention, and deter people from accessing the shelter meaning there's no point to even have one. I believe it would cause an issue with deaths resulting from hypothermia from those unable to access the shelter along with deaths from overdoses for those able to access the shelter but cannot get immediate medical attention. I truly urge you to recommend not moving the shelter to out of town because it will be a tremendous loss for our community.

#### **4. It's important to provide services to those experiencing homeless.**

- It is of great importance that wherever the shelter is, the patrons have access to services.
- The current shelter and services available are not effective. The number of homeless people in our community has doubled and overdose fatalities are still happening. I know someone who suffered from schizophrenia and addiction. He found himself at Living Space several times and had what little possessions he did have were stolen and he was afraid of being assaulted while staying there. Over the years he was housed and the apartments he lived in were awful. He collapsed on the street and died of a fentanyl overdose. The condition of his apartment and the building he lived in were appalling. There is no way outreach workers visited him there to provide the wrap around services he required. Otherwise, they would have known he wasn't safe living there. We need to do better for our community and those who require help. No one should be left behind. If an emergency shelter's only goal is to simply house people who are not able to make healthy choices for themselves, it is a failure. These individuals will be caught in a vicious cycle of homelessness. This is socially irresponsible and completely unacceptable.
- I believe this push to relocate is grounded in racism and is very naïve. We need education about the issues which lead to homelessness, about the reality of the limitations of services and funding that exist (and the need for mobilization to demand increases!), and an acknowledgement that people aren't entitled to feelings of safety and that property protection should not be a priority of the police (and that criminalization of homelessness only exacerbates the issue).

- I personally struggle to repair my life. I do not drink or do drugs but I suffer from mental illness and have learned that there is not a single company in the city that hires mentally ill people. Other than having a home, I am in the same boat trying to rebuild too.

**5. The need for more rules and a different approach to people with addictions issues.**

- Need an all-in-one high barrier shelter with counselling, clinical wound care, meals hot or cold drinks, 24/7 bathroom, showers, a “shop” for clothing, toiletries, etc. An area if they want to live outdoors (an area for burn barrels, tents, or some form of shelter, porta potties).
- Living Space as it is now needs to be shut down. If it stays open, needs to become a high barrier shelter with zero tolerance on crime, drugs, etc. and focus on getting people a job and housing.
- High barrier or nothing.
- Shelter needs rules.
- Concern no rules at the shelter and residents can do whatever they please.
- The shelter should not be accessed by addicted individuals.
- For some reason Timmins has attracted so many drug addicts and homeless that are falsely told that there is help for them here when we cannot even provide help for our own residents that are struggling.
- There has to be a happy medium for all parties. Do not believe it’s the homeless who cause havoc, it’s the persons that have addictions.
- Detox and rehab services instead of enabling drug addicts.
- Timmins seems to care more about the less fortunate drug addicts in our community than the thousands of hardworking taxpayers.

**6. More/better information is needed.**

- There is too much media that blames Living Space and residents for increased theft, drug-related crime, etc. so how can this be clarified for people. We need to understand why police and ambulance are going there regularly. Media always seem to think overdose or violence.
- Safe injection sites allow addictions to go unpunished and don’t understand why we allow this.

**7. There needs to be consultation with residents and transparency in the process.**

- Whatever decision CDSSAB and the City of Timmins makes, they need to have a robust stakeholder engagement and communication strategy, one that covers not only the Living Space issue in the short-term, but the whole homeless/addictions/crime problem in the long-term. Should the decision be made to leave Living Space in its current location, a major shift to a high barrier shelter should be made, again with stakeholder engagement and transparent, consistent communication.
- Needs to be consultation with town residents, not only dropped into locations that city officials think will be fine.
- Thanks for the opportunity to have a say.

## Next Steps

The Third Party Public team committed to sharing this summary of the feedback received through the Part 2 online feedback form, along with summaries of feedback received through in-person working sessions convened during Part 2 of the Relocation Review process. That way people can review all summaries and see the same inputs as the Relocation Review team.

Part 3 of the Living Space Relocation Review will be taking place in January and February 2024, with updates to be provided shortly through [www.livingspacereview.ca](http://www.livingspacereview.ca) and to anyone who has previously participated in the process and/or has signed up through the website to receive updates from the Relocation Review team.

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Appendix 2(f).

# Part 2 Individual Meeting Feedback Summaries

Youth

Service Providers

Community Working Session 1 and Community Working Session 2

Indigenous Voices

Clients of the Emergency Shelter

On Monday, November 20, 2023, the Living Space Relocation Review team held a “pop-up” engagement session at the [Timmins Youth Wellness Hub](#) to share the results from Part 1 of the Living Space Relocation Review and seek feedback on factors to consider when contemplating the relocation of the Living Space emergency shelter.

The pop-up connected with about 10 young people at the Hub, including a subset of staff and a board member. Thank you to all participants.

The pop-up was facilitated by Third Party Public Inc., the organization leading the Living Space Relocation Review, in collaboration with Eagle Cree Consulting. This draft summary was written by Nicole Swerhun and Ruth Belay. As facilitators that are not advocating for any particular outcome of the Relocation Review, the intent is to capture the perspectives shared during the discussion, not to assess the merit or accuracy of any of these perspectives. This summary does not indicate an endorsement of any of these perspectives on the part of Third Party Public or Eagle Cree Consulting.

A draft of this summary was subject to participant review before being finalized. No suggested edits were received. If you have any questions about this summary, please contact Third Party Public at [nicole@thirdpartypublic.ca](mailto:nicole@thirdpartypublic.ca). For more information about the Relocation Review, see website at [www.livingspacereview.ca](http://www.livingspacereview.ca).

Note that points are numbered in this summary for ease of reference only and are not intended to imply that some points are more important than others.

## Pop-Up at the Youth Wellness Hub

Living Space Relocation Review – Part 2

Mon, Nov 20, 2023

3:30 – 5:00 pm

## SUMMARY OF FEEDBACK

Conversations at the [Timmins Youth Wellness Hub](#) were held one-on-one and in small groups, with some people joining and leaving the discussion at different times. As a result, this summary reflects the range of perspectives shared and should not be interpreted as consensus on the part of the participants.

### What does an emergency shelter that's working well look like to you?

1. **It provides life skills, like budgeting.** This is important to helping people live on their own.
2. **It doesn't have a curfew.** Because if people can't get in, then they have to sleep outside or break and enter into private properties.
3. **It has better regulations.** Rules at Living Space need to be enforced.
4. **It keeps people with active addictions separate from others.** This means considering two emergency shelters, one for people using substances and another for those not using substances.
5. **It is supported by more and nicer rehab services and more mental health services.** Timmins has one psychiatrist, all others are locums, and there's a long wait list of free psychiatric services. There are many youth struggling with addiction.
6. **There needs to be an emergency shelter that supports youth.** Some youth are scared to access services at Living Space. There needs to be a place to provide culturally responsive services to youth with complex needs including those facing a combination of addictions, mental health, and homelessness challenges.

7. **The community around the shelter needs to be more open and willing to learn about the circumstances that impact people experiencing homelessness.** In general, youth are more understanding and compassionate.
8. **It doesn't contribute to safety concerns.** There are some parents that have prohibited their children from walking alone in the downtown area. It is already difficult for youth, especially female-identifying youth, to walk at night but it has become even worse now. Businesses are also being broken into. There's also a lot of talk about safety concerns related to Living Space on Facebook, including concerns about an increase in police and ambulance services there.

### What do see as the advantages and disadvantages of in-town and out-of-town potential locations for the emergency shelter?

1. **The emergency shelter needs to be close to services and other people.** Moving it out of town will isolate/further victimize people experiencing homelessness from their communities, services, and employment opportunities.
2. **The location of Living Space to be away from people but accessible by bus.** Don't move Living Space to Gillies Lake. There are families around the area.
3. **Some strongly suggested not moving it out of town but not in the downtown area.** Good Samaritan is a shelter that is functioning well.

### Additional thoughts:

1. **There are many issues and challenges in Timmins that go beyond the location of Living Space.** Things that impact the quality of life of youth include things like:
  - Long wait times for primary care physicians are a big issue. It can take 5 years to get a family doctor and there are no walk-in

- clinics. That means that a young person that needs to see a doctor is more likely to self-diagnose and then use Rocket Doctor online to get access to a prescription.
- There are no medical specialists in Timmins, including nothing for gender-affirming care, no endocrinologists, no pediatricians, no child specialists, no 2SLGBTQ+ specialists.
- Access to psychiatrists is limited, and travelling down south to get access is expensive.
- Access to rehab facilities is limited.
- There is limited affordable counselling.
- Need for more guidance counsellors to support youth at high schools.

2. **It's easy to pin everything that's happening on people experiencing homelessness, but anyone can end up homeless.** Youth are aware of what's happening with Living Space and the Safe Injection Site. Compassion is important. There's compassion fatigue and people are desensitized, but even so it's not fair to film people in active addiction. Timmins was not always like this, but a lot has changed since COVID. A lot of people fell back into drinking, smoking, and drugs after being isolated and lonely for so long. There are needles along the walking path between Living Space and the Safe Injection Site because people are travelling between the two to access different services.
3. **The Timmins Youth Wellness Hub (TYWH) first opened its doors at 45 Spruce Street South on October 25, 2022.** It is a safe, inclusive, and welcoming space for all youth aged 12-25 to access mental health, addictions and wellbeing services, resources, and support. The TYWH is part of a network of Hubs called Youth Wellness Hubs Ontario.
4. **The Relocation Review process can connect with more youth by:** going to places where youth already are (such as high schools); conducting surveys that have incentives to participate (such as \$25 gift card from Tim Hortons or Starbucks); hosting a meeting at a school and offering pizza. Food is a very good incentive for getting people to participate.

5. **Timmins will need many little pieces to change to have improvements.** Timmins.care is a website that could be part of the solution, along with the re-launch of 211 (with the City's support). DIY Health is funded by the federal government and the City of Timmins to provide more street level community support).

### Next steps:

The Third Party Public team committed to sharing a draft summary of the feedback from participants for their review to confirm nothing major from the discussion was missing or off-base. The same process will be followed for all working sessions held, with final summaries posted on the Relocation Review website. That way people can review all summaries and see the same inputs as the Relocation Review team.

In addition to in-person working sessions, there is an online feedback form at [www.livingspacereview.ca](http://www.livingspacereview.ca) that asks the same questions. That gives an opportunity to people who are unable to attend working sessions to share their thoughts and/or those who have additional perspectives to share either before or after the working sessions. All feedback is important. Anything received before Friday, December 8, 2023 will be included in our Part 2 Feedback Summary, with any comments received after that point being captured in our final Relocation Review Report.

On Tuesday, November 21, 2023, the Living Space Relocation Review team held a working session with service providers to share the results from Part One of the Living Space Relocation Review and seek feedback on factors to consider when contemplating the relocation of the Living Space emergency shelter.

38 people participated including representation from 20 organizations, including the Anti-Hunger Coalition, CMHA, CDSSAB, Cochrane Timiskaming Resource Centre, Ellevive, Infrastructure Canada Reaching Home, Ininev Friendship Centre, Monteith Correctional Centre, Northern College, Ontario Aboriginal Housing Services, Porcupine Health Unit, Safe Health Site Timmins, Salvation Army, Timmins and Area District Hospital, Timmins and Area Women in Crisis, Timmins Native Friendship Centre, Timmins Police, Timmins Victim Services, Timmins Youth Wellness Hub, and the United Way. Elder Pat Etherington Sr. shared opening and closing prayers, along with Elder Francis Whiskeychan. Thank you to all participants.

The meeting was facilitated by Third Party Public Inc., the organization leading the Living Space Relocation Review, in collaboration with Eagle Cree Consulting. This summary was written by Nicole Swerhun, with notes from Ruth Belay and completed participant worksheets.

A draft of this summary was subject to participant review before being finalized. No suggested edits were received. If you have any questions about this summary, please contact Third Party Public at [nicole@thirdpartypublic.ca](mailto:nicole@thirdpartypublic.ca). For more information about the Relocation Review see [www.livingspacereview.ca](http://www.livingspacereview.ca).

Note that points are numbered in this summary for ease of reference only and are not intended to imply that some points are more important than others.

## Working Session with Service Providers

Living Space Relocation Review – Part 2

Tues, Nov 21, 2023

9 am – 12 pm

## SUMMARY OF FEEDBACK

*The intent of this feedback summary is to capture the perspectives shared, not to assess the merit or accuracy of any of these perspectives. It is based on the points shared verbally during the working session, as well as the written feedback received on completed worksheets (see Attachments for feedback shared through 14 Individual worksheets, 7 Small Table worksheets, and the “raw notes” projected on screen during the plenary discussion).*

*There were many times during the working session when participants said that they agreed and supported the points raised by others. Specific objections to points were not raised (or were very limited), however it’s also important to note that every participant was not specifically asked if they agreed with every point shared. As a result, this summary should not be interpreted as consensus on the part of all participants.*

### What does an emergency shelter that’s working well look like to you?

There was significant common ground among participants about what an emergency shelter that’s working well looks like. The points reflecting this common ground are listed below.

#### **In response, participants said that an emergency shelter that’s working well:**

- 1. Has a clear mandate, leadership stability, and continuous improvement.** Participants said:
  - there’s clarity on who can access the shelter and has a clear definition of services offered;
  - the shelter has clear policies informed by those with Lived Experience and First Nations;
  - there’s strong board governance and a strategic plan;
  - the shelter has long-term planning for sustainability, despite uncertainties with long-term funding;

- the shelter has rules for safety;
- there are qualitative measures of success, and improvements are made over time with data; and
- there's more focus on outcomes.

2. **Has qualified/well-trained staff with wages reflective of the cost of living.** This includes hiring people that are understanding and compassionate, with social service work education as well as peers who can deliver peer-led programs. A thorough on-boarding process is needed and specific training in several areas, including (but not limited to):

- understanding the truth about the history of First Nations communities;
- incorporating First Nations culture and cultural healing into services;
- culturally safe and culturally appropriate services;
- how to be tolerant with emotions;
- sensitivity training;
- crisis prevention, de-escalation, and intervention;
- suicide prevention;
- anti-stigma and anti-racism; and
- trauma-informed approaches.

3. **It's not just a shelter, it's also a service hub (that works in tandem with the emergency shelter), with culturally appropriate drop-in centre activities.** Participants said an emergency shelter that's working well:

- is accessible by foot;
- has 24 hour service navigation, 24 hours a day, 365 days per year;
- is low barrier that offers equitable services;
- doesn't lock out or ban people (though there were some that disagreed that said that people should be banned for x number of days for violence);
- provides the option for people to stay inside in the morning (not requiring people to leave the shelter);
- allows animals;
- is homey;

- is an open concept, safety-oriented facility where everybody is able to see everybody, making sure everyone is protected; and
- has early interventions, with conversations right when people come in to ask "Where are you at? What do you need? What are you hoping to achieve in the next few days/weeks?" and
- provides incentives for accessing services.

4. **It provides client-centred, trauma-informed, culturally appropriate wrap around services on-site,** including:

- addictions and mental health counselling;
- food on-site (3 meals per day) and/or access to the food bank;
- medical and physician services;
- dental hygiene;
- life skills (e.g., cooking, getting identification cards like Status cards, health cards);
- how to transition out of jail;
- more showers and hygiene facilities;
- specific services for youth;
- social activities that bring joy;
- info sessions and outings that support interactions with people;
- cooking outside; and
- stories and supports from elders.

5. **Offers access to services that are efficient and well-coordinated.**

- The services are provided through structured visits (not randomly), with a weekly calendar with information about which agencies will be there and when.
- There is collaboration between organizations/partners providing services and information sharing. Services aren't duplicated.
- An option for mobile treatment is offered so that services can be delivered outside of the community and to other communities.

6. **Has a monitoring system for clients who are under the influence of substances.** There are people trained in addiction and mental health

services who know how to observe clients using substances. We can train people to do this. “I don’t want to hear about another death at Living Space ever again.”

**7. Is Housing First focused, following evidence-based best practices.**

- Every individual has a right to be housed in adequate and safe living circumstances. People are better equipped to move forward with their lives when the basic need of shelter is addressed. We know from both experience in the field and the research that recovery is strongly dependent on an individual’s access to housing. Many folks attend treatment and are forced to return to the same environment where drug use is rampant. This causes individuals to relapse the majority of the time and the cycle continues. This is not to say those using drugs should not access emergency shelters. This is to demonstrate the need for links to housing resources for those that have already accesses this crisis-based service. Instead, what we currently have, is individuals staying at the emergency shelter for an extended period of time, without proper support in moving them towards their goals and next steps of the continuum of care.
- An emergency shelter that’s working well should have dedicated funds, workers, and resources allocated to affordable, adequate, and permanent housing. If this is not prioritized, many folks will remain in this emergency setting which will further put a strain on them at the individual level (mental

health, substance use, financial) as well as more broadly on the system itself (extending services beyond capacity and not fulfilling the mandate and goal to end homelessness).

- It has discharge planning services that support departure from the shelter into long-term affordable housing with enough supports to make that new housing situation successful for the client.
- Many folks are set up to fail when they are discharged from hospitals or treatment centres, back into homelessness.

**8. Has the necessary equipment and supports to support a harm reduction approach.** This requires equipment and supplies, health teaching and outreach services to become a priority.

**9. Has the support of the public.** If we want the public on board, we need to look at it from their perspective – this needs to be a measure of success. There also needs to be transparency to the community – we need to think about what the annual report to the community can look like. The stigma around homelessness needs to be addressed.

**10. Has adequate supports for staff and service providers who are experiencing vicarious trauma.** There needs to be more attention given to Living Space staff, including Employee Assistance Program (EAP) services, counselling services, and other supports to keep staff healthy and well. Our agencies and the community are also going through this.



What do you see as the advantages and disadvantages of in-town and out-of-town potential locations for the emergency shelter?

	In-town	Out-of-town
Advantages	<ul style="list-style-type: none"> <li>• <b>Easier</b> – accessibility for everyone (clients and service providers), close to housing, school, public transit, other services (legal, medical, etc.)</li> <li>• <b>Cheaper</b> – moving an organization costs money that could be used for something else; decreased cost transportation; DSSAB owns the building; better for taxpayers</li> <li>• <b>Safer</b> – for clients, and quicker response time for police, ambulance, hospital, if needed</li> <li>• <b>Closer to formal and informal social and emotional supports</b>, community connection</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Less burden on the downtown</b>, less overt stigma, less public discrimination</li> <li>• <b>Community would feel safer and on board with the decision</b></li> <li>• <b>Less access to substances</b> for clients (but temporary), away from negative influences and triggers in the community</li> <li>• <b>More physical space for different types of programming</b> and meeting different needs (e.g., healing in a peaceful place; space for land based programming, especially since 4/5 people experiencing homelessness identify as Indigenous; more space for families; gardening; etc.)</li> <li>• <b>Reduces burden on people who don't want the weight of seeing people struggling on the street</b></li> <li>• <b>Less exposure for those that use the service to the increased anger towards the homeless population</b> (and fewer pictures and videos of homeless people being taken without consent and being uploaded to social media to be ridiculed)</li> </ul>
Disadvantages	<ul style="list-style-type: none"> <li>• <b>Increases visibility of homelessness</b></li> <li>• <b>Increased stigma and hate</b>, puts a big target on the population being served,</li> <li>• <b>Victimization</b> of community members, clients, staff</li> <li>• <b>Limits choice</b> (one shelter option, in one location)</li> <li>• <b>Contributes to misconceptions</b> that having shelter leads to crime and increased risk for people (“There is crime in my neighbourhood and it has nothing to do with Living Space.”)</li> <li>• <b>Substances more readily available</b> in town than out of town, and are more in the neighbourhood (on street, near homes, schools, businesses)</li> <li>• <b>Moving the emergency shelter to another location in town</b> doesn't address concerns</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Doesn't solve the problem.</b> Moving the shelter doesn't mean people will move – it may just displace people further into streets, alcoves, and sidewalks.</li> <li>• <b>Increases cost</b> of transportation.</li> <li>• <b>Less access</b> to services and resources.</li> <li>• <b>Endangers lives</b> due to elements and weather.</li> <li>• <b>Retraumatizes people already impacted by colonial practices</b> (as learned through the National Inquiry into Missing and Murdered Indigenous Women and Girls).</li> <li>• <b>Public will no longer see problem therefore won't advocate for change</b> (out of sight, out of mind).</li> <li>• <b>Will lack inclusion and connection</b>, which is opposite of what we want to do with our displaced neighbours.</li> </ul>

## Other options to consider related to shelter location/relocation:

1. **Some participants suggested that different types of shelter locations may help meet** the diverse needs of folks experiencing homelessness and support provision of multiple levels of service supports. It was suggested that a multi-shelter model could include locations and/or services specific to different needs, such as:
  - one land-based shelter;
  - one low barrier shelter;
  - one zero tolerance/drug free shelter;
  - one shelter for women and gender diverse folks (to address safety and security issues with this population);
  - separate areas for whole families; and
  - a shelter specifically for youth.

It was also suggested that the City could provide lots specifically for people who want to live on the land.

2. **Some participants suggested that all services be in one place**, providing a “hub” for multiple services, and that should happen at Living Space. Different spaces could be created on different levels and/or in different locations of the same building.
3. **Some suggested that it may be helpful to differentiate between overnight versus daytime locations**, with the potential to identify additional daytime locations where service providers can come to provide supports.
4. **Mobile treatment** was suggested to deliver services outside of the community and to other communities.

## Other feedback:

### Related to First Nations

1. **Mental health and addiction services on reserve are almost insignificant or not prioritized.** There are important Acts that don't apply on reserves, like the *Ambulance Act*, the *Fire Prevention Act*, etc. So Indigenous people come to larger communities to access services that aren't available on reserve, and often we don't receive those services here either.
2. **Need to have a place where people can go and learn and understand about First Nations.**
  - I work in the sector and I don't see an opportunity to learn about First Nation culture. There should be more awareness and festivals, for example, maybe one day per month dedicated to this.
  - I had to go to library to learn about my culture too – learned my politics, history culture there.
  - First Nations leadership and City leadership need to be at the table together to build bridges and support cross cultural services. This is a two-way street. Timmins needs to try and understand First Nation culture and First Nations leadership needs to understand and accept that and think about how they can help. There used to be a “Building Bridges” event years ago to strengthen relationships, but it went in a different direction than intended.
  - Smudging is a way of invoking good spirits. There is a place and time for it, and reasons. When we light up sage, it's a way of invoking good spirits. It's an option, not an obligation to smudge.
3. **I don't show my emotions because in residential schools we were punished for showing our emotions.** I've put my comments in writing on the worksheet.

## Related to homelessness

4. **The many systems that affect homelessness/poverty are definitely not broken...they are doing exactly what they've been designed to do.** They separate the “haves” from the “have nots” and leave vulnerable individuals in a state of constant struggle left to rely on these very same systems. The cycle of poverty will only continue.
5. **It's not the homeless person that's at fault.** The homeless situation was created long ago in legislation and policy – that's what needs to be revisited.
6. **All of these things we are talking about are linked to ending homelessness.** The emergency shelter is part of solution to ending homeless. People here are working to make their jobs redundant, so these services aren't needed.
7. **We need to address the Wait List for housing.** There were participants that said:
  - People want help. People do make an effort. And when they finally latch on to one service provider, their next challenge is to find shelter or a home and they're told to wait – anywhere from one week to one year. That means they're not going to make it. I've seen it happen and I know what they go through.
  - The presentation said that 4 out of 5 people experiencing homelessness are Indigenous, so 4 out of 5 housing units should be for Indigenous people.
8. **People struggle to survive when they have to spend so much per month on rent.**

## Related to the Relocation Review Process

9. **I'm in awe of people who work in this sector in Timmins.** When I hear you speak I'm hopeful and inspired.

10. **I honour and respect the process being implemented for the Relocation Review** – it holds impartiality and is objective. It should include something about how to facilitate implementation of the outcomes of the Relocation Review.
11. **It's disappointing that there aren't more Indigenous people participating** in this working session.
12. **It would be helpful to define the catchment area for the emergency shelter.** People come from Timmins and they also come from outside Timmins because there are no other emergency shelter services throughout the Cochrane district (or they are few and scattered). We can think about how to scale services to other areas.
13. **Most people here don't want to come to the Community Working Session tonight.** There were participants that said:
  - So many bridges need to be built. It's not just cultural – our community needs healing. People don't want to come because it's too difficult.
  - We need to provide the opportunity for a service provider or two to be a bridge to strengthening the understanding of residents and businesses.
  - I wish I was strong enough and brave enough to come tonight. We need to paint the picture that anyone can be homeless and we need to say it in a way that people can hear it. I've been here for years and I've never seen it like this. Any of us can be on the street. People need to know that.
  - It's distressing to hear that people are afraid to go to the community meeting and that people are emotionally burnt. General meetings provide an opportunity to express and to vent, and that's fine. We need to accept and understand that. But let's not let it detract us or let it scare us off. Fear is fine – it's part of our everyday life. We face it every time we take on a new challenge.

People will yell and it can be scary and maybe it's not the best way to communicate, but if we're not listening, the conversation will be about closing the shelter. Everything we said won't matter if the public doesn't want the shelter.

### Next steps:

The Third Party Public team committed to sharing a draft summary of the feedback from participants for their review to confirm nothing major from the discussion was missing or off-base. The same process will be followed for all working sessions held, with final summaries posted on the Relocation Review website. That way people can review all summaries and see the same inputs as the Relocation Review team.

In addition to in-person working sessions, there is an online feedback form at [www.livingspacereview.ca](http://www.livingspacereview.ca) that asks the same questions. That gives an opportunity to people who are unable to attend working sessions to share their thoughts and/or those who have additional perspectives to share either before or after the working sessions. All feedback is important. Anything received before Friday, December 8, 2023 will be included in our Part 2 Feedback Summary, with any comments received after that point being captured in our final Relocation Review Report.

## ATTACHMENT 1. Transcribed Feedback from Small Table Worksheets

There were seven (7) small table worksheets handed in at the meeting (the notes on these worksheets reflect points raised during group discussion among members sitting at the same table). Some small tables answered all of the questions, while others answered a subset of questions. The numbers included here are for ease of reference only and do not reflect any order of priority. They also do not align with the numbered responses to other questions (because not all worksheets had responses to all questions).

<b>1. Timmins will have an emergency shelter. What does an emergency shelter that's working well look like to you? What's happening to make it successful?</b>	
<b>#</b>	<b>Transcription of hand-written feedback on the worksheet</b>
1	<ul style="list-style-type: none"> <li>• Public needs to be on board. Need transparency (budget report to the public, annual report). Need accountability to the public.</li> <li>• 24 hour service navigation – accessible, with mandate on who can access it. Define services.</li> <li>• Early intervention – where from, why here?</li> <li>• Multiple levels/locations and service support – low barrier, zero tolerance, women &amp; gender diverse, land based</li> <li>• Physicians on site</li> <li>• 2 daytime locations connected with (the emergency shelter)</li> <li>• Clear mandate and defined services</li> <li>• Don't duplicate services – work with service providers</li> <li>• Monitoring for health and safety, someone with disabilities that may fall out of bed</li> <li>• Discharge planning</li> <li>• Qualitative measures of success</li> <li>• Address stigma around homelessness</li> <li>• Trauma informed and culturally appropriate</li> </ul>
2	<ul style="list-style-type: none"> <li>• Housing 1<sup>st</sup> focused</li> <li>• Low barrier, substances (people under influence can attend)</li> <li>• Indigenous services</li> <li>• Equitable services</li> <li>• Open concept, safety focused</li> <li>• More facilities (hygiene, showers)</li> <li>• Services from community go into the shelter</li> <li>• Mental health, housing, case management</li> <li>• Rotation of staff</li> <li>• Staff training – specific to helping clients, crisis intervention, cultural safety, trauma-informed, etc.</li> <li>• Right resources for the clientele</li> <li>• Online database that includes info about clients who access the shelter – info sharing between community service providers (less privacy settings)</li> <li>• Collaboration between partners</li> <li>• Multiple organizations partnering to provide services to clients</li> <li>• Food – cooked meals</li> <li>• 24 hour operation, 265 days/year</li> <li>• Youth services – partnership</li> <li>• Allow animals</li> <li>• Service gaps for teen boys who can't access Living Space or women's shelters</li> </ul>
3	<ul style="list-style-type: none"> <li>• Wrap around services</li> <li>• Client centred, trauma informed care, cultural</li> <li>• Harm reduction model</li> <li>• Service provider buy-in, collaborative effort, have on site</li> <li>• Transparency</li> <li>• Community inclusion</li> </ul>

	<ul style="list-style-type: none"> <li>• Safe space for clients</li> <li>• Housing First approach – truly Housing First</li> <li>• Maximize efficiency/limited resources – adding to the need for wrap around services</li> <li>• Leadership stability – continuity – strategic plan, improvement with data</li> <li>• Qualified/trained staff with wages reflective of the cost of living</li> <li>• Strong board governance – with informed policies built from all levels, including those with Lived Experience and First Nations</li> <li>• No encampments – everyone wanting to access the emergency shelter can</li> <li>• Food provided, 3 meals per day, health care</li> <li>• Access/connection to wrap around services – life skills, budgeting</li> <li>• Ask the right questions/personal understanding of client needs – linked to having qualified staff</li> <li>• Focus on bringing cultural healing practices to the shelter – PEER SUPPORT</li> </ul>
4	<ul style="list-style-type: none"> <li>• Accessible 24/7, by foot, AODA, inclusive/safe</li> <li>• Staff – understanding and compassionate</li> <li>• Activities/fun – there’s no permission to enjoy life when you’re so down, bring joy in the work</li> <li>• Braided approach to care – accountability, transparency, connection</li> <li>• Purpose</li> <li>• Giving ID = bank won’t open an account until they can get it, policy</li> <li>• Multiple locations – youth / low barrier / high barrier / drug free</li> <li>• Services align/service navigators</li> <li>• Any service provider who could/should be involved with people experiencing homelessness are committed to service (if they don’t feel safe, that gaps needs to be filled – accountability)</li> <li>• Not just a shelter, but a service hub</li> <li>• Emergency shelter and service hub close and working in tandem</li> <li>• Elevate the voice of the people using services – continuous improvement</li> <li>• Walk through transitions – into housing (case managers navigate everything, getting to the right shelter, someone who is central touch point and a safe space)</li> <li>• Vibrant neighbourhood – not “us and them”, silos – we’re all <u>people</u></li> <li>• Close = quick critical care</li> </ul>
5	<ul style="list-style-type: none"> <li>• Drop in center activities (culturally appropriate), works with social, emotional, mental supports</li> <li>• Life skill building activities</li> <li>• City could provide lots to people who wan to tlive on the land</li> <li>• Food bank only serves housed clients and not the homeless population</li> <li>• Access to showers and bathroom facilities (mobility accessible)</li> <li>• On site services (permanent)</li> <li>• Different barrier shelter</li> <li>• More Fire Keepers</li> <li>• 4 out of 5 units should be geared to Indigenous</li> <li>• More housing</li> <li>• Worry less about stats and more about outcomes</li> <li>• Hire competent / not so much over qualified staff</li> <li>• More brown faces at every table</li> <li>• Positive cultural training</li> </ul>
6	<ul style="list-style-type: none"> <li>• Policy change – municipal decision</li> <li>• Making encampments – benches</li> <li>• First Nations involvement at table</li> <li>• Emergency shelters in other areas</li> <li>• Wait list reductions</li> <li>• Collaboration and understanding</li> <li>• Connection to permanent housing (no affordable housing)</li> <li>• Multidisciplinary services onsite: hub for all services examples: CDSSAB Employment, addiction and mental health, CMHA, food programs</li> <li>• Culturally appropriate services on site and collaboration</li> <li>• Approaches A-O-P and trauma informed practice</li> </ul>

	<ul style="list-style-type: none"> <li>• Harm reduction approach: outreach, equipment and supplies, health teachings</li> <li>• Onboarding staff with education and peer-led programs</li> <li>• Cultural competency training/history</li> <li>• Anti-stigma training</li> <li>• Mental health first aid</li> <li>• Crisis prevention and de-escalation</li> <li>• Suicide training</li> <li>• Monitoring people who are under the influence</li> <li>• Example other shelters</li> </ul>
7	<ul style="list-style-type: none"> <li>• In house services</li> <li>• Other service providers – structured visits (i.e., every Friday)</li> <li>• Court support, health, TNFC, mental health, SCAS</li> <li>• Life skills</li> <li>• Weekly calendar – programs/services available for the week</li> <li>• Better coordination of services</li> <li>• ID clinics, status cards</li> <li>• Location is key – access to services is necessary</li> </ul>

2. Both in-town and out-of-town locations for the Living Space emergency shelter have been suggested. What do you see as the top 3 advantages and disadvantages of both these suggested locations?		
#	Transcription of hand-written feedback on the worksheet	
	ADVANTAGES In-Town Locations	DISADVANTAGES In-Town Locations
1	<ul style="list-style-type: none"> <li>• Access to services, accessibility, both directions (agency's access to clients, clients can access agencies)</li> <li>• Safety – quicker responses, Timmins police, hospital, closer to organizations</li> <li>• Cost – funding on services not infrastructure</li> </ul>	<ul style="list-style-type: none"> <li>• Moving in town does nothing to address any of the concerns. It just costs money to move and will have same issues in a different location. Closer to schools in some options. Still in residential areas.</li> <li>• Safety / access / influence – substances readily accessible, temptation (80% self-report substance use)</li> <li>• In residential neighbourhoods, locations near schools</li> <li>• Business damage</li> </ul>
2	<ul style="list-style-type: none"> <li>• Access to services, proximity to services, availability</li> <li>• Close to social supports – formal and informal</li> <li>• Feasibility – travel would be an issue</li> </ul>	<ul style="list-style-type: none"> <li>• Increases visibility of homeless population</li> <li>• Stigma, social media perpetuates this</li> <li>• Puts a target on marginalized population</li> </ul>
3	<ul style="list-style-type: none"> <li>• Accessible – people, resources</li> <li>• Community connection</li> <li>• Lower costs for transportation associated with shelter operations</li> <li>• Better for tax payers (EMS, resources, support)</li> <li>• DSSAB owns the building</li> </ul>	<ul style="list-style-type: none"> <li>• Nimitysm, visible</li> <li>• Victimization of community members/clients and staff</li> <li>• Limiting choice – only having 1 shelter means no choice in how best to be successful in accessing what is need to be housed sustainably</li> </ul>
	ADVANTAGES Out-of-Town Locations	DISADVANTAGES Out-of-Town Locations
1	<ul style="list-style-type: none"> <li>• Land based healing</li> <li>• More space for families – demographic that could benefit</li> <li>• Lots of activities – gardening, puppies, more expansive programming</li> <li>• It mitigates the crime in that specific location</li> </ul>	<ul style="list-style-type: none"> <li>• If not very strategic, can fail</li> <li>• Needs to have an in-town shelter</li> <li>• But: it displaces people into downtown</li> </ul>
2	<ul style="list-style-type: none"> <li>• Less burden on downtown</li> <li>• Less overt stigma on people accessing services</li> <li>• Less public discrimination online</li> </ul>	<ul style="list-style-type: none"> <li>• Less access to all services and resources, toilets, food</li> <li>• Endangering people due to elements, weather</li> <li>• Trust building</li> </ul>

	<ul style="list-style-type: none"> <li>• Happy tax payers, temporary solution (I guess?), we pay taxes, we want shelter here</li> <li>• Less access to substances</li> </ul>	<ul style="list-style-type: none"> <li>• MMIW – re-traumatize, intergenerational, people will be alone if using substances</li> <li>• Public no longer see the problems, advocacy will not happen with public</li> <li>• Lacks inclusion and connection – opposite of inclusion of our displaced neighbours</li> </ul>
3	<ul style="list-style-type: none"> <li>• Land based</li> </ul>	<ul style="list-style-type: none"> <li>• Access to services</li> <li>• Costs associated</li> <li>• Isolating</li> </ul>

<b>3. Do you have any other comments to share with the Relocation Review team?</b>	
<b>#</b>	<b>Transcription of hand-written feedback on the worksheet</b>
1	<ul style="list-style-type: none"> <li>• There are no services on reservations – like mental health and addictions</li> <li>• The Ambulance Act, the Fire Prevention Act, Health Care Act don't apply to reservations</li> </ul>

## ATTACHMENT 2. Transcribed Feedback from Individual Worksheets

There were fourteen (14) individual worksheets handed in at the meeting. Some people answered all of the questions, while others answered a subset of questions. The numbers included here are for ease of reference only and do not reflect any order of priority. They also do not align with the numbered responses to other questions (because not all worksheets had responses to all questions).

<b>2. Timmins will have an emergency shelter. What does an emergency shelter that's working well look like to you? What's happening to make it successful?</b>	
<b>#</b>	<b>Transcription of hand-written feedback on the worksheet</b>
1	<ul style="list-style-type: none"> <li>• A large enough capacity for folks that require the service, keeping in mind the capacity of staffing of the site.</li> <li>• Low barrier, while also being mindful of necessary rules for safety of those that access the shelter and those that staff it.</li> <li>• An emergency shelter that's working well should have dedicated funds, workers, and resources allocated to affordable, adequate, and permanent housing. If this is not prioritized, many folks will remain in this emergency setting which will further put a strain on them at the individual level (mental health, substance use, financial) as well as more broadly on the system itself (extending services beyond capacity and not fulfilling the mandate and goal to end homelessness).</li> <li>• An ideal framework would include designated "transitional" beds to help move folks through the system according to their needs. Many individuals do not have the stability in their lives to go from an emergency shelter straight into their own apartment.</li> <li>• Likewise, many folks are set up to fail when they are discharged from hospitals or treatment centres, back into homelessness. It becomes a revolving door for many services because of the lack of Housing First solutions in the community.</li> <li>• Moreover, the emergency shelter should have dedicated program workers that prioritize building community connections to ensure those accessing shelter receive the necessary help they need to progress – recognizing the shelter cannot be the "be all and end all" for service users.</li> </ul>
2	<ul style="list-style-type: none"> <li>• Mental health and addictions/psychology treatment</li> <li>• Life skills building</li> <li>• Restricted drug use</li> <li>• 24 hour services</li> </ul>
3	<ul style="list-style-type: none"> <li>• In-house services – health care, mental health</li> <li>• Schedule of services – court, ONWA, OAHS, life skills, cooking classes, dental hygiene</li> <li>• Incentives to attend programs/services</li> <li>• Accommodating people's needs</li> <li>• Coordination of services</li> <li>• In-house counsellor</li> <li>• ID clinics, status cards, health cards, ODSP, OW</li> <li>• Land based options</li> <li>• Access to treatment/land-based treatment</li> </ul>
4	<ul style="list-style-type: none"> <li>• Social activities – elders' stories</li> <li>• Option to stay in or out, should not be kicked out of shelter</li> <li>• Tolerant with emotions</li> <li>• Access to food banks, access to showers/toilets, wheelchair accessible</li> <li>• Homey</li> <li>• Mental health supports</li> <li>• Information session on policies</li> <li>• Outings, cooking outside, teepee</li> <li>• Transition supports, including after getting out of jail</li> <li>• Separate area for a whole family</li> <li>• Sensitivity training for staff, cultural activities</li> <li>• Mobile treatment that could deliver services outside of the community and to other communities</li> </ul>

#	Transcription of hand-written feedback on the worksheet																								
5	<ul style="list-style-type: none"> <li>• Sufficient number of beds</li> <li>• Services directly in the building</li> <li>• No violence (banned for x number of days)</li> </ul>																								
6	<ul style="list-style-type: none"> <li>• In-house services (primary care, legal aid, cultural, addiction, mental health, life skills, vocational, ID clinics, counselling, housing, help applying for ODSP and Ontario Works)</li> <li>• Harm reduction approach</li> <li>• Individualized care/safety plans</li> <li>• Meet folks basic needs</li> <li>• Provide incentives</li> <li>• Clear communication between staff and residents</li> <li>• Accommodate folks to de-escalate potential crises (e.g. letting them contact family or access services/offer a quiet space)</li> <li>• Create an intake package and provide weekly calendar for programming/services</li> <li>• Proper discharge planning (individualized) with significant input from residents</li> <li>• Quick response time for service providers to show up when needed (e.g. court worker for first appearance, traditional medicine/elders, bail workers, community health nurse – Tilda@TDH for sublocade injection)</li> <li>• Give autonomy and choice to shelter residents</li> <li>• Hire more people with lived/living experience (peers)</li> </ul>																								
7	<ul style="list-style-type: none"> <li>• Services that will go and be accountable for these</li> <li>• Have an incentive for service users</li> <li>• Utilize the kitchen – for cooking skills, life skills</li> <li>• Safety for all service users and staff</li> <li>• Counselling services for clients and staff</li> <li>• ID clinics/support</li> <li>• Doctor twice a week</li> <li>• Training for staff, housing safety, homelessness services/supports, human trafficking</li> <li>• Harm reduction</li> <li>• Cultural supports “for all cultures”, for both sides</li> <li>• Support for staff – crisis de-escalation, therapy</li> <li>• 24 hour public bathroom</li> </ul>																								
8	<ul style="list-style-type: none"> <li>• Support from First Nations, municipality, and Canadian government</li> <li>• It would be 3 shelters: (1) Detox/treatment out of town, and could be land-based; (2) One big shelter that has a long-term side (for supporting clients with mental health issues), and a short term side (for clients on bail/coming from jail); and (3) Women and gender based shelter</li> <li>• Speak to clients like they are real people and change is immediate</li> </ul> <p>Drawing from worksheet:</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th colspan="6">SERVICES</th> </tr> <tr> <th>Food</th> <th>Housing</th> <th>Mental health</th> <th>Legal/Bail</th> <th>Finances</th> <th>Other</th> </tr> </thead> <tbody> <tr> <td colspan="3">Short/Jail Release</td> <td colspan="3">Long-term/Mental health</td> </tr> <tr> <td colspan="2">Male</td> <td colspan="2">Female</td> <td colspan="2"></td> </tr> </tbody> </table>	SERVICES						Food	Housing	Mental health	Legal/Bail	Finances	Other	Short/Jail Release			Long-term/Mental health			Male		Female			
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4. Both in-town and out-of-town locations for the Living Space emergency shelter have been suggested. What do you see as the top 3 advantages and disadvantages of both these suggested locations?		
#	Transcription of hand-written feedback on the worksheet	
	ADVANTAGES In-Town Locations	DISADVANTAGES In-Town Locations
1	<ul style="list-style-type: none"> <li>Proximity to services</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>
2	<ul style="list-style-type: none"> <li>Closer to services</li> <li>Easily accessible for those in town (Living Space)</li> <li>Possible closer to their support system</li> </ul>	<ul style="list-style-type: none"> <li>Still close to neighbourhoods and businesses</li> <li>Crime rates will stay high</li> <li>Still have easy access to substances</li> </ul>
3	<ul style="list-style-type: none"> <li>Close to essential services and programs</li> </ul>	<ul style="list-style-type: none"> <li>Enhanced community stigma and hate (more "Move Living Space" groups)</li> <li>NIMBYism</li> </ul>
4	<ul style="list-style-type: none"> <li>Close to services</li> <li>Urban experience</li> <li>Visible homelessness</li> </ul>	<ul style="list-style-type: none"> <li>Increased risk of danger</li> <li>Cultural clash</li> <li>Lack of food</li> <li>Racist/ignorant environment (aka racial profiling)</li> <li>Lack of homeless visibility (out of sight, out of mind)</li> </ul>
5	<ul style="list-style-type: none"> <li>Closer to <u>necessary</u> services (bus terminal, food services, financial – Ontario Works office, mental health and addictions)</li> <li>Centralized location allows those using the service to have more <u>access</u> to this emergency service</li> <li><u>Low barrier</u> meets the needs of those using the service and does not push them outside of the city</li> </ul>	<ul style="list-style-type: none"> <li>Perceived and actual troubles with neighbours (business and/or residents)</li> <li>Targeting by people that want to take advantage of those using the service (drug dealers)</li> <li>Increased stigma and hostility towards the homeless population</li> </ul>
	ADVANTAGES Out-of-Town Locations	DISADVANTAGES Out-of-Town Locations
1	<ul style="list-style-type: none"> <li>Not a lot of advantages</li> <li>Safer, away from temptations</li> <li>Land-based, cultural</li> <li>Community would be feeling safer and on board with the decision</li> </ul>	<ul style="list-style-type: none"> <li>Being close to the highway (Missing and Murdered Indigenous Women and Girls)</li> <li>Costs to access services</li> <li>Won't access services (e.g., housing, addictions)</li> </ul>
2	<ul style="list-style-type: none"> <li>Away from triggers in the community (people, places, things)</li> <li>More access to smaller communities surrounding Timmins, as previous shelters in those locations have since shut down</li> <li>Less exposure for those that use the service of the stigma and increased anger towards the homeless population (and fewer pictures and videos of homeless people being taken without consent and being uploaded to social media to be ridiculed)</li> </ul>	<ul style="list-style-type: none"> <li>Removed from their support network and basic needs (income, food, mental health and addictions support transportation)</li> <li>Difficult for community members to monitor effectiveness of service (neighbours, service providers, business representatives – NIMBY)</li> <li>Less pressure on local and provincial/federal powers to address the ongoing issues associated with the shelter, including the effects on those that use the service</li> </ul>
3	<ul style="list-style-type: none"> <li>None!</li> <li>None!!</li> <li>None!!!</li> </ul>	<ul style="list-style-type: none"> <li>Too far from essential services/food programs</li> <li>Feelings of isolation for residents</li> <li>If 4 out of 5 people experiencing homelessness are Indigenous, it could be seen as segregating or re-creating a reserve system all over again/colonization</li> </ul>
4	<ul style="list-style-type: none"> <li>Healing in a peaceful place</li> <li>Could be land based treatment and volunteer work</li> <li>Privacy during a difficult time</li> </ul>	<ul style="list-style-type: none"> <li>Segregation from urban society</li> <li>Far from the city and services</li> <li>Client may not want to go that far and stay on the streets in town</li> </ul>
5	<ul style="list-style-type: none"> <li>Businesses will feel safer</li> <li>Further away from negative influences</li> <li>Possible safer being away from "angry" business owners/social media discrimination</li> </ul>	<ul style="list-style-type: none"> <li>Too far for those who don't have a ride</li> <li>More people will be on the streets as they won't be able to find transportation to out of town location</li> </ul>

		<ul style="list-style-type: none"> <li>• Will lose trust/relationships as people will feel isolated</li> </ul>
<b>3. Do you have any other comments to share with the Relocation Review team?</b>		
<b>#</b>	<b>Transcription of hand-written feedback on the worksheet</b>	
1	<ul style="list-style-type: none"> <li>• Peer support – lived experience, cultural</li> <li>• Maximizing the limited resources that exist (limited because of funding but also because of lack of qualified staff – so even more important)</li> </ul>	
2	<ul style="list-style-type: none"> <li>• The many systems that affect homelessness/poverty are definitely <u>not</u> broken...they are doing exactly what they've been designed to do – separating the “haves” from the “have nots” and leaving vulnerable individuals in a state of constant struggle left to rely on these very same systems. The cycle of poverty will only continue.</li> </ul>	
3	<ul style="list-style-type: none"> <li>• To address the homelessness issue you must address the lack of services in: mental health, children aging out of foster care, treatment, and housing.</li> <li>• Instead of offering a demographic (i.e., those experiencing homelessness) better services, mental health supports, and housing...the City would rather build a new shelter to relocate this demographic. Not more housing and support, but a new shelter out of town. The question is why? Who is the demographic?? What colour are they?</li> </ul>	
4	<ul style="list-style-type: none"> <li>• Need to increase service delivery within the shelter</li> <li>• Should put more support/resources into basic needs</li> <li>• People will never be happy – need to focus on the clients rather than on social media</li> </ul>	
5	<ul style="list-style-type: none"> <li>• I strongly believe the City of Timmins needs to approach this Review and the community in general from a Housing First perspective. Every individual has a right to be housed in adequate and safe living circumstances. People are better equipped to move forward with their lives when the basic need of shelter is addressed.</li> <li>• We've witnessed an uprising in the community of advocates calling for more services (treatment centres and mental health assistance) however we know from both experience in the field and the research that recovery is strongly dependent on an individual's access to housing.</li> <li>• Many folks attend treatment and are forced to return to the same environment where drug use is rampant. This causes those individuals to relapse the majority of the time and the cycle continues. This is not to say those using drugs should not access emergency shelters. This is to demonstrate the need for links to housing resources for those that have already accessed this crisis-based service. Instead, what we currently have is individuals staying at the emergency shelter for an extended period of time, without proper support in moving them towards their goals and next steps of the continuum of care.</li> </ul>	

## ATTACHMENT 3. “Raw Notes” projected on the large screen during the plenary discussion (as participants shared reports from their small table discussions and any additional comments)

### Timmins will have an emergency shelter. What does an emergency shelter that’s working well look like to you? What’s happening to make it successful?

- Mostly on the same page – housing first focused, with low barrier equitable services
- Specific training for staff, crisis intervention, trauma informed, cultural safety
- Right resources for clientele on site – at LS
- Collaboration between partners and info sharing – database to share info and an in-person info sharing
- Food on site, 24 hr, 365 days per year
- Some type of specific service for youth
- Allow animals
- Open concept, safety-oriented facility – being able to see everybody, make sure everyone protected
- More facilities – showers, hygiene facilities
- -----
- Disappointed don’t see more Indigenous voices, thought I would see friends
- Need to look at policies, they need to change
- Policies are what helps accommodate or help people – strict policies evict the homeless – need to explore that a bit more, it’s a Municipal Council issue
- Wait list – people want help, people do make an effort, and when finally latch on to one service provider, their next challenge is shelter or home and they’re told to wait – anywhere from one week to one year – and they’re not going to make it. I’ve seen it happen, know what they go through.
- This issue is a two-way street, not only Timmins trying to understand First Nations culture, it’s also First Nations coming to the table – it’s a two-way street. City of Timmins is trying to do something. First Nations leadership need to understand and accept that – how they can help.
- City of Timmins needs to have that approach too – especially when it comes to affordable housing.
- Abandoned housing flipped and only person that can afford it move in. Average cost of rental today is \$2000.
- Struggle to survive when \$2k/month on rent alone.
- Cross cultural services or sessions – we need people working in services to really understand the history of our First Nations communities. People only hear about lazy drunken Indian. Never heard about the history, the truth of the history.
- I spoke to couple constables in Thunder Bay and now have different perspective when see homeless people. Not homeless person that’s at fault. Created homeless situation long ago in legislation and policey – that’s what you need to revisit.
- Evidence based best practice to Housing First approach. Having connections to permanent and affordable housing.
- Hub for multi service – all in one place at Living Space
- Culturally appropriate services on site collaborating and trauma informed approach. Facilitate through on boarding
- High barrier or low barrier – harm reduction approach requires equipment and supplies, health teaching and outreach services to become a priority.
- Onboarding – hire social service work education, also individuals who understand peer perspectives. Peer led programs
- Incorporate First Nations culture – long list of trainings
- Other shelters in community have monitoring system when someone under influence of substances. People trained in addiction and mental health to observe – don’t want to hear about another death at LS ever again. We can train people to do that.
- -----
- Transparency to community, public – can look differently. What does annual report look like? What report to community looks like?

- 24 hr service navigation
- Clear on mandate, who can access, define what services are and what that looks like
- Early intervention – right when people come in, conversations – where you at, what you need, what you hoping to achieve in next few days/weeks
- Service provision on site
- Let's not duplicate – invite folks in again, physicians and medical on site
- Discharge planning – some don't come back, for large part they do
- Qualitative measures of success – quality supports
- Addressing stigma around homelessness
- Trauma informed, culturally appropriate, anti-racism
- Multiple locations, multiple levels of service supports
- 4 levels/locations – allows access from different spaces
- One land based
- Low barrier
- Zero tolerance
- Women and gender diverse folks (for safety and security)
- 2 other daytime locations – what do these look like where service providers come in
- Definition of catchment area for shelter – currently = Timmins, but also come from outside Timmins because no other services throughout district (or few and scattered), how to scale to other areas
- **Public needs to be on board for shelter to be successful**
- Measures of success – has to work for member of the community, a lot of people just want numbers, how many people has this helped, if we want public on board, really need to look at it from their perspective, and not look at it from ours
- Reservations for agencies, some people return to homeless
- Indigenous learning and culture learning – I don't see opportunity to learn about First Nation culture, should be more awareness, festivals, one day per month, example
- -----
- Need to have a place where people can go and learn and understand, I had to go to library to learn about my culture too – learned my politics, history culture
- Used to have Building Bridges event, years ago, went different direction – took a detour and skirted the issue
- -----
- Making sure variety of in house services being offered to patrons LS, through structured visits, not just popping in randomly, Native Friendship centre, addictions counselling, life skills (cook, everyday things), maybe weekly calendar of which agencies will be there when, printed and posted, handed out to patrons
- Better coordination of services – give back IDs, health cards as well, give people back some of their identity
- Location is key – have to be in area where no barriers to access, don't have to find a ride to go there
- -----
- Social activities, elder stories, options to stay in or out in morning
- Not locked out or banned
- Tolerant of emotions
- Access to food bank, showers, toilets, wheelchair accessibility
- Make it homey
- Policies, info sessions, outings, cooking outside, teepee, interactions with people, transition after getting out of jail (transitional housing), separate area for whole families, sensitivity training for staff
- More brown faces at the table
- 4 out 5 homeless are Indigenous so 4 out of 5 units
- -----
- What makes a successful shelter is the services provided, whether it moves or not, comes down to many other things that aren't about the location – we need to get that across to people. Problems will come from moving it – MMIW – move people to highway
- -----

- Most people here don't want to come tonight, so many bridges need to be built – not just culture, our community needs healing, some people didn't come because its too difficult
- -----
- In awe of people who work in this sector in Timmins, when I hear you speak I'm hopeful and inspired
- Most of what was said so far, we covered
- Housing First and wrap around services – make sure people accessing the shelter are getting client-centred, trauma informed, culturally appropriate services in the shelter, and make sure departure from shelter is long term affordable housing with enough supports to make that successful
- Long term planning and sustainability, despite uncertainties with long term funding
- All of these things are linked to ending homelessness – shelter is part of solution to ending homeless. People working to make their jobs redundant, so these services aren't needed.
- -----
- Getting people IDs. No bank account without ID. Find bank partner so can get a bank account at same time as working to get ID.
- Some time did joyful activities and paused at Living Space and didn't focus on other things. Bringing a little joy in is a beneficial aspect to.
- Wish I was strong enough and brave enough to come tonight, if there's a way to paint the picture that anyone can be homeless. How to paint it in a way that people can hear that. I've been here for years and I've never seen it like this. Any of us can be on the street. People need to know that.
- -----
- Vicarious trauma – something a lot of service providers in sectors are going through. Needs to be more attention for LS staff on this and counselling services, EAP services, keeping people well. Staff needs to be healthy. Our agencies going through it, so is community.
- Town hall was not done strategically. Provide opportunity for service provider or two to be provide bridge or understanding to residents and businesses
- -----
- Fear to attend general meeting – it's an opportunity to express, vent, its an opportunity for them. Its fine. Accept and understand that. But let's not let it detract us or let it scare us off. Fear is fine – it's part of our everyday life. We face it every time we take on a new challenge.
- Switzerland – offered to do full moon ceremony as a woman. Needed a fire keeper. That's a privilege and honour. Gathering of women to express freely, opening, gathering without fear. Was good. Labelled that practice years ago, burnt women, labelled them as witches. It was an entity's way of saying "we cannot have good in the community" evil prevails, and behind it comes grief, etc. All about land, control, instilling fear.
- Smudging, place and time for that and reason. It's a way of invoking good spirits. Don't have to do it. Light up sage, you don't have to go over there. Bad anger, negativity.
- -----
- Distressing to hear people afraid to go to this meeting. (emotionally burnt)
- These are the people we're servicing. Ya, will get on table and yell, scary, and not best way to communicate. If not listening, will be about closing it. Everything we said won't matter if public doesn't want the shelter.
- -----
- I don't show my emotions because in residential schools we were punished for showing our emotions (see handwritten notes)

**Both in-town and out-of-town locations for the Living Space emergency shelter have been suggested. What do you see as the top 3 advantages and disadvantages of both of these suggested locations?**

#### **IN TOWN: Advantages**

- Accessibility, for everyone, people with lived experience, also the resources, every source of community help and partnership within reach
- Community connection – people are part of the community, out of town, out of sight out of mind
- Decreased cost of transportation associated with shelter and service providers
- Close to housing, services, school, public transit (don't have \$ to support cost of transportation)

- Connection is the opposite of addiction, in town is in community
- cheaper, easier, social and emotional supports closer, access to legal services, other services
- access to services (proximity), close to formal, informal social supports
- feasible (travel huge issue out of town)
- Accessibility\*\* both directions (agencies and clients)
- Safety – for clients, quicker response time for police, ambulance, hospital, if needed – MMIWG – put them on highway
- Cost – moving an organization costs money, could be used for something else

### **IN TOWN: Disadvantages**

- Increases visibility homelessness, stigma
- Puts a big target on the population being served
- NIMBYism\*\* increased stigma and hate
- Victimization of community members, clients, staff
- Limiting choice (one option, in one place)
- Not enough washroom, food, clothing, already
- Misconceptions that having shelter leads to crime and increased risk for people (crime in my neighbourhood has nothing to do with the shelter)
- -----
- Moving in town doesn't address concerns
- Residential areas are in town
- Substances more readily available in town than out of town
- Substances are more in the neighbourhood (on street, near schools, businesses)

### **OUT OF TOWN: Advantages**

- Multi shelter model, opportunity for diverse programming and more land based programming, if 4/5 identify as Indigenous, need to think about culturally appropriate programming and different types of opportunity
- More physical space for different types of programming and meet different needs
- Potentially gives voice to folks saying “I don't want the weight of seeing people struggling on the street” – addresses their discomfort and the problems that brings to their life
- Less burden on the downtown
- Less overt stigma
- Less public discrimination
- Happy taxpayers (temporary, once see what happens later)
- Less access to substances (but temporary)

### **OUT OF TOWN: Disadvantages**

- Doesn't mean people will follow the shelter, that may just displace people further into streets, alcoves, sidewalks
- Doesn't solve the problem
- Less access to services and resources
- Endanger lives due to elements and weather
- MMIWG – retraumatizing colonial practices
- Public will no longer see problem therefore won't advocate for change
- Will lack inclusion and connection – which is opposite of what we want to do with displaced neighbours

### **Other comments:**

- Mental health and addiction services on reserve are almost insignificant or not prioritized – ambulance act, fire prevention act, don't apply to reserves – so come to larger communities to access health care and not getting it here either
- Different types of locations may help meet diverse needs of folks experiencing homelessness



*On Tuesday, November 21, 2023, the Living Space Relocation Review team hosted the first of two Community Working Sessions held during Part 2 of the Relocation Review. The purpose of the working session was to share the results from Part One of the Living Space Relocation Review and seek feedback on factors to consider when contemplating the relocation of the Living Space emergency shelter.*

*About 65 people participated, including representatives of the Youth Wellness Hub Youth Advisory Committee. Thank you to all participants.*

*The meeting was facilitated by Third Party Public Inc., the organization leading the Living Space Relocation Review, in collaboration with Eagle Cree Consulting. This summary was written by Nicole Swerhun, with notes from Ruth Belay and completed participant worksheets.*

*A draft of this summary was subject to participant review before being finalized. No suggested edits were received. If you have any questions about this summary, please contact Third Party Public at [nicole@thirdpartypublic.ca](mailto:nicole@thirdpartypublic.ca). For more information about the Relocation Review see [www.livingspacereview.ca](http://www.livingspacereview.ca).*

*Note that points are numbered in this summary for ease of reference only and are not intended to imply that some points are more important than others.*

## Community Working Session (1 of 2)

Living Space Relocation Review – Part 2

Tues, Nov 21, 2023

7 – 9 pm

## SUMMARY OF FEEDBACK

The following points summarize the overall outcomes from the Community Working Session. A synthesis of all feedback is provided in the pages that follow, including the transcribed feedback received on all completed worksheets and the notes projected “live” onscreen during the working session.

### Overall Working Session Outcomes

1. The overall discussion was constructive.
2. Many people saw a need to provide strong staffing and services at the emergency shelter. There were some participants who said that they do not support services being provided at the shelter.
3. Some people proposed one location for emergency shelter services, while others suggested the potential for two or more locations to better serve people with different needs.
4. Many supported one out-of-town full-service location with transportation services provided, while others raised concerns that this option would further marginalize and isolate people experiencing homelessness from the supports and services available in-town.
5. There were a few participants who said they would like to see Living Space closed and no emergency shelter in Timmins.
6. Other issues raised by participants focused on learning from others, the Relocation Review process, concerns about the challenges facing Timmins and society, and an appeal for empathy.

### **Note from the Third Party Public facilitation team (as presented during the Working Session):**

*The intent of this feedback summary is to capture the perspectives shared, not to assess the merit or accuracy of any of these perspectives. As process facilitators, our Third Party Public team acknowledges:*

- *Everyone has and brings different life experiences and perspectives.*
- *There are multiple public interests and tensions that exist between them for many reasons, including systemic factors that have historically and presently impact people differently.*
- *The Relocation Review process provides space for the full range of opinions and perspectives to be considered and opportunities to learn from each other.*
- *Our responsibility to support participants in discussing and addressing tensions and disagreeing (even vehemently) in a constructive way that builds trust in our ability to work together.*
- *People are complex and are at different places on their learning journeys. We will aim to hold each other accountable with grace.*
- *As a facilitation team, we are always learning, and we are open to feedback on how we can improve the process.*

*The summary is based on the points shared verbally during the working session, as well as the written feedback received on completed worksheets (see Attachments for feedback shared through 14 Individual worksheets, 9 Small Table worksheets, and the “raw notes” projected on screen during the plenary discussion).*

### **What does an emergency shelter that's working well look like to you? What's happening to make it successful?**

There was a wide range of different perspectives shared in response to these questions. In broad strokes, we have grouped responses into three general categories of responses, including:

- How the emergency shelter is defined and managed;
- What services are provided;
- Where the shelter(s) is located, the physical form of the shelter, and who it serves; and
- Other thoughts on an emergency shelter that's working well.

#### **How the emergency shelter is defined and managed**

There were participants who said that a successful emergency shelter:

1. **Defines what an “emergency” is.** Some participants said:

- An emergency shelter is different than a long-term facility and different than a treatment centre.
- An emergency (like a flood) happens for a set period of time until the emergency is rectified. Emergencies finish.
- A shelter should exist with wrap around supports for people who have fallen upon hard times. A shelter should not exist for criminal drug addicts as this supports a destructive lifestyle. Addicts need to be in rehab and criminals need incarceration. A shelter for criminal addicts cannot exist in residential or commercial areas.
- There are some clients of Living Space that are there for months and use it as their permanent address.

2. **Is financially sustainable.** There were participants that said this is necessary so that the shelter can provide what it claims to provide and meet the demand.
3. **Is managed by a strong body of people with knowledge and skills in dealing with homelessness, drug addiction, mental illness, and organized crime.**
4. **Has staff that are qualified to handle issues.** There were participants that said:

- Staff are competent and educated in services provided.
- All workers should be educated in different cultures.
- Staff should be trained and/or connected to services that have harm reduction, culturally based services, trauma-informed, mental health and substance use.

5. **There's accountability – for both clients and service providers.** There were participants that said:

For clients of the shelter:

- If people are seeking help, they should have to commit and be held accountable.
- Accountability should include explaining what the healing journey looks like, and creating a development plan that outlines the journey.
- Accountability could include mandatory drug testing.

For service providers:

- Service providers need to show up and provide services to clients – housing, mental health, substance use, employment services, life skills, education.

6. **Is safe.** There were participants who said:

- Patrons and the surrounding neighbours feel safe.
- Open 24 hours.
- People need to feel safe to be in the shelter. "If I felt that I would be injured going to a shelter, and I was homeless, I wouldn't go – I would stay on the streets".
- It should be a non-judgemental space. Everyone deserves respect.
- There's a sense of belonging. It's a place that feels like home – an environment that feels safe.
- There's a good listening/understanding process to understand what people need to get on their feet.

## What services are provided

There were participants who said that a successful emergency shelter:

1. **Is open 24 hours.** It also provides emergency services and a rehab program.
2. **Meets basic needs.** There were participants who said that this includes things like:
  - Access to clean water, access to food, access to employment, education (GED), getting ID (since without identification certain services are not accessible).
  - A few working showers that have privacy.
  - Breakfast offered.
  - Consultation for clients to help them get what they need.
  - As many beds as possible.
  - Gives purpose and empowers people.
3. **Provides other services.** There were participants that said:
  - Proper support for addiction services (recognizing that addiction isn't a choice, it's a medical condition).
  - A treatment facility is needed (with concern that the current shelter is an enabling facility).
  - A detox facility is needed along with other addictions treatment.
4. **Has services available all in one place.** There were participants who said:
  - All services need to be in one place, which is less costly due to transportation.
  - Success is having one coordinated building that provides services in an insular way – gathering the "perceived" problem in one place.
5. **An emergency shelter should be a place for people to sleep, shower, get out.** There were participants who that no additional services should be provided.

## Where the shelter(s) is located, the physical form of the shelter, and who it serves

In terms of the location of the shelter, there were a range of perspectives shared.

### 1. **There were participants who said that a shelter that's working well is out of town.**

- They suggested that this could be a building with private rooms, learning facilities, kitchen, medical treatment, loving care, security, trained people, rehab, and privacy. Three meals a day would be provided, snacks along with activities (like gardening), exercise, opportunities to help out, with bussing to/from town.

### 2. **There were participants who said that a singular emergency shelter would be hard to be successful because of the vast population and diversity of homeless peoples.**

Some people are wanting to receive help and feel ready to get back to work and some are in active addiction or mental health crisis and need more support. There were participants who suggested that two shelters are needed, with one in-town and one out-of-town. There were different ideas on how this could work, including participants who said:

- It's important to differentiate between people that are addicted and people who are not. This could involve one shelter for people who don't have drug or substance abuse or mental health issues (which would be out of town), and another shelter for people that need minimal supports (which could be downtown).
- Two shelters are needed or two sections within one shelter, one for people with addictions issues and one for people leaving domestic violence.
- Living Space could be made into a high barrier shelter where more/other rules apply and put the low barrier shelter out of town. Then people would need to make the choice to go there to get help.

### 3. **There were participants who said that multiple locations (or levels or separation) are needed to serve people with different needs.**

There were participants that suggested:

- One shelter/service area could be low barrier, another zero tolerance, another land-based, and one for women and gender diverse people. Two daytime drop-in locations supported by service providers would also be necessary.

### 4. **There were participants who suggested multiple smaller, modular-type housing units** that are in proximity to services and have transportation, infrastructure, and the capacity to support services. This could be mini-trailers.

### 5. **There were participants who said that an emergency shelter is working well when it has permanent rooms that clients can access all day.**

It would look like an apartment building with secure rooms for each client thereby providing the security and dignity of a home of their own. The services that clients would need (counselling, medical, job searching, etc.) would be available on site, where possible. Security would be available so that clients and staff would be functioning in a safe space. The site should be in an area that is not overcrowded with traffic or businesses to provide a safe place for clients and the public. There is considerable funding to provide the myriad of staff and supports needed to provide the varied services clients need during this difficult time in their lives.

## Other thoughts on an emergency shelter that's working well

In response to the questions: What does an emergency shelter that's working well look like to you? What's happening to make it successful? There were participants who said:

1. **There is collaboration in the community.**
2. **Nobody would be living in the streets.**
3. **Timmins should look to the approaches in Peterborough, Thunder Bay, City of London, and Alberta.**
4. **The role and functioning of the Good Samaritan Inn** should be considered as part of the Relocation Review.

What do you see as the advantages and disadvantages of in-town and out-of-town potential locations for the emergency shelter?

Feedback from participants is summarized in the chart below.

	In-town	Out-of-town
Advantages	<p><b>There were participants who said there are no advantages to an in-town location.</b></p> <p><b>Those participants that did identify advantages said that an in-town location is:</b></p> <ul style="list-style-type: none"> <li>• A place where people can come and go easily</li> <li>• Closer to services, including emergency services if needed (police, firefighters, paramedics, doctors, emergency department at the hospital)</li> <li>• Closer to support/family</li> <li>• Accessible place to go so there are fewer people experiencing homelessness on the streets</li> <li>• Close to transportation options (public transportation)</li> </ul>	<p><b>Advantages of an out-of-town location identified by participants included:</b></p> <ul style="list-style-type: none"> <li>• Safer communities, would lower crime rates, harder to break laws, behaviours don't affect public safety</li> <li>• Homeless people may get their needs better met</li> <li>• Patients would commit to treatment</li> <li>• Can provide full service, secure facility</li> <li>• Well run, helpful, beauty, nature, spirituality, easier to have pets</li> <li>• Transportation services already exist between communities, and could have dedicated shuttle</li> <li>• Away from temptation, less likely to do drugs</li> <li>• Won't have vagrancy and people passing out in the streets</li> </ul>
Disadvantages	<p><b>Concerns identified for those not experiencing homelessness</b></p> <ul style="list-style-type: none"> <li>• Public safety concerns, people don't feel safe in town</li> <li>• Community exposed to higher rates of crime, security issues (theft, stealing)</li> <li>• Decrease in property values</li> <li>• Concerns children are not safe (kids stepping on needles)</li> <li>• Homelessness is more visible</li> <li>• Affects business</li> <li>• Destroys the town</li> <li>• Using all services – fire, medical</li> </ul> <p><b>Concerns identified for those experiencing homelessness</b></p> <ul style="list-style-type: none"> <li>• Access to drugs</li> <li>• People easily victimized by drug traffickers, human traffickers, etc.</li> </ul>	<p><b>Some people saw no disadvantages to an out of town location.</b></p> <p><b>Disadvantages identified by some participants included:</b></p> <ul style="list-style-type: none"> <li>• Some people may not go/lack of participation</li> <li>• Location far from services, not as accessible to those in need</li> <li>• Higher operating costs (federal government has lots of money, we just have to access it)</li> <li>• Marginalizing people, will isolate them from the resources they need and from access to people who care for them – their friends and family they need to help them get better</li> </ul>

There were participants who raised concerns about the locations suggested by participants during Part 1 of the Relocation Review, including Highway 655 by Gillies Lake (is not considered out of town), the Old Daily Press Building, Value Village or the Ramada Inn – they do not think any of these locations are appropriate.

## Other feedback:

Related to having empathy, there was a participant who said:

1. We are all one workplace injury away – one shitty life circumstance away – from all being “those people”. These are our people and our children. And we are a community and we need to take care of each other. We need to be kind. I challenge you all to think about what that life experience could be – and how quickly you could get addicted because you’re on opioids. This is not recent – we just didn’t talk about it before.

Related to the challenges facing Timmins, there were participants who said:

1. It’s disappointing to see that our town has gone downhill so much. I remember Timmins as a happy town. Shopping mall killed downtown, no smoking downtown killed all the bars, we killed our own economic success.
2. Racism is an issue. We live in a racist system. There is a lot of generational trauma that stems from residential schools, the Sixties Scoop, Missing and Murdered Indigenous Women and Girls, which contribute to why there’s a high population of homeless that are Indigenous.
3. The main problems we are facing are deeply rooted structural issues, including: primary health care is over-run, there are disparities in educational opportunities, public health is understaffed, mental health services are over-burdened, income inequality persists, and food insecurity continues to rise. These are societal issues, the root causes. The Inequities in people’s fundamental conditions of living must be addressed to truly solve issues of homelessness, substance use, mental health problems, and the intersections of these complex experiences.
4. They have concern about a growing hateful rhetoric and anger from the community.

Related to the Relocation Review process, there were participants who said:

1. Having to register for this meeting was a barrier to participation.
2. There should be committees with citizens from every ward to inform decisions related to the shelter.
3. How will the final decision be made for the location of the shelter? Which group will make the final choice?
4. There is too much emphasis on Indigenous voices, and that First Nations leaders have an important role to play in addressing homelessness.
5. Hopefully we can come to some agreement and help with this situation.
6. Living Space should be closed and every northern community should be responsible for dealing with their own social issues.
7. As a youth in the community, I feel left in the dark about what is happening in the community in regard to the Living Space relocation.
8. It would be helpful to have more information about:
  - Why are services provided at an emergency shelter?
  - Define “emergency” – what is considered “emergency”?
  - Why would culturally appropriate services be provided or needed?
  - What happened with the money that has gone to Living Space already (since 2018)?
  - Of the \$6M received by CDSSAB, how much of that is from the Province and how much of that is from the municipality?
  - How will the voices of residents be considered in the context of all the other voices listed in the presentation slide showing different voices?

Related to housing, there was a participant who shared concerns about:

1. The many mini shelters in Timmins. People are thrown into apartments with no lifestyle skills and we expect people to live on their own with no support. No one is checking in on people. People are left to fend for themselves.

Related to concerns about crime, there were participants who said:

1. Catch and release isn't helping the challenges faced by the shelter. Some people belong in jail but because of catch and release they're not.
2. People must respect the rules of society – it is not a free for all to do what you want – if you break the law, you lose your freedom.
3. What happened to the laws like no solicitation and public intoxication. Should be more arrests with drugs. Trying to go after drug dealers is complicated – very detailed and very specific.

Related to the current operation of Living Space, there were participants who shared:

1. Concerns that the current approach is enabling people.
2. Concerns that Living Space is not safe, there are no rules, no regulations.
3. Their understanding that Living Space was supposed to be drug and alcohol free, and there was supposed to be medical staff, food access, and retraining on site.
4. That respect is demanded, but it must be earned and given by both sides.

## Next steps:

The Third Party Public team committed to sharing a draft summary of the feedback from participants for their review to confirm nothing major from the discussion was missing or off-base. The same process will be followed for all working sessions held, with final summaries posted on the Relocation Review website. That way people can review all summaries and see the same inputs as the Relocation Review team.

In addition to in-person working sessions, there is an online feedback form at [www.livingspacereview.ca](http://www.livingspacereview.ca) that asks the same questions. That gives an opportunity to people who are unable to attend working sessions to share their thoughts and/or those who have additional perspectives to share either before or after the working sessions.

## Attachments

- ATTACHMENT 1. Transcribed feedback from Small Table Worksheets
- ATTACHMENT 2. Transcribed feedback from Individual Worksheets
- ATTACHMENT 3. “Raw Notes” projected on the large screen during the plenary discussion (as participants shared reports from their small table discussions and any additional comments)

# ATTACHMENT 1. Transcribed Feedback from Small Table Worksheets

There were nine (9) small table worksheets completed at the meeting (the notes on these worksheets reflect points raised during group discussion among members sitting at the same table). Some small tables answered all of the questions, while others answered a subset of questions. The numbers included here are for ease of reference only and do not reflect any order of priority. They also do not align with the numbered responses to other questions (because not all worksheets had responses to all questions).

1. Timmins will have an emergency shelter. What does an emergency shelter that's working well look like to you? What's happening to make it successful?	
#	Transcription of hand-written feedback on the worksheet
1	<ul style="list-style-type: none"> <li>An outline of accountability for the end user. A development plan that outlines their journey and holds them accountable. If they are seeking help they should have to commit and be held accountable.</li> <li>Mandatory drug testing in order to qualify for services. Not an enabling facility.</li> <li>A shelter located outside city limits that offers a shuttle to bring users to medical facilities.</li> <li>A facility equipped with verified qualified employees.</li> </ul>
2	<ul style="list-style-type: none"> <li>Access to water, food, employment – basic needs</li> <li>Safety</li> <li>Non-judgemental</li> <li>More than one shelter – emergency / transitional / cultural</li> <li>More help</li> <li>Collaboration in community</li> <li>Job search / education (GED)</li> <li>Anti-racism/anti-white supremacy</li> <li>Accountability</li> </ul>
3	<ul style="list-style-type: none"> <li>Services need to be in one place, less cost due to transportation</li> <li>Need proper support for addiction services</li> <li>Streets need to be clean</li> <li>Need to have a place to feel like home – an environment that feels safe</li> <li>A good listening/understanding process to understand what they need to get on their feet</li> <li>Need to listen to those who need the service and allow that support</li> <li>Need investment more to change trajectory and for after care</li> <li>Addiction isn't a choice, it's a medical condition</li> <li>Shelter needs to be located in an area where those who would use the service naturally congregate</li> <li>Financially sustainable to be able to provide what it claims to provide and meet the demand</li> </ul>
4	<ul style="list-style-type: none"> <li>Building – private rooms, learning facilities, kitchen, medical treatment, loving care, security, trained people, rehab, privacy</li> <li>Meals 3 times a day</li> <li>Snack</li> <li>Activities, garden</li> <li>Exercise</li> <li>Helping out, tasks</li> <li>Bussing to town</li> </ul>
5	<ul style="list-style-type: none"> <li>Catch and release isn't helping situations</li> <li>What is a low barrier shelter? Help to understand this</li> <li>Sense of belonging</li> <li>Multiple locations/levels/separation (low barrier, zero tolerance, land-based, women and gender diverse) with 2 daytime drop in locations that have service providers to support</li> <li>Shelter staff being qualified and trained and/or connected to services that have harm reduction, cultural based services, trauma-informed, mental health, substance use</li> <li>Nobody should be living in the streets</li> <li>Accountability – service providers showing up and providing services to clients – housing, mental health, substance use, employment services, life skills, education</li> </ul>

	<ul style="list-style-type: none"> <li>• Giving purpose and empowering people</li> <li>• Shelter is different than a treatment centre</li> </ul>
6	<ul style="list-style-type: none"> <li>• Homeless to be able to stay the day and night/sleep there – sufficient beds, showers</li> <li>• Staff to be competent/educated in services</li> <li>• A full service operation (counselling, beds, etc.)</li> <li>• Education on life – cooking, cleaning, working skills</li> <li>• Mini trailers (Peterborough model)</li> <li>• A longer stay – to get rested, initiate change to help themselves</li> <li>• Low barrier vs high barrier – remove the barriers</li> <li>• Clear mandate that's being followed</li> <li>• Transparency going forward</li> <li>• Thunder Bay, Ontario – follow what they do/have</li> </ul>
7	<ul style="list-style-type: none"> <li>• High barrier</li> <li>• Needing treatment centre</li> <li>• Worker's need to be educated on the cultures</li> <li>• CDSSAB should have 2 different "sections" one for addicts and one they already have</li> <li>• Has all services they require, need/want</li> <li>• Emergency shelter open 24 hours</li> </ul>
8	<ul style="list-style-type: none"> <li>• Emergency shelter – needs to be defined and have supports including placement programming, housing, "short term" fix.</li> <li>• Having one coordinated building that provides those services in an insular way – gathering the "perceived" problem in one place</li> <li>• Multiple smaller, modular-type housing units that are in proximity to services and have transportation, infrastructure and that have capacity to support these services</li> </ul>

2. Both in-town and out-of-town locations for the Living Space emergency shelter have been suggested. What do you see as the top 3 advantages and disadvantages of both these suggested locations?		
#	Transcription of hand-written feedback on the worksheet	
	ADVANTAGES In-Town Locations	DISADVANTAGES In-Town Locations
1	<ul style="list-style-type: none"> <li>• Closer to medical services</li> </ul>	<ul style="list-style-type: none"> <li>• Community exposed to higher crime</li> <li>• Children not safe</li> </ul>
2	<ul style="list-style-type: none"> <li>• No advantages – people who own businesses</li> <li>• No advantages for homeless – scared, gangs</li> </ul>	<ul style="list-style-type: none"> <li>• Destroy the town</li> <li>• Filth, no business</li> <li>• Crime, security</li> <li>• Fear – terrible signal</li> <li>• Drug access</li> <li>• Manipulated by drugs</li> <li>• Stealing</li> <li>• Using all services – fires, medical</li> </ul>
3	<ul style="list-style-type: none"> <li>• Have little hubs in town to transport out of town to the shelter</li> <li>• Not located in a residential or commercial area</li> <li>• Transitional housing/bail beds</li> </ul>	
4	<ul style="list-style-type: none"> <li>• Less of them on streets as they have accessible place to go</li> <li>• Closer to support/family</li> </ul>	<ul style="list-style-type: none"> <li>• Public safety</li> <li>• Decrease of property value</li> <li>• Safety of our kids – fears of stepping on needles</li> </ul>
5	<ul style="list-style-type: none"> <li>• Close to services</li> </ul>	<ul style="list-style-type: none"> <li>• Easily victimized by drug traffickers/human traffickers, etc.</li> <li>• Affects business</li> <li>• More visible</li> </ul>
	ADVANTAGES Out-of-Town Locations	DISADVANTAGES Out-of-Town Locations
1	<ul style="list-style-type: none"> <li>• Patients would commit to treatment</li> <li>• Safer communities</li> </ul>	<ul style="list-style-type: none"> <li>• Lack of participation</li> <li>• Higher operating costs</li> </ul>
2		<ul style="list-style-type: none"> <li>• Marginalized, isolation, no access to resources or connections</li> </ul>
3	<ul style="list-style-type: none"> <li>• Treatment centre</li> <li>• Well run</li> </ul>	<ul style="list-style-type: none"> <li>• None</li> </ul>

	<ul style="list-style-type: none"> <li>• Helpful</li> <li>• Beauty, nature</li> <li>• Spirituality</li> </ul>	
4	<ul style="list-style-type: none"> <li>• Highway 655 – dedicated transportation to services (shuttle)</li> <li>• Away from temptation</li> <li>• Highway 101 – youth centre, old Tembec</li> </ul>	<ul style="list-style-type: none"> <li>• Location far from services</li> </ul>
5	<ul style="list-style-type: none"> <li>• Not in residential, our community is in danger</li> <li>• Have all services there, bring services to them</li> <li>• Less like to do drugs</li> </ul>	<ul style="list-style-type: none"> <li>• Not as accessible to those in need</li> <li>• Overpopulate our streets again</li> <li>• Away from families</li> </ul>
6		<ul style="list-style-type: none"> <li>• Marginalization</li> <li>• Too far from services</li> </ul>

<b>3. Do you have any other comments to share with the Relocation Review team?</b>	
#	<b>Transcription of hand-written feedback on the worksheet</b>
1	<ul style="list-style-type: none"> <li>• Treatment centre – drug addict to stay and get better</li> <li>• Respect demanded but it must be given by both sides</li> <li>• You say you cannot force people to do anything, but people have to respect the rules of society – it is not a free for all to do what you want</li> <li>• If you break the law, you lose your freedom</li> </ul>
2	<ul style="list-style-type: none"> <li>• Please get information from the Alberta treatment/help center (see what they do to help people, learn from them)</li> </ul>
3	<ul style="list-style-type: none"> <li>• Addicts need to have a purpose, farming, etc.</li> <li>• What happened to the law like no solicitation and public intoxication</li> </ul>
4	<ul style="list-style-type: none"> <li>• Gillies Lake/Hwy 655 is not out-of-town</li> <li>• Growing hateful rhetoric / anger from community</li> <li>• Systems barriers are the deeply rooted structural issues that are the main problems we are facing... <ul style="list-style-type: none"> <li>- Health care (primary) is over-run</li> <li>- Disparities in educational opportunities</li> <li>- Public health is understaffed</li> <li>- Mental health services are over-burdened</li> <li>- Income inequality persists</li> <li>- Food insecurity continues to rise</li> </ul> </li> <li>• These are societal issues, the root causes, the inequities in people's fundamental conditions of living that must be addressed to truly solve issues of homelessness, substance use, mental health problems (and the intersections of these complex experiences)</li> <li>• Create a larger "we", sense of belonging – john a. powell</li> </ul>

## ATTACHMENT 2. Transcribed Feedback from Individual Worksheets

There were fourteen (14) individual worksheets completed and one written submission received at the meeting. Some people answered all of the questions, while others answered a subset of questions. The numbers included here are for ease of reference only and do not reflect any order of priority. They also do not align with the numbered responses to other questions (because not all worksheets had responses to all questions).

1. Timmins will have an emergency shelter. What does an emergency shelter that's working well look like to you? What's happening to make it successful?	
#	Transcription of hand-written feedback on the worksheet
1	<ul style="list-style-type: none"> <li>• 24/7 emergency services and rehab program</li> <li>• Regional centre</li> </ul>
2	<ul style="list-style-type: none"> <li>• Services available for those who want and need them</li> <li>• Patrons and surrounding neighbours feel safe</li> <li>• Positive and negative consequences for decisions/actions</li> </ul>
3	<ul style="list-style-type: none"> <li>• As many beds as possible</li> <li>• A few working showers that have privacy</li> <li>• Breakfast offered</li> <li>• Consultation for clients to help them get what they need</li> <li>• All of these are suggested to meet basic physical needs – if these needs are met, finding a job may be more probably</li> <li>• Have we received funding?</li> </ul>
4	<ul style="list-style-type: none"> <li>• Personally, I think there shouldn't only be a singular emergency shelter in order to be successful due to the vast population and diversity of homeless peoples. Some people are wanting to receive help and feel ready to get back to work and some are in active addiction or mental health crisis and need more support. We need a shelter that is just for basic needs like an actual emergency shelter. Place where can get education and another where people can get addiction help. Making sure to be mindful of culture and generational trauma.</li> </ul>
5	<ul style="list-style-type: none"> <li>• Educated workers</li> </ul>
6	<ul style="list-style-type: none"> <li>• Define "emergency shelter"? what constitutes an emergency?</li> <li>• A shelter should exist with wrap around supports for people who have fallen upon hard times. A shelter should <u>not</u> exist for criminal drug addicts as this supports a destructive lifestyle.</li> <li>• Addicts need to be in rehab and criminals need incarceration. A shelter for criminal addicts cannot exist in residential or commercial areas.</li> </ul>
7	<ul style="list-style-type: none"> <li>• An emergency shelter that is working well as permanent rooms that clients can access all day. It would look more like an apartment building with secure rooms for each client thereby providing the security and dignity of a home of their own. The services that clients need (counselling, medical, job searching, etc.) would be available on site where possible. Security would be available on site so that clients and staff would be functioning in a safe space. The site should be in an area that is not overcrowded with traffic or businesses to provide a safe place for clients and the general public. There is considerable funding to provide the myriad of staff and supports needed to provide the varied services clients are in need of during this difficult time in their lives.</li> </ul>
8	<p>An emergency shelter that's working well in my point of view is a shelter where members of the community can go to access resources (food, water, hygiene supplies, clothes). Also, it would be a safe haven where they have the freedom without being judged to get the help they need be that counselling in mental health and addiction services, representatives of contact north to help with composing resumes as well as job searches, representatives from school boards to assist in completing the learning necessary to receive their OSSD as well as representatives form service Ontario as well as the government to assist in getting the documentation necessary to get them back on their feet. If I knew what was happening in our community to make an emergency shelter successful, I would tell you but as a youth in the community, I feel left in the dark about what is happening in the community in regards to the living space relocation as well as the living space in general including the resources and help they offer to members of the community.</p>

2. Both in-town and out-of-town locations for the Living Space emergency shelter have been suggested. What do you see as the top 3 advantages and disadvantages of both these suggested locations?		
#	Transcription of hand-written feedback on the worksheet	
	ADVANTAGES In-Town Locations	DISADVANTAGES In-Town Locations
1	<ul style="list-style-type: none"> <li>• Accessibility</li> </ul>	<ul style="list-style-type: none"> <li>• Safety (break ins)</li> <li>• Garbage</li> </ul>
2	<ul style="list-style-type: none"> <li>• Close to other service providers</li> <li>• Can come and go easily</li> <li>• Close to family</li> </ul>	<ul style="list-style-type: none"> <li>• Close to drugs/drug dealers, too close to bad behaviours or influences</li> <li>• Decreased property values</li> <li>• Higher crime rates</li> </ul>
3	<ul style="list-style-type: none"> <li>• Homeless have access to amenities, but they don't have any money. They break-in</li> </ul>	<ul style="list-style-type: none"> <li>• Dirty needles everywhere</li> <li>• Increased crime</li> <li>• Increased concern of public safety</li> </ul>
4	<ul style="list-style-type: none"> <li>• N/A</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
5	<ul style="list-style-type: none"> <li>• None</li> <li>• None</li> <li>• None</li> </ul>	<ul style="list-style-type: none"> <li>• Crime</li> <li>• Violence</li> <li>• Drugs</li> </ul>
6	<ul style="list-style-type: none"> <li>• Zero advantages</li> <li>• Zero advantages</li> <li>• Zero advantages</li> </ul>	<ul style="list-style-type: none"> <li>• Continued criminal crime wave</li> <li>• Continued vagrancy, panhandling</li> <li>• Continued public defecation</li> </ul>
7	<ul style="list-style-type: none"> <li>• Close to services</li> <li>• Easy to get around town and proximity to family and friends</li> <li>• Close to transportation options</li> </ul>	<ul style="list-style-type: none"> <li>• Close to residential neighbourhoods and businesses more potential for theft and property damage</li> <li>• Increased access to drugs and alcohol for those struggling with addiction issues</li> <li>• Finding an area with the balance between proximity while minimizing the impact on individual property owners and business owners</li> </ul>
8	<ul style="list-style-type: none"> <li>• Proximity to necessary resources (food, water, hygiene supplies, clothes)</li> <li>• Proximity to public transportation</li> <li>• Proximity to emergency services if needed (police, firefighters, paramedics, doctors, emergency department at the hospital)</li> </ul>	<ul style="list-style-type: none"> <li>• Effect on local businesses – ever since the relocation the living space at 316 Spruce Street South in Timmins there has been a significant rise in theft at local businesses in Downtown Timmins.</li> <li>• Effect on our community members – theft or scared to walk alone outside and scared for their wellbeing and safety</li> <li>• Effect on future generations – youth are being shown the reality of life at such a young age in Timmins and as soon as they graduate high school most youth are deciding to leave instead of staying in Timmins due to how the city is too unsafe to enjoy at such a young age. Community members are finding syringes in city parks where a huge amount of youth go and have fun and should be safe to enjoy doing so</li> </ul>
	ADVANTAGES Out-of-Town Locations	DISADVANTAGES Out-of-Town Locations
1	<ul style="list-style-type: none"> <li>• Hard to get to drugs/dealers</li> <li>• Harder to break laws</li> <li>• Could provide a new start or outlook on life</li> </ul>	<ul style="list-style-type: none"> <li>• Hard to come and go</li> <li>• May not have appropriate services required</li> <li>• High costs</li> </ul>
2	<ul style="list-style-type: none"> <li>• Homeless behaviours don't affect public safety</li> <li>• Homeless people may get their needs met better</li> </ul>	<ul style="list-style-type: none"> <li>• Homeless people more secluded</li> <li>• Harder for homeless to get to services</li> </ul>
3	<ul style="list-style-type: none"> <li>• Keeping public safe, children*</li> <li>• Detox unit</li> <li>• Animal program – unconditional love</li> <li>• Find purpose and gain incentive</li> <li>• Take care of something</li> <li>• Keeping them away from drug sources, and alcohol</li> <li>• Farming</li> </ul>	<ul style="list-style-type: none"> <li>• Travel back and forth, would need to be provided</li> </ul>

	<ul style="list-style-type: none"> <li>Working rehab because the biggest problem is the drugs</li> <li>Where they can get well, feel sense of purpose</li> </ul>	
4	<ul style="list-style-type: none"> <li>None</li> <li>None</li> <li>None</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> <li>N/A</li> <li>N/A</li> </ul> <p>CLOSE LIVING SPACE</p> <p>Every municipality, northern community must deal with their own social issues. The true homeless (clean) don't need barriers.</p>
5	<ul style="list-style-type: none"> <li>Safeguards law-abiding citizens</li> <li>Reduces vandalism</li> <li>Restores sense of safety and security to residents of Timmins</li> </ul>	<ul style="list-style-type: none"> <li>Zero disadvantage</li> <li>Zero disadvantage</li> <li>Zero disadvantage</li> </ul>
6	<ul style="list-style-type: none"> <li>Deals with the concerns of residential and business owners about increased potential of theft and damage to property</li> <li>Less ready access to drugs and alcohol for those struggling with addiction issues</li> <li>Potentially more possibilities for a more secure area for people experiencing homelessness to have a stable place to live while they transition back to having a home of their own. More space for creating a building that would function on multiple levels to provide the services people need.</li> </ul>	<ul style="list-style-type: none"> <li>Not as easy to access services although a transportation component would likely be part of the planning for an out-of-town shelter</li> <li>Not as close to family and friends</li> <li>Would not be able to drop in if the need were for a short term (night or 2) again a transportation option from the downtown core would need to be available</li> </ul>
7	<ul style="list-style-type: none"> <li>Safety in our community – it will relieve community members of their wellbeing and safety as well as theft in local businesses (but homeless people are still community members and they shouldn't be marginalized). The police services will be able to concentrate their efforts and staff on more pressing emergencies.</li> <li>Safety in the environment – has the possibility of being in a controlled environment where there will be less access to harmful drugs and mental health problems, and more access to safer services for mental health and addiction, such as a safe injection site</li> <li>Services can be accessed efficiently – it will have to be created as a close-knit community where all the services and resources needed can be accessed in one building such as food, clothing, mental health and addiction services and a safe injection site</li> </ul>	<ul style="list-style-type: none"> <li>Proximity to necessary resources (food, water, hygiene supplies, clothes)</li> <li>Isolation and proximity to emergency services if needed (police, firefighters, paramedics, doctors, emergency department at the hospital)</li> <li>For isolation, we are marginalizing a bunch of community members whose opinions, feelings, and thoughts matter to make our community members feel safer. We will be isolating them from friends and family members which can be difficult to their mental health and wellbeing.</li> </ul>
<b>2. Do you have any other comments to share with the Relocation Review team?</b>		
<b>#</b>	<b>Transcription of hand-written feedback on the worksheet</b>	
1	<ul style="list-style-type: none"> <li>No in-town locations! Hide them</li> </ul>	
2	<ul style="list-style-type: none"> <li>In town: Citizen committees, neighbourhood watch, work with City Hall, Good Samaritan Inn</li> </ul>	
3	<ul style="list-style-type: none"> <li>How will the final decision be made for the location of a shelter? Which group will make the final choice?</li> <li>Out of town, away from residential and business areas – supply a shuttle service to and from the location</li> <li>In-town – business areas might be harmed, loss of business, possible vandalism (increase) in downtown areas, residential areas – not in favour of such a shelter in their areas</li> <li>Location must be accessible <u>but</u> away from residences and businesses</li> </ul>	
4	<ul style="list-style-type: none"> <li>First – how does DSAB count the number of homeless people in the Timmins area accessing services? When you read stats provided the numbers don't reflect the people. There are people here that are from out of area. This is first issue to correct.</li> <li>Second – there are four issues in the City:</li> </ul>	

	<ol style="list-style-type: none"> <li>1. Homelessness – yes, this is serious and people do have hard times. Homeless people will stay close to shelter and are not looking to create trouble</li> <li>2. Drug addiction</li> <li>3. Mental illness which can also be contributed to with homelessness and drug addiction</li> <li>4. Organized crime</li> </ol> <ul style="list-style-type: none"> <li>• A homeless shelter needs direction from a strong body of people with knowledge and skills in dealing with all the above. You would need to give the residents of shelter tasks and jobs to do to give them a purpose.</li> <li>• The Living Space was supposed to be <u>drug and alcohol</u> free. There was supposed to be medical staff, food access, and retraining on site at Living Space. Now – the people from and accessing Living Space are put on street when 8am rolls around. Drop in does not deal with issues. The old Living Space was to be transformed into a transition facility for people to move on with their life.</li> <li>• A facility should be built (the old Mental Health Institutions were all closed which would be something that should come back). These facilities would deal with homelessness (help could be given to retrain and put people to the transitional housing when ready. Drug addiction could be dealt with – if drug issues they could be referred to a rehab place (which is needed) and organized crime needs to be dealt with through police enforcement.</li> </ul>
5	<ul style="list-style-type: none"> <li>• The Chiefs kick their troubled people off the reserves and tell us that it's our problem now. The natives own many buildings in town that have been remodeled extensively and these buildings are EMPTY! Where are the chiefs not helping their people?</li> </ul>
6	<ul style="list-style-type: none"> <li>• An emergency shelter is not a 5-star hotel. Get in, get out – it's an emergency shelter! It's not a place to get in touch with your feelings and your culture.</li> </ul>
7	<ul style="list-style-type: none"> <li>• There is far too much emphasis on Indigenous voices. As stated by Third Party 4/5 of homeless identify as Indigenous, therein lies the problem. Politically correct pandering has a minority of the population dictating to the majority. Third Party seems to have lost sight of the impetus behind this Review; residents and businesses told Mayor and Council that Living Space <u>must</u> be located outside of residential/business areas. For Third Party to suggest that the Daily Press Building, Value Village, or Ramada Inn are appropriate locations is <u>sublimely ridiculous</u>. To consider that there are “advantages” to having a shelter in a residential/commercial area ignores the voice of an exhausted citizenry and <u>contradicts</u> the City Council resolution that led to this Review.</li> </ul>
8	<ul style="list-style-type: none"> <li>• Enough people didn't know about this meeting. Even if it's on Facebook, there wasn't much description and people forget. People didn't know all of it.</li> <li>• It's like homeless have more rights than people who have a home. Victims are victimizing people who own a home – that's not right.</li> <li>• Everyone that's homeless are not equal. Need to cut out the break-ins and assaults.</li> <li>• Police is a big topic and they're understaffed.</li> <li>• Likely multi-layered solution needed. Changing federal policy.</li> <li>• People who live and work downtown need to feel safe – they shouldn't have to experience that. It's a complex problem and people need to say something for things to change.</li> </ul>
9	<ul style="list-style-type: none"> <li>• In the proposed areas for the shelter the Old Daily Press building is listed as one of the sites. We believe this option does not address the concerns raised about the Living Space and its current location. This would result in the Living Space being moved a few blocks into an area with considerably more food and vehicular traffic. There are three major businesses: The Melissa Kelly Dance Academy, Imagine Cinemas Cinema 6, and The Porcupine Dante Club directly across the street from this proposed location. It is a very busy area all day long and well into the night. It is also very close to residential areas so this in no way addresses the concerns of residential homeowners it simply shifts the shelter a couple blocks. The Dante Club also holds a Festa every year in which we utilize the entire street for one weekend in July. The shelter being in the middle of the block would make this very difficult to accomplish. It is a busy location and does not lend itself to being a successful location for the Living Space.</li> </ul>
10	<p>I know it's difficult to find employees at certain organizations/businesses due to staff shortage in Canada but even if representatives are able to go once a month or once every two weeks to offer resources needed or help members in our community, it can make a difference. Also, I have a question regarding living space funding. As a youth, I don't hear what happens with the Living Space funding and I would like to know where is that funding going to? How is this funding helping our community?</p>

## ATTACHMENT 3. “Raw Notes” projected on the large screen during the plenary discussion (as participants shared reports from their small table discussions and any additional comments)

### Information that would be helpful to share as part of the Relocation Review

- Why are services provided at an emergency shelter?
- Define “emergency” – what is considered “emergency”?
- Why would culturally appropriate services be provided or needed?
- What happened with the money that has gone to Living Space already (since 2018)?
- Of the \$6M received by CDSSAB, how much of that is from the Province and how much of that is from the municipality?
- People want to help people – I’m wondering with the graphic of voices, the Residents and Businesses are listed once and there are many of us, and there’s a longer list of other voices and it seems like they have more influence. How will the voices of residents be considered in the context of all the other voices listed in that graphic?

### Notes from small table discussions

#### Timmins will have an emergency shelter. What does an emergency shelter that’s working well look like to you? What’s happening to make it successful?

- Having to register for this meeting was a barrier to participation
- -----
- One for people who don’t have drug or substance abuse or psychological disturbance. Minimal support, could be downtown.
- Place out of town, private facilities, emergency treatment, security, trained people, rehab privacy, 3 meals per day, snacks, activities, exercise, helping out, to build self esteem. Shelter in Sudbury, people doing work on the streets. \$20/hr. Bussing out of town. Place that has treatment.
- This is about treatment of people in town
- -----
- one specifically focusing on basic needs, access to clean water, access to food, access to education for employment – because for certain things, like open a bank account, need an ID, to get an ID need an address, not accessible to people are homeless
- SAFETY – making sure shelters are safe, and that people feel safe to be in them. If I felt that I would be injured going to a shelter, and I was homeless, I wouldn’t go – I would stay on the streets. It should be a non judgemental space.
- Anti-racism – racism is a systemic issue, we live in a racist system. This issue, there is a lot of generational trauma that stems from residential schools, sixties scoop, MMIWG, that’s why high population homeless that are indigenous.
- -----
- Verified, qualified employees, actually qualified to handle issues
- End user – need an actual treatment facility, not an enabling facility.
- Outline accountability and consequences of journey – see what healing journey looks like, no incentive for them to get better. Hold them accountable and do mandatory drug testing.
- -----
- Differentiate between high and low barrier shelter. Right now, not safe, no rules, no regulations. Turn it into high barrier shelter where other rules would apply.
- Differentiate between people addicted and people that are not.
- High barrier in LS, put the low barrier shelter out of town. Would need to make the choice to go there to get help.
- 12 hour shelter (not 24 hrs per day). People have no where to go.
- Differentiate those that are criminals – no consequences. Some of them belong in jail, and because of catch and release they’re not put there. We’re enabling people. And we cannot help people who don’t want help.
- 2 shelters
- We don’t have a detox and we need one, plus all other addictions treatment we need.
- All the workers should be educated in different cultures. Everyone deserves respect – some are addicts, some homeless. They’re living breathing people who deserve respect. And know how to provide.
- CDSSAB – should have 2 sections. Wait time already long enough to get into housing, 1 for addicts (in different location), and one leaving domestic violence – people leaving domestic violence have separate place to go because LS too dangerous.
- Need to define what an emergency is. Flood – it’s an emergency, and for set period of time till emergency rectified. That’s an emergency. Emergencies finish.

- Emergency is different than long-term facility.

#### **In-town location(s)**

- Advantages? Disadvantages?
- DIS – destroying our town, it's not the shelter, it's empty half the time, filthy, no business, crime security. Fear of staff, terrible activities, abandoned buildings, access to drugs, no treatment on streets here, no workers on streets. No advantage to homeless shelter downtown. Treated like dirt by anyone else.
- DIS Don't feel safe in Timmins, when we finish high school we don't want to stay. Can't feel safe in parks, can't feel safe outside.

#### **Out-of-town location(s)**

- Advantages? Disadvantages?
- ADV Alberta is doing good job with out of town issues.
- ADV When have issues, need to be with community, need to be supervised.
- DIS Some people may not go.
- ADV People willing to volunteer when located out of town.
- ADV Funds to help people, doesn't have to be CDSSAB.
- DIS Marginalizing people, will isolate them from resources they need, access to people who care for them, to family and friends to help them get better
- ADV People who want help will go to outside facilities (outside City limits)
- Full service facility out of town – a secure facility. Let's call them clients, services can be brought in. Mental health, ODSP, food, teach people, lots of services that provide support.
- Drug dealers that provide narcotics across from locations – drug dealer will buy a house next door. Wherever you put it. If outside and secure, the drug dealers won't have opportunity.
- Alberta model – modular housing, taught how to live in a group society. How to maintain homes, transition plans to integrate people back into community.
- Transportation services – e.g. already exists between communities
- What's out of town?
- 5 km up 655? Like youth facility in Cochrane. Better than internal facility.
- Services scattered around city, how to people find services?
- PRO would lower crime rates because people doing crimes are doing it to get the drugs.
- Won't have vagrancy, people passed out in streets.
- Inclusive cultural appropriateness – Mushkegowuk
- Local property values – no impact on property values (likely diminished on Spruce street)
- CON – feeling of segregation, people feel segregated, those things can be mitigated
- Costs – feds have lots of money. Just have to access it. CDSSAB \$ - can use the funds to support this type of facility.
- CON – mobility of clients, how to get people in and out.

#### **INTOWN**

- Doesn't think it makes any sense
- Resources scattered all over place – much more difficult
- Clients can't control where getting services
- Doesn't address access to narcotics, criminality – less ability to move around, won't have anything
- -----

#### **OUT OF TOWN – would be great**

- States – when have organizations on outskirts, also implement animal program, people integrate with pets, farming is a good advantage too – that would help communities
- Not all of us were integrated when brought this into the community, no one was told where it was going until ended up on Spruce St north
- Committees with citizens from every ward to inform decisions related to the shelter
- Neighbourhood committees used to be in place and helped prevent crime from happening
- Hard with catch and release
- Disappointing to see that our town has gone down hill so much
- We have to have empathy and have a background and in that situation for a reason – working with City and CDSSAB and others named (lot haven't heard of), should have more a voice in community for us to be able to input and come up with solutions
- My grandkids aren't safe in area where we live, so go to my daughters
- Cartels – should be more arrests with drugs, don't have detox centre
- Used to have big facility in South Porcupine and shut it down. Hopefully we can come to agreement and help with this situation.
- -----

- Effective – needs to be place where people feel safe, services needed in one location. Addiction is not a choice but a medical condition and need proper supports
- Need to listen to those that access the services
- Financially sustainable
- I remember Timmins as a happy town, City of Timmins shot their own foot – shopping mall killed downtown, no smoking downtown killed all the bars, killed own economic success
- Mental health and drug addictions is not a policing issue
- Trying to go after a drug dealer – very detailed, very specific, not easy, it's complicated
- Shelter needs to be located in an area where those that use a service naturally come
- -----
- Manager women's shelter – problem with vagrancy has been problem for many years. Lot of crime in neighbourhood has nothing to do with people living in the LS
- I don't share same views as friends – which are high barrier, where no drugs no illegal activity
- Should not be in town, not near residential or commercial areas
- Army cot, food, shower, the basics - shouldn't be 5 star hotel or place for people to get in touch with their feelings, should be sleep, shower, get out
- -----
- Clear mandate of what's being followed (apparently shelter was being run differently)
- Transparency going forward
- Not in residential or commercial area – period.
- -----
- The need to define an “emergency” shelter. Some people I work with have LS as their permanent address and stay there for months.
- We see emergency shelter as having a limit, but within timeframe would get services to help them find housing, mental health and addictions services.
- This won't be easy task.
- Large number of people at homeless shelter. 60+ people in one facility, not good for them or for the community – lose lose.
- City of London has gone through this, come up with novel ideas using smaller residences to assist people getting access to housing. Avoid a lot of people in one place.
- -----
- Need a treatment centre
- Separate criminals from drug addicts and those that want help
- Respect being demanded – respect is earned
- Those people being impacted are not being respected either
- People need to respect the rules of society – can't just do what you want, where you want. Break the law, lose your freedom.
- -----
- Shelter staff being qualified, trained, accountability having service providers come in.
- Shelter, mental health, substance use are all different issues.
- Multiple locations are needed – low barrier, zero tolerance, land based shelter, and women and gender diverse shelter – separates 60 people in one place
- Day services being provided – employment, life skills
- Giving purpose and empowering people, include them in the work being done in and around the shelter (been successful in past)
- Sense of belonging really key – we are all one workplace injury, one shitty life circumstance away from all being “those” people. So don't “they” them. These are our people and our children. And we are a community and we need to take care of each other.
- We need to take care of each other. We need to be kind. Challenge you all to think about what that life experience could be. And how quickly you could get addicted because you're on opioids. We need to be kind. This is not recent – we just didn't talk about it before.
- We had facilities, before Mike Harris days, that were all taken away.
- -----
- 143 Fifth Avenue is a mini shelter, there are many mini shelters. People are thrown into apartments, hiding people in apartments, mini shelters with no lifestyle skills, most addicts, expect people to live on their own with no support. No one checking in on people. Left to fend for themselves.
- Talk to people from Good Samaritan too. Why isn't the Good Samaritan identified in the presentation as a shelter?



*On Thursday, November 23, 2023, the Living Space Relocation Review team hosted the first of two Community Working Sessions held during Part 2 of the Relocation Review. The purpose of the working session was to share the results from Part One of the Living Space Relocation Review and seek feedback on factors to consider when contemplating the relocation of the Living Space emergency shelter.*

*About 33 people participated, including representatives of the Youth Wellness Hub Youth Advisory Committee. Thank you to all participants.*

*The meeting was facilitated by Third Party Public Inc., the organization leading the Living Space Relocation Review, in collaboration with Eagle Cree Consulting. This summary was written by Nicole Swerhun, with notes from Ruth Belay and completed participant worksheets.*

*A draft of this summary was subject to participant review before being finalized. No suggested edits were received. If you have any questions about this summary, please contact Third Party Public at [nicole@thirdpartypublic.ca](mailto:nicole@thirdpartypublic.ca). For more information about the Relocation Review see [www.livingspacereview.ca](http://www.livingspacereview.ca).*

*Note that points are numbered in this summary for ease of reference only and are not intended to imply that some points are more important than others.*

## Community Working Session (2 of 2)

Living Space Relocation Review – Part 2

Thurs, Nov 23, 2023

7 – 9 pm

## SUMMARY OF FEEDBACK

The following points summarize the overall outcomes from the Community Working Session. A synthesis of all feedback is provided in the pages that follow, including the transcribed feedback received on all completed worksheets and the notes projected “live” onscreen during the working session.

### Overall Working Session Outcomes

1. Participants shared many significantly different perspectives and lived experiences in a way that was respectful and constructive for the vast majority of the working session. Some focused on the importance of patience and re-building trust.
2. Several participants identified a need for more than one shelter, with different shelters serving people with different needs. Others identified a need for one multi-service hub.
3. There were participants who saw no advantages and several disadvantages to an in-town location and others who saw no advantages and several disadvantages to an out-of-town location.
4. Many said that the shelter should meet people's basic needs. The need for other services and programming was also identified, customized to meet client needs and coordinated between service providers.
5. The importance of respecting the human rights of all people living in Timmins was raised, with a focus on the rights of people experiencing homelessness to be served and the rights of people not experiencing homelessness to live in a safe community.

### **Note from the Third Party Public facilitation team (as presented during the Working Session):**

*The intent of this feedback summary is to capture the perspectives shared, not to assess the merit or accuracy of any of these perspectives. As process facilitators, our Third Party Public team acknowledges:*

- *Everyone has and brings different life experiences and perspectives.*
- *There are multiple public interests and tensions that exist between them for many reasons, including systemic factors that have historically and presently impact people differently.*
- *The Relocation Review process provides space for the full range of opinions and perspectives to be considered and opportunities to learn from each other.*
- *Our responsibility to support participants in discussing and addressing tensions and disagreeing (even vehemently) in a constructive way that builds trust in our ability to work together.*
- *People are complex and are at different places on their learning journeys. We will aim to hold each other accountable with grace.*
- *As a facilitation team, we are always learning, and we are open to feedback on how we can improve the process.*

*The summary is based on the points shared verbally during the working session, as well as the written feedback received on completed worksheets (see Attachments for feedback shared through 10 Individual worksheets, 6 Small Table worksheets, and the “raw notes” projected on screen during the plenary discussion).*

### **What does an emergency shelter that's working well look like to you? What's happening to make it successful?**

There was a wide range of different perspectives shared in response to these questions. In broad strokes, we have grouped responses into three general categories of responses, including:

- Where the shelter(s) is located, the physical form of the shelter, and who it services;
- What services are provided; and
- How the emergency shelter is operated.

#### **Where the shelter(s) is located, the physical form of the shelter, and who it serves**

In terms of the location of the shelter, there were a range of perspectives shared.

1. **There were participants who said that they do not consider Living Space an emergency shelter** These participants said that they see a need for three types of facilities to address the full spectrum of homelessness, including:

- A high barrier shelter for people suffering from mental health and addictions issues to

go to be matched with services. It is essential that this shelter have food because people struggling with these issues will face challenges getting food themselves. And if they're kicked out of the facility at 8am and hungry, they'll go find it in a dumpster or steal it.

- A low barrier shelter for people who don't have mental health and addictions issues also need a safe place to go.
- An “emergency” shelter when the low and high barrier shelters are full, it's -40 degrees, and we step up and open a church, arena, or other facility until the system can meet the need.

2. **There were participants who said that what's needed is one shelter that services as a multi-service hub.**

3. **There were participants who said that the shelter location needs to consider the make-up of the community.** There were participants who said:

- It needs to be located where it does not affect the local population;
- It must not be in a residential area;

- It must be away from schools and walking trails; and
- Away from vulnerable populations, children, schools, and seniors' centres.

4. **In terms of who is served and where they are served, there were participants who said that an emergency shelter should not be concentrated in one location.** Feedback shared included:

- An Indigenous-specific shelter;
- Separate sections for youth, couples, and seniors;
- Two distinct areas for men and women;
- More than one location to support the needs of different people (low/high barrier shelters, in-town/out-of-town shelters); and
- Separate sites that keep people facing major problems in a different location from others.

5. **There were participants that identified a need for rehab facilities and/or treatment centres and/or mental health facilities to serve people in a location that is not the emergency shelter, and ideally out of town.** There were participants who said:

- There should be no wait times to get into treatment; and
- People with mental health and addictions issues do not belong in the emergency shelter.

6. **Other thoughts on the form and location of the shelter included:**

- Think about a residence model where people have their own room with a common kitchen. It wouldn't be just for those that are homeless, it would also be for people who want to leave home, seniors and others.
- Timmins needs to re-introduce the co-op housing model. They manage themselves and if you meet the rules, you stay in.
- Space to access lockers to store items.
- Larger location with more beds and land.

## What services are provided

There were participants who said that a successful emergency shelter:

1. **Has dedicated resources to meet the unique needs of the individual client.** There were participants who said:
  - It has an intake process that meets people where they're at;
  - Individualized care plans would be provided;
  - Supports and services would be flexible and align with what works best for clients;
  - There would be more rehab services and resources for youth;
  - Has no wait times to access services – they're available today; and
  - It would assume all homeless want to participate in the services.
2. **Basic needs would be met.** There were participants who said that this would include:
  - Access to water
  - A 24/7 kitchen (and healthy meals);
  - Bathrooms;
  - Access to showers and laundry;
  - Access to winter gear.
3. **Has coordination between service providers.** There were participants who said:
  - There are multiple service providers on-site;
  - There is collaboration between shelters and supportive services and in-service education between service providers;
  - There is a central service hub to assess a client's needs
  - There's emphasis on coordinated access;
  - There's a Memorandum of Understanding between all collaborating agencies that defines their commitment and accountability;
  - There's a calendar of supports provided weekly with clear programming; and
  - There are 24/7 services, with all support services in one building.
4. **Other services that were identified in a successful shelter included:**

- Life skills/learning opportunities (e.g., budgeting);
  - Crisis supports;
  - Mental health supports
  - Legal supports;
  - Addiction supports;
  - Housing supports;
  - Education (e.g., learn a trade);
  - Employment (e.g., jobs around the community);
  - Medical supports; and
  - Identification (ID) clinics to help people get their IDs (health cards, birth certificates, drivers licenses, status cards).
  - Handicrafts and painting.
5. **Has other activities.** There were participants who said that this could include:
- Speakers to inspire clients;
  - Cultural support and activities; and
  - An activity area for people to keep busy during the day (play cards, games, etc.).

## How the emergency shelter is operated

There were participants who said that a successful emergency shelter:

1. **Has adequate resources and funding.** There were participants who said:
  - Just about everything mentioned during the meeting would be very helpful and very good, but who's going to pay for it?
  - It would be nice to have transparency on funding.
2. **Is a safe space.** There were participants who said:
  - There's adequate supervision, trained counsellors, and adequate protective service (24/7 coverage by guards that are trained and effective).
  - There are regulations related to weapons.
  - It's safe for staff and clients of the shelter.
  - Is a controlled environment with rules and clear expectations.
3. **Has skilled staff.** There were participants who described staff that:
  - Are multicultural, and that have received training from multicultural trainers;
  - Receive training in supports available in the community, harm reduction, trauma-informed, and sensitivity training; and
  - Treat clients with respect and are not judgemental.
4. **Has a mandatory needle return program and more staff to help clean up needles.**
5. **Has clear hours of operation.** There were participants who said:
  - There is no 8pm curfew.
  - It is open 24 hours.
6. **Has day-time community space that's safe and warm.** Full drop-in available.
7. **There is community engagement and open communication.**
8. **Is operated consistently with the Truth and Reconciliation Commission Calls to Action**
9. **Is based on a trauma-informed model.**
10. **Operates with direct input from shelter residents.** Clients have autonomy and the right to make their own choices.
11. **Takes a rights-based approach,** ensuring support for the Human Rights Code, Accessibility for Ontarians with Disabilities Act (AODA), doesn't discriminate based on illness or disability.
12. **Has a different approach to holding folks accountable for their actions.** It doesn't use the "service restriction" model. It's the behaviour that's the problem, not the person.
13. **Is free of drugs and alcohol.**
14. **Has privacy for clients.** In the dynamics at the current location, there are people taking pictures and posting pictures of clients. It's not a safe environment for the clients or the neighbours.
15. **Learns from other places,** like Australia and Alberta.

## What do you see as the advantages and disadvantages of in-town and out-of-town potential locations for the emergency shelter?

Feedback from participants is summarized in the chart below.

	In-town	Out-of-town
Advantages	<p><b>To people experiencing homelessness:</b></p> <ul style="list-style-type: none"> <li>• Easy to access, close to services (stores, medical, library, food providers, meal/soup kitchens, food banks, churches, hospital)</li> <li>• Close to support systems (family, friends)</li> <li>• Sense of community, being part of the community</li> <li>• Inclusive</li> <li>• Legal and ethical</li> <li>• Safety</li> </ul> <p><i>There were participants who didn't identify any advantages.</i></p>	<p><b>To people experiencing homelessness:</b></p> <ul style="list-style-type: none"> <li>• Privacy during a difficult time, isolate while recovering</li> <li>• Less interaction with discriminatory community</li> <li>• More focused help, much better outcomes</li> <li>• Away from drug dealers</li> <li>• Services could be accessed more efficiently, if done correctly (one-stop-shop or shuttle buses)</li> <li>• Easy access to land-based programming (not much outdoor space at current or previous facility)</li> <li>• Space to build a multi-use facility with services</li> </ul> <p><b>To people not experiencing homelessness:</b></p> <ul style="list-style-type: none"> <li>• Safer for residents and business owners</li> <li>• Fulfill mandate of town</li> <li>• Low impact on surrounding community</li> <li>• City is clean again</li> </ul> <p><i>There were participants who didn't identify any advantages.</i></p>
Disadvantages	<ul style="list-style-type: none"> <li>• Easier access to addiction</li> <li>• Living with constant discrimination, not feeling welcomed by the community</li> <li>• Angry homeowners</li> <li>• Crime, overdoses, concerns about public safety, danger to residents and businesses</li> <li>• Needles are a danger</li> <li>• Human trafficking puts people at risk</li> <li>• Hard to find space to provide land-based, cultural programming</li> <li>• Goes against City Council direction to explore options away from residential and commercial areas</li> </ul> <p><i>There were participants who didn't identify any disadvantages.</i></p>	<ul style="list-style-type: none"> <li>• Segregation, constant sense of discrimination, exclusion (especially if the majority are Indigenous – then it's like being on reserve, and we never asked to be there)</li> <li>• Harder to access the location and services (if services not available onsite)</li> <li>• People won't go if not easily accessible</li> <li>• Isolation from support systems, family, friends</li> <li>• Risk of mental health struggles</li> <li>• Cost – police, medical, mental health, groceries, transportation, moving the shelter</li> <li>• Safety concerns, vulnerability, people walking along the highway at night (Missing and Murdered Indigenous Women and Girls), risk of human trafficking increases, farther away from emergency services</li> <li>• Time – will take too long, we need a quicker solution</li> </ul> <p><i>There were participants who didn't identify any disadvantages.</i></p>

## Other feedback:

Related to concerns about crime, there were participants who said:

1. Catch and release does not work. Stop it. If there were consequences for illegal actions, that may bring crime down. Laws need to protect the general public so there need to be consequences to crimes.
2. The police have an obligation to protect the general public to live in safety. This is also a human right.

Related to patience and trust, there were participants who said:

1. The problem won't be solved overnight, so please be patient with the community and the agencies.
2. I wish our community finally gets together and we love and trust again.
3. Everyone is a member of our community and deserves the community's commitment to their well-being.
4. The community trust needs to be brought back.
5. People who are housed have been inconvenienced by the homeless issue. Imagine the inconvenience of people who are homeless.

Related to the relationship between tenants and landlords, there were participants who said:

1. Homeless people are not going into your yards because they want to. They're on the street because of discrimination with landlords. The shelter has a good connection with landlords willing to rent to people wanting to leave the shelter.
2. In response, there were participants who raised concerns about properties being damaged because they're being rented to tenants without living skills. This is a huge concern. It's linked to Iain de Jong's report "An Updated Plan and Investment Strategy for Homelessness Prevention Program Funding in the Cochrane DSSAB" which says one of the core principles on which the Housing First approach is based is

"No housing readiness requirements" and no preconditions for housing.

Related to the Relocation Review process, there were participants who said:

1. There should be more advertising of the Relocation Review process – suggest ads in the Timmins Times.

Related to needles and the safe injection site, there were participants who said:

1. Get rid of the safe injection site – it continues to have problems. If it exists, have it out of City limits.
2. Have a mandatory needle return program, more needle disposal boxes, and staff to clean up.

Related to other levels of government, there were participants who said the Provincial and federal governments have failed this file across the country.

Related to interest in accessing services, there were participants who said most items discussed assume that all or most of the homeless would take part in the services. Large portion of the homeless do not want services.

## Next steps:

The Third Party Public team committed to sharing a draft summary of the feedback from participants for their review to confirm nothing major from the discussion was missing or off-base. The same process will be followed for all working sessions held, with final summaries posted on the Relocation Review website. That way people can review all summaries and see the same inputs as the Relocation Review team.

In addition to in-person working sessions, there is an online feedback form at [www.livingspacereview.ca](http://www.livingspacereview.ca) that asks the same questions. That gives an opportunity to people who are unable to attend working sessions to share their thoughts and/or those who have additional perspectives to share either before or after the working sessions.

## Attachments

- ATTACHMENT 1. Transcribed feedback from Small Table Worksheets
- ATTACHMENT 2. Transcribed feedback from Individual Worksheets
- ATTACHMENT 3. “Raw Notes” projected on the large screen during the plenary discussion (as participants shared reports from their small table discussions and any additional comments)

## ATTACHMENT 1. Transcribed Feedback from Small Table Worksheets

There were six (6) small table worksheets completed at the meeting (the notes on these worksheets reflect points raised during group discussion among members sitting at the same table). Some small tables answered all of the questions, while others answered a subset of questions. The numbers included here are for ease of reference only and do not reflect any order of priority. They also do not align with the numbered responses to other questions (because not all worksheets had responses to all questions).

1. Timmins will have an emergency shelter. What does an emergency shelter that's working well look like to you? What's happening to make it successful?	
#	Transcription of hand-written feedback on the worksheet
1	<ul style="list-style-type: none"> <li>• (lack of funds)</li> <li>• It has to be a safe space with adequate supervision, trained councillors, adequate protective services (24-7 coverage by guards that are trained and effective)</li> <li>• Has to be located where it does not affect the local population – theft, break and enters, a threat to people on the street, must not be in a populated area (i.e., residential areas)</li> <li>• Not a safe injection site, it just continues their problem.</li> <li>• Catch and release does not work – it never ends.</li> <li>• Have activity area for people to keep busy during the day – play cards, games, etc.</li> <li>• Men and women in two distinct areas</li> <li>• Separate sites for people with major problems and well-behaved people</li> <li>• Treated with respect – feel that they are not loved, given hope, no self-worth, training and services, hope of a future, learn a trade, get prepared for society</li> <li>• Controlled environment</li> <li>• Assume that all homeless want to participate in the services</li> </ul>
2	<ul style="list-style-type: none"> <li>• Multi-service providers on site</li> <li>• Multicultural staff and training from multicultural trainers</li> <li>• Central services hub to assess client's needs</li> <li>• Indigenous specific shelter</li> <li>• Skilled staff, non-judgemental</li> <li>• No wait time or wait list/access services today</li> <li>• Truth and Reconciliation Calls to Action</li> <li>• Community engagement and open communication</li> </ul>
3	<ul style="list-style-type: none"> <li>• Clear hours of operation, Calendar of supports – when time for clients</li> <li>• ID clinics to support for ID</li> <li>• Expectations of shelter, What support service user needs</li> <li>• Supports and services user meets to see what's working for them, being flexible</li> <li>• Separating sections youth, couples, seniors</li> <li>• Community purpose, Legal supports, Basic needs</li> <li>• Talking about low/high barrier – confusing with a treatment centre</li> </ul>
4	<ul style="list-style-type: none"> <li>• Public safety or general public currently at high risk against our collective human rights</li> <li>• Emergency shelter should not be concentrated one location</li> <li>• No one addiction or mental health belong there – only people that really need help – we need rehabs and mental health facilities</li> <li>• No safe injection sites in Timmins – out of City limits if any people need the proper help</li> <li>• *has to be high barrier need to open mental health facilities</li> <li>• Need to build rehab centres there should be no wait ties to get in</li> </ul>
5	<ul style="list-style-type: none"> <li>• Access to resources/services (food, water, mental health supports, winter gear)</li> <li>• Away from schools and walking trails</li> <li>• More than 1 location to support the needs of different people (low/high barrier shelters, in/out of town shelters, with food access)</li> <li>• Mandatory needle return program</li> <li>• No 8pm curfew. Access to come in, but not out. This is huge barrier to services.</li> <li>• Larger location, more beds, more public garbages</li> <li>• Land space to be themselves</li> </ul>

	<ul style="list-style-type: none"> <li>• More needle disposal boxes and staffing to clean up</li> <li>• Space to access lockers to store their items</li> <li>• More rehab/resources for youth, specifically</li> </ul>
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**2. Both in-town and out-of-town locations for the Living Space emergency shelter have been suggested. What do you see as the top 3 advantages and disadvantages of both these suggested locations?**

#	Transcription of hand-written feedback on the worksheet	
	ADVANTAGES In-Town Locations	DISADVANTAGES In-Town Locations
1	<ul style="list-style-type: none"> <li>• Close to services and supports, stores, medical, library, food providers, meal/soup kitchens, food banks, churches</li> <li>• Hospital</li> <li>• Sense of community</li> </ul>	<ul style="list-style-type: none"> <li>• Easier access to addiction</li> <li>• Living with constant discrimination</li> <li>• Human trafficking putting people at risk</li> <li>• Not feeling welcomed by the community</li> <li>• Moving from the current location adds cost to all service providers</li> </ul>
2	<ul style="list-style-type: none"> <li>• Accessibility – service providers, service users</li> <li>• Being part of community, Human Right</li> </ul>	<ul style="list-style-type: none"> <li>• Angry homeowners</li> <li>• Discrimination</li> </ul>
3	<ul style="list-style-type: none"> <li>• None</li> </ul>	<ul style="list-style-type: none"> <li>• Crime, Overdoses, Public safety</li> </ul>
4	<ul style="list-style-type: none"> <li>• More access to services/resources (food, water, mental health services)</li> <li>• Close to support systems (family, friends)</li> <li>• Easy to access quick, to get services</li> </ul>	<ul style="list-style-type: none"> <li>• Danger to residents and businesses</li> <li>• Crime/needles are a danger</li> <li>• Hard to find space to provide land-based / cultural programming / house all services</li> </ul>
	ADVANTAGES Out-of-Town Locations	DISADVANTAGES Out-of-Town Locations
1	<ul style="list-style-type: none"> <li>• Privacy during a difficult time</li> <li>• Less access to urban substances and services</li> <li>• Less interaction with a discriminatory community</li> </ul>	<ul style="list-style-type: none"> <li>• Segregation</li> <li>• Could create or use unsafe drugs due to addiction</li> <li>• Less access to necessary services</li> <li>• Putting people at risk (Missing and Murdered Indigenous Women and Girls)</li> <li>• Cost – police, medical, groceries, mental health, transportation, moving shelter</li> </ul>
2	<ul style="list-style-type: none"> <li>• Away from family supports</li> <li>• Community engagement, Land-based</li> </ul>	<ul style="list-style-type: none"> <li>• Vulnerability</li> <li>• No transportation</li> </ul>
3	<ul style="list-style-type: none"> <li>• Less crime, Less temptation, More focused help, Much better outcomes</li> </ul>	<ul style="list-style-type: none"> <li>• They won't want to go so we need laws to force them</li> </ul>
4	<ul style="list-style-type: none"> <li>• Away from dealers/away from pressure to go into drug use/controlled environment</li> <li>• Rehab programs away from the city safer for the residents/business owners in the city</li> <li>• Services could be accessed more efficiently, if done correctly (one stop shop or shuttle buses)</li> <li>• Easy access to land-based programming/farm programs, routine schedule, with activities</li> </ul>	<ul style="list-style-type: none"> <li>• Harder to access the location and services (food, drinks, mental health counselling)</li> <li>• People won't go if the location is not easily accessible</li> <li>• Isolation away from support systems, family, friends</li> <li>• Risk of mental health struggles</li> </ul>

**3. Do you have any other comments to share with the Relocation Review team?**

#	Transcription of hand-written feedback on the worksheet
1	<ul style="list-style-type: none"> <li>• Laws need to protect the general public so there needs to be consequences to crimes</li> </ul>
2	<ul style="list-style-type: none"> <li>• There needs to be more empathy for the homeless population in Timmins</li> <li>• We <u>need</u> to know where the funding is going – more transparency</li> </ul>
3	<ul style="list-style-type: none"> <li>• We are victims of every scenario of impact. When we tried to speak, our landlords silenced our voices. We still in these situations, fearing our livelihood. We are living in a trap house. Was not like this before Living Space opening. A fence went up to protect us but because our voice was silenced the problem trapped us in our homes/apartments. We seen it all. From dealers to people in dire need. We are currently living in 3<sup>rd</sup> hand smoke. Apartments are broken into and daily we fear burning down, even tonight. It is affecting our livelihood in every way. We are taking this to Landlord Tenants Act and still waiting – going homeless. We spoke to Living Space when this started that it would affect community and that was ignored, (which is) why we are here now. I have done civil service for 10 years. I am a plasterer by trade and would love to rebuild the city instead of losing everything, including my life. And we were told we were racist for speaking up.</li> </ul>

## ATTACHMENT 2. Transcribed Feedback from Individual Worksheets

There were fourteen (14) individual worksheets completed and one written submission received at the meeting. Some people answered all of the questions, while others answered a subset of questions. The numbers included here are for ease of reference only and do not reflect any order of priority. They also do not align with the numbered responses to other questions (because not all worksheets had responses to all questions).

<b>1. Timmins will have an emergency shelter. What does an emergency shelter that's working well look like to you? What's happening to make it successful?</b>	
<b>#</b>	<b>Transcription of hand-written feedback on the worksheet</b>
1	<ul style="list-style-type: none"> <li>• Calendar of supports weekly – TNFC, SCAS, Housing, CMHA, medical</li> <li>• Life skills/learning opportunities</li> <li>• IDs – HC (health cards), status, BC (Birth Certificates), DL (Drivers License)</li> <li>• Clear expectations – clear programming</li> <li>• Crisis supports</li> <li>• Clear hours</li> </ul>
2	<ul style="list-style-type: none"> <li>• Has an intake process that meets people where they're at</li> <li>• Separation between women/men</li> <li>• Supports in the moment – mental health, addiction, housing, medical, life skills, budgeting</li> <li>• Basic needs</li> <li>• Transitional process – steps towards being housed, plan of care process</li> <li>• Empowerment, jobs around community, education</li> <li>• 4 shelters – high barrier, low barrier, transgender, cultural/men's</li> <li>• Cultural support and activities</li> <li>• Collaboration between shelters and supportive services, in-service education between service providers</li> <li>• Training on supports in community, harm reduction, sensitivity training</li> <li>• Safety for folks – staff/service users</li> </ul>
3	<ul style="list-style-type: none"> <li>• Open 24 hours</li> <li>• Essential needs, laundry, washrooms, nutritious food</li> <li>• Secure, properly staffed, full drop-in available</li> <li>• Access to services</li> </ul>
4	<ul style="list-style-type: none"> <li>• Emergency – this is your last resort</li> <li>• Using emergency shelter doesn't define what currently or needed in Timmins</li> <li>• Acknowledge difference between low/high barrier and serving both is critical, is required</li> <li>• Dedicated resources to meet unique needs of the individual client</li> <li>• Food – dignified access to food but that is at the shelter or very easily accessed</li> <li>• Access to a wide-range of services that are identified in the system of care</li> <li>• Away from other vulnerable populations – children (schools, seniors centres)</li> </ul>
5	<ul style="list-style-type: none"> <li>• Individualized care plans</li> <li>• Emphasis on coordinated access</li> <li>• Memorandum of understanding between all collaborating community/provincial/federal agencies = defines commitment and accountability</li> <li>• Strong emphasis on meeting people's basic needs – 24/7 kitchen (healthy meals!!), access to showers and laundry (restores dignity)</li> <li>• Trauma informed model</li> <li>• Direct input from shelter residents, shelter residents should be made to feel empowered and have autonomy and the right to make their own choices</li> <li>• Come up with a different approach than a "service restriction" model while still holding folks accountable for their actions - it's the behaviour, not the person</li> </ul>
6	<ul style="list-style-type: none"> <li>• Needs to be a high barrier, has to have rules</li> </ul>
7	<ul style="list-style-type: none"> <li>• Have rules</li> </ul>
8	<ul style="list-style-type: none"> <li>• 24/7 services – all support services in one building!</li> </ul>
9	<ul style="list-style-type: none"> <li>• Bathroom, food, shower, 24 hours a day</li> <li>• Daytime community space – need safe, warm space</li> <li>• Hire security</li> <li>• December 31 / plan in place – injection site, methodone, get rid of it</li> </ul>

	<ul style="list-style-type: none"> <li>• Crime – no catch/release – 28 days, jail cells</li> <li>• Hiring/crafts, painting, activities</li> <li>• Reward – program – interest them in doing better, everyone has choices</li> <li>• Hope – speakers to inspire</li> </ul>
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**2. Both in-town and out-of-town locations for the Living Space emergency shelter have been suggested. What do you see as the top 3 advantages and disadvantages of both these suggested locations?**

#	Transcription of hand-written feedback on the worksheet	
	ADVANTAGES In-Town Locations	DISADVANTAGES In-Town Locations
1	<ul style="list-style-type: none"> <li>• Access to supports</li> <li>• Inclusive</li> <li>• Legal</li> </ul>	
2	<ul style="list-style-type: none"> <li>• Accessibility for clients</li> <li>• Accessibility for service providers</li> <li>• Ethical and legal (human rights)</li> </ul>	<ul style="list-style-type: none"> <li>• Perceptions</li> <li>• Discrimination</li> </ul>
3	<ul style="list-style-type: none"> <li>• Proximity to specialist services</li> <li>• If not accessing Living Space, then option “shelter” easier to access</li> <li>• Proximity to friends/family support circles</li> </ul>	<ul style="list-style-type: none"> <li>• Impact on surrounding area (i.e., residents, business climate)</li> <li>• Lack of privacy for clients, open to harassment</li> </ul>
4	<ul style="list-style-type: none"> <li>• Access to other services, 24/7 service</li> <li>• Safety</li> <li>• Family access</li> </ul>	<ul style="list-style-type: none"> <li>• ?</li> <li>• ?</li> <li>• ?</li> </ul>
5	<ul style="list-style-type: none"> <li>• None</li> </ul>	<ul style="list-style-type: none"> <li>• No access to services</li> <li>• No 24/7 access</li> <li>• Disability – sex traffic</li> </ul>
6	<ul style="list-style-type: none"> <li>• Services that give them hope</li> <li>• Health/mental issues worked on, lift up</li> <li>• Rehab – independence, career of worth, educate, accomplish, hope</li> </ul>	
	ADVANTAGES Out-of-Town Locations	DISADVANTAGES Out-of-Town Locations
1		<ul style="list-style-type: none"> <li>• Accessible</li> <li>• Transportation</li> <li>• Isolation</li> </ul>
2		<ul style="list-style-type: none"> <li>• Inaccessible – will create more people downtown</li> <li>• Safety concerns</li> <li>• Discrimination and exclusion</li> <li>• Risk of human trafficking increases</li> </ul>
3	<ul style="list-style-type: none"> <li>• Fulfill mandate of town</li> <li>• Time to develop and funding</li> </ul>	<ul style="list-style-type: none"> <li>• Transportation</li> <li>• Access</li> </ul>
4	<ul style="list-style-type: none"> <li>• Space to build a multi-use facility with services</li> <li>• Anonymity/stigma because a pos. for treatment</li> <li>• Low impact on surrounding community (i.e., neighbours, businesses)</li> </ul>	<ul style="list-style-type: none"> <li>• Transportation, logistics = barrier</li> <li>• If services not available on site, then distance to reach services is a disadvantage</li> <li>• Lack of funding to support services needed</li> </ul>
5	<ul style="list-style-type: none"> <li>• Away from citizens, kids can play outside and elders can go uptown without being harassed</li> <li>• City is clean again</li> </ul>	<ul style="list-style-type: none"> <li>• None</li> <li>• Bring the services to the shelter</li> </ul>
6	<ul style="list-style-type: none"> <li>• Treatment</li> <li>• Get off drugs</li> <li>• Learn options for a skilled trade/interests</li> <li>• Isolate while recovering</li> </ul>	<ul style="list-style-type: none"> <li>• They all want to be in town, so will that solve anything</li> <li>• If no intervention</li> <li>• Isolation, depression</li> </ul>

**2. Do you have any other comments to share with the Relocation Review team?**

#	Transcription of hand-written feedback on the worksheet	
1	<ul style="list-style-type: none"> <li>• Homeless people are not the real problem and its not fair to them to mix them in with people that may transition them to homeless to being a drug addict. They should be kep separate and safe from this. Having different separate locations would I think would be better. The ones that are addicts can receive treatment then they can go back into the community only when they are well enough to do so.</li> </ul>	
2	<ul style="list-style-type: none"> <li>• Pharma is the winner in all of this – drug dealers</li> </ul>	

## ATTACHMENT 3. “Raw Notes” projected on the large screen during the plenary discussion (as participants shared reports from their small table discussions and any additional comments)

### **Timmins will have an emergency shelter. What does an emergency shelter that’s working well look like to you? What’s happening to make it successful?**

- Wherever shelter is and whatever it looks like, need access to services – food, water, etc.
- Away from schools and walking trails
- More than one location to support needs of different people – in and out of town, low and high barrier
- Curfew can pose problem – idea – people can come in but not go out
- Larger location with more beds to serve more people
- More rehab programs and resources specifically for youth, 12-25
- Access to lockers for people to store their items, and mandatory needle return programs
- More staffing to help clean up needles
- -----
- Open 24/7 not closed during day
- Should be free of alcohol or drugs
- Should be guidelines
- Needs regulations
- Regulations related to weapons
- More security
- Need strict rules – no drugs or alcohol
- Basic essential needs met – food, living skills,
- More coordination between agencies
- -----
- Adequate resources and funding
- Accessible services – so meeting people where they’re at and responding to issues they present with
- Return to hub model with 24/7 supports
- Rights-based approach, ensure support Human Rights Code, AODA, services based in reality of the supports we can provide
- AODA – e.g., can’t discriminate based on illness or disability, specifically talks about addictions – can’t limit access to services based on a disability, can’t put a rule that would disqualify them
- Need options for people
- -----
- Should be a separate place for people with drug problems, instead of in place where others can get hooked – should be all separate
- Don’t mix homeless people with drug addicts
- -----
- “emergency shelter” – for us, Living Space is not an emergency shelter
- For us, “emergency”
- Low barrier and high barrier shelters, determine needs of clients when entering – we need shelter space to address the full spectrum of homelessness
- Need space for people suffering from mental health and addictions with matching services
- People who don’t have those issues, and safe place to go
- “emergency” – when those places tapped out and still homeless and -40, then step up and open church, arena, facility, until get rest supports to balance it
- 3 different levels
- Essential to have food, especially in low barrier situation, struggling with MH and addictions issues, having them figure out where to go to figure it out, nightmare
- Not ask someone to leave 8am with no food – they’ll go find it in dumpster, bag it, steal it
- Until in position when choose eat or don’t eat, you don’t know why I made the decision I did – that’s a dynamic at play and need to feed the people we provide services for
- Whatever service required by individual client, every person has different need – need to ensure those are provided at proper facility. NOT 8-noon at X location, and 3-6 on Friday go here – need an Service-Hub type structure
- Away from other vulnerable populations – children, seniors – when put people out who are suffering in life, putting them outside bus stop for kids at same time of day when kids going to school. Feel for everyone involved – people on the street at 8am and feel for kids standing 10-15 feet away doing drugs beside them
- Value Village right below gym facility, 16 yr old daughter, that business would pay the price if people stopped going
- CONSIDER THE MAKE Up of the community

- Facility that has ability to have privacy for the clients – in the dynamics its in now, have people taking pictures, people posting pics, not safe environment for clients or the neighbour
- -----
- 19 years ago at big AGM for Goldcorp in Mexico, fly through Toronto to get to Mexico. Never had seen street people in Timmins. In Australia, anyone on street is put in jail. Human Rights – the police has an obligation to protect the general public to live in safety.
- Last 4 years its been going down. We're killing these people because many don't want to go to shelter.
- It's a BIG failure – I'm ashamed to be called Canadian. Shelters with no rules, doesn't work.
- Need more than one shelter, can't be just one location. No one addicted or mental health issues belongs there. Need rehab. That would be serving these people a lot better and whole community at large.
- Not sure where common sense went.
- Safe injection site should not be in town.
- Need to open mental health facilities and rehab centres. Should be no wait time to get in because when someone's ready, there needs to be a place for them.
- Swiss couple – our country went through what you're going through years ago, need special places to bring people.
- -----
- I'm in ground zero, victimized in every which way by standards in this community. Rights violations of every angle.
- Still doing neighbourhood watch. Still picking up needles. It's an extreme crisis. Picked up over 5000 needles in a month, half on my property.
- Fundamental rights are being slipped under the rug. We should be able to have a voice on every angle of these rights.
- We've survived dealers, break ins constantly. Affected mental health, quarantined because of bed bugs. Constantly fear safety and being burned down every night because no safety. Tried to speak to landlords, and OAHS – feared going home. Told were racist.
- Wish our community finally gets together and we love and trust again.
- -----
- BIG item that no one has mentioned, where does the money come from? Just about everything mentioned would be very helpful and very good. But who's going to pay for it?
- -----
- Homeless people are not going into your yards because they want to. They're on street because of discrimination with landlords. Shelter has good connection with landlords willing to rent to people wanting to leave shelter.
- Has to be engagement from people that own houses that are empty – could get people out of yards and out of your face.
- Shelter would have multicultural staff, multicultural teaching training, multi-services, multiple locations (ideally), but most of all there would be community engagement, everyone wants to problem solve but no one wants to help.
- Problem that won't be solved overnight, so please be patient with the community and the agencies.
- There's wait time for everything – the services need to be now, today. There aren't enough staff. Can recommend people for treatment but if no treatment centre, doesn't help.

*Both in-town and out-of-town locations for the Living Space emergency shelter have been suggested.*

**a) What do you see as the top 3 advantages and disadvantages of an in-town location?**

**b) What do you see as the top 3 advantages and disadvantages of an out-of-town location?**

- Out of town
- Advantages
- Away from dealers and pressure to go back to drug environment
- Safer for residents businesses and others
- Had home broken into to, kicked in door – less like
- Services could be accessed more efficiently – one stop shop or shuttle buses, easier to access land based programming
- Disadvantages
- Harder to access – food drinks mental health counselling, would be nice to have that onsite
- People won't go if not easily accessible, could lead to more harm to city than we have now
- Somewhere for people to comfortable, safe, have stuff stored. Right now at LS lay on stuff all day
- Isolation from support systems, family and friends – want transition to be as easy as possible, and as community we need
- -----
- Disadvantages Out of town
- Inaccessibility – people typically have to get around by foot
- Safety concerns – increased risk human trafficking, people walking along highway at night, farther away from emergency services (like overdose response)
- Idea of exclusion – some people welcome within city limits, and others are not
- -----

- Out of town
- Advantages
- Depends on what the facility is, what transportation provided is
- Space to build the proper facility with the proper amenities and service provisions on site
- Difficult to take any building in high density area of city and try and transition all services required
- Culturally appropriate spaces – could be indoor outdoor if out of town (current and previous facility didn't have much outdoor space)
- Issue of privacy and anonymity, not under constant scrutiny and invasion of privacy
- Social media extremely disheartening – there's a right to dignity, people aren't even doing anything wrong and photo plastered – place for people to live
- Low impact on surrounding area and neighbours, lower density area has fewer
- DISADVANTAGES
- Transportation logistics, if don't have that in way that people can come and go as they wish, and safe – additional cost
- Based on type of facility, if not all inclusive, distant from other services is an issue
- Lack of upper level government funding to support the facility that would exist – FAILED this file across country (province and feds)
- -----
- 1995, City developed 250 units, and 30% of those units were geared to income, and 70% subsidized the 30%. Operated as coops. Had rules, and integrated.
- 5 wards, everything concentrated.
- Another 300 units were also developed. City needs to create 30% of new units – not to have concentration in shelter in winter.
- Need coop model. They're managed themselves. If you meet rules, you stay in.
- All here and all full. That's likely 20% of housing stock. No new developments since late 90s. It's in Official Plan and provincial guidelines, just forgotten.
- -----
- No advantage to having LS like it is today in town.
- First LS location ridiculous because right by Algonquin where big trucks passed.
- DIS
- Overdoses and public safety.
- Out of town
- ADV – less time, less temptation, huge plus if going to be successful trying to quit, get more focused help if have facility. Will have much better outcomes
- DISADV – some people may not want to go, if someone keeps committing crime, need to go to jail or go to rehab. Depends on crime. May not be able to save everybody, but have to give it a go. Somebody's brother, somebody's parents. A lot of people are making money off these people. About 12 years ago – biggest addiction was prescription drugs.
- -----
- If we have resource out of town, will need a central hub. Place to for people to go – need a hub to evaluate people, that community trust needs to be brought back.
- Gatineau – have a service hub where have resources, arts, crafts, tool room, music room, instruments, hobby tools, carpentry, bead work, managed by intervention workers. Signs can be seen. Community supports are there.
- Limited to certain groups (16-30)
- Addiction – stuck in emotional block somewhere
- Need a resource/game room/community house to link all the other resources
- No age restriction
- -----
- In town – goes against mandate of City away from residential and commercial
- Out of town – disadvantage, time – need a quicker solution, will take too long
- -----
- Just about everybody assumes that all or most of homeless would take part in the services, whether in or out of town
- Large portion of the homeless do not want services. Want to stay high, stay out there, and don't bother me. Most items discussed would be for people who want to take part in these services. Just want to get high and survive.
- -----
- As an Indigenous person, need to remember call to action for Truth and Reconciliation
- Several issues heard – homeless, mental health and addiction, crime – sometimes these intersect, but they don't always. Important to understand this.
- ADV IN TOWN – maybe we need an Indigenous-focused shelter. Would need to be close to services and supports. Stores, library, food services, meals, soup kitchens, food bank, churches.
- Sense of community

- DISADV OUT OF TOWN – big cost for the city, because we need probably to have more bus service or else stuck in town
- Constant sense of discrimination, especially if majority indigenous – like being on reserve and we never asked to be there
- Increased risk to human trafficking
- Added cost to move – to all service providers
- Segregation, could create or use unsafe drugs
- Less access to necessary services, put people at risk
- Murdered and missing Indigenous women
- ADV OUT OF TOWN
- Privacy during difficult time
- I can't speak for another nation
- I'm not surprised to see the demographic of the room. You've been inconvenienced by homeless issue, imagine inconvenience of people who are homeless
- Ask people why they stay in town – have families who are housed, putting them far away is not always good for people who have already been separate from their families for so long.
- -----
- Could location of safe injection site be considered along with the way we're considering LS relocation
- Everyone is a member of our community and they deserve the community's commitment to their well being
- Would be nice to have transparency on funding.
- -----
- Danielle Smith, Check Alberta
- RADIO – Q93.1 – a couple
- Change catch and release law – that would lower crime
- If there were consequences for their actions, that may bring crime down. Police
- TIMMINS TIMES\*\*
- Bail beds on subdivisions – parents afraid to let kids out.
- -----
- Huge concern if provide addicts housing without living skills, not fair
- CDSAB – allowed people to wreck house and don't worry
- -----
- Residence model – own room with common kitchen, not just for homeless, people who want to leave home, seniors, others
- \*\*Really worried about no housing readiness requirements\*\* see Iain De Jong report\*\*
- That's another consequence of having them trashed -

On Wednesday, November 22, 2023, the Living Space Relocation Review team from Eagle Cree Consulting and Third Party Public held a meeting dedicated to engaging Indigenous voices to share the results from Part 1 of the Living Space Relocation Review and seek feedback on factors to consider when contemplating the relocation of the Living Space emergency shelter.

18 people participated, some of whom were affiliated with organizations (including Timmins Native Friendship Centre, Mushkegowuk Council, Apitipi Anicinapek Nation, Mushkegowuk Fire Keepers, Ontario Aboriginal Housing Services, Living Space, and Timmins & Area Women in Crisis). Elder Pat Etherington Sr. shared opening and closing prayers, along with Elder Francis Whiskeychan. Thank you to all participants.

The meeting was facilitated by Eagle Cree Consulting, with support from Third Party Public Inc., the organization leading the Living Space Relocation Review. This summary was written by Nicole Swerhun and Ruth Belay, with contributions from Jean Sutherland. As facilitators that are not advocating for any particular outcome of the Relocation Review, the intent is to capture the perspectives shared during the discussion, not to assess the merit or accuracy of any of these perspectives. This summary does not indicate an endorsement of any of these perspectives on the part of Third Party Public or Eagle Cree Consulting.

A draft of this summary was subject to participant review before being finalized. No suggested edits to the draft were received. If you have any questions about this summary, please contact Eagle Cree Consulting at [admin@eaglecreeconsulting.com](mailto:admin@eaglecreeconsulting.com) or Third Party Public at [nicole@thirdpartypublic.ca](mailto:nicole@thirdpartypublic.ca). For more information about the Relocation Review at [www.livingspacereview.ca](http://www.livingspacereview.ca).

Note that points are numbered in this summary for ease of reference only and are not intended to imply that some points are more important than others.

## Engagement with Indigenous Voices

Living Space Relocation Review – Part 2

Wed, Nov 22, 2023

9:30 am – 12:30 pm

## SUMMARY OF FEEDBACK

*There were many points raised during the discussion. This summary has been written so that related points are grouped together, even if they were raised at different points during the discussion.*

*Note that no objections were raised to any of the comments made by participants, however neither was every participant asked if they agreed with every point. As a result, this summary reflects the range of perspectives shared and should not be interpreted as consensus on the part of the participants.*

Feedback shared at the meeting for the Living Space Relocation Review to consider

### Comments related to cultural competency and protocols

- It is important to follow our protocols. It feels like this Relocation Review process is rushed. At least a year is needed.
- There's a lack of awareness and understanding of who First Nations people are and our histories. Comments would be toned down if people had an understanding. Living Space is an emergency shelter and not a lifestyle.
- Mushkegowuk offers cultural competency training. There is a need for this in DSSAB and other organizations in Timmins.
- We need more Seven Generations teaching, information, and partnering. We need to educate people in power and privileges.

### Suggestions for Living Space

- It would be helpful to know how many of the people using Living Space are Indigenous. That would help us understand if it's a service that should be Indigenous-led.

years for some services. Even if we can support each other with self-care, that would be helpful.

### **Comments related to the need for more government resources and support**

- The government is trying to divide us – Indigenous on reserve and those who don't live on reserve. Service providers try, but there are not enough of us.
- Many in our community are struggling with mental health and addictions issues. We can't force people into services and then when we do help, we're met with resistance from the public. It's frustrating. Support from the community is critical when integrating people. The government needs to take mental health seriously. There could be three people doing the work currently handled by one person in our organization. Without multi-level support of government, we're being asked to solve the issue with our hands tied behind our backs. We need more advocacy and we need to hold leadership accountable at all levels.
- There is a lot of stigma. It's easy to say that we want to work together but we need more services and funding. We need to collaborate with agencies and they need to understand Indigenous ways.
- Many government *Acts* don't apply on reserves and this is a problem. First Nations are not considered "people" and we don't "fit" into the system. For example, the *Police Services Act* had to be amended to recognize First Nations people. All Acts and policies need to be changed and revisited or else the end result will be that First Nations people will become refugees or homeless. Canadian leaders need to be careful because people are surprised to hear what's happening with First Nations in Canada. They think this is the land of freedom and they don't see the dark side.

### **Comments related to health care**

- Acknowledge two Timmins doctors that spearheaded the use of Saboxone. It is helpful. Now partnerships need to kick in with service providers.

- There are issues at Living Space. The shelter did not happen the way it was supposed to be. There have been leaders that did not want service providers on site, but a lot of things happened that pushed organizations away.
- Living Space needs more Indigenous staff. I would like to see an Indigenous person running Living Space. We need different kinds of leadership. Constant changing of leadership at Living Space doesn't help.
- Having the CDSSAB managing Living Space is a short-term fix. Having only one Indigenous person on the Living Space Board of Directors is difficult. As Indigenous communities, we need to work together.

### **Living Space Relocation Review**

- The Relocation Review was done to appease people in the community.
- Look to what Peterborough is doing as a potential option for Timmins. Their downtown was being flooded by people and they've built mini houses and provided showers, bathrooms, and services.
- Treaty 9 should be part of this discussion.

### **Comments related to service providers**

- All the agencies in this room contributed to my recovery. It takes a community. I've lost friends and family, and everyone gave me a chance. Now I can help people struggling, help people access resources, and I can be there for them. We are all just people.
- We need to get everyone on the same page and share information. The worse thing we can do is send people from one person to another and another. By the time a person is referred to a third person, they're going to go back to their comfort zone.
- We need ways for Indigenous frontline workers to support each other. For example, how do we go to a sweat. Or ourselves access services? For example, I've been on a waiting list for two

- Some participants had negative experiences with staff in the emergency department of the hospital, noting that they need to change their attitude and not make assumptions on who First Nations people are.
- The hospital has an Indigenous Advisory Committee and they speak about complaints.
- Another participant said that their experience was different, nothing that people experiencing homelessness have been accepted into Emergency to sleep and the staff did not kick the person out.

### Other comments and suggestions

- After care is essential and necessary. It needs to be nurturing and not dwell on the things people did or spoke. They already have shame and guilt about things that have been done.
- Sexual abuse is an issue that needs to be addressed – it is contributing to how our people are suffering today. Kids are being raised in homes where people have sexually abused people. We need to speak up as communities because the next generation is being impacted. Victims are not able to tell their stories and they're blaming themselves. We need to speak up and educate.
- Mining companies are taking resources from our land and making millions of dollars. They provide token support but nothing of real value. We need to make it condition that if they're working in our area, then they need to help resolve issues.
- Partnering is better than doing nothing to move things forward. This could be with the City or others. Meeting with newcomers to Timmins could be another option since they seem to be organized and sometimes the focus of bad comments and miscommunication.
- We used to have a “building bridges” process in Timmins but now we can call it “burning bridges”. It went sideways and did not do what it was supposed to do. It never touched on homelessness.
- A participant shared concern about the potential municipalization of Indigenous communities by

the Canadian government. He explained that this involves a ten year package of money to sign away First Nations status and make Indigenous communities taxpayers. There was concern that this would mean people would not be able to stay in their communities and could lead to more people moving into the bush or living on the streets in Timmins.

- I am making a book for kids that speaks to our family's trauma. And I correct them when they use disrespectful terms.

### What do you see as the advantages and disadvantages of in-town and out-of-town potential locations for the emergency shelter?

- I don't want Living Space to be sent far away. It needs to be close to transit, medical services, grocery stores, meal providers, etc.
- Putting people on the highway is not a solution. This means “out-of-sight, out-of-mind”. It further marginalizes people that are already feeling left behind.

### Next steps:

The Third Party Public team committed to sharing a draft summary of the feedback from participants for their review to confirm nothing major from the discussion was missing or off-base. The same process will be followed for all working sessions held, with final summaries posted on the Relocation Review website. That way people can review all summaries and see the same inputs as the Relocation Review team.

In addition to in-person working sessions, there is an online feedback form at [www.livingspacereview.ca](http://www.livingspacereview.ca) that asks the same questions. That gives an opportunity to people who are unable to attend working sessions to share their thoughts and/or those who have additional perspectives to share either before or after the working sessions.

On Wednesday, November 22, 2023, the Living Space Relocation Review team from Third Party Public Inc. and Eagle Cree Consulting held a focus group with clients of Living Space to introduce the Relocation Review and seek feedback on factors to consider when contemplating the relocation of the Living Space emergency shelter.

The focus group was convened by Meagan Baranyk, Community Programs Manager, City of Timmins. The conversation included 11 men and 1 woman who are clients of Living Space, along with one facilitator with lived experience. Thank you to all participants for the excellent discussion.

The meeting was facilitated by Third Party Public Inc., the organization leading the Living Space Relocation Review, in collaboration with Eagle Cree Consulting. This summary was written by Nicole Swerhun and Ruth Belay, with contributions from Jean Sutherland. As facilitators that are not advocating for any particular outcome of the Relocation Review, the intent is to capture the perspectives shared during the discussion, not to assess the merit or accuracy of any of these perspectives. This summary does not indicate an endorsement of any of these perspectives on the part of Third Party Public or Eagle Cree Consulting.

A draft of this summary was subject to participant review before being finalized. No suggested edits were received. If you have any questions about this summary, please contact Nicole Swerhun at Third Party Public at [nicole@thirdpartypublic.ca](mailto:nicole@thirdpartypublic.ca). For more information about the Relocation Review see [www.livingspacereview.ca](http://www.livingspacereview.ca).

Note that points are numbered in this summary for ease of reference only and are not intended to imply that some points are more important than others.

## Focus Group with clients of Living Space

Living Space Relocation Review – Part 2

Wed, Nov 22, 2023

1:30 – 3 pm at Living Space

## SUMMARY OF FEEDBACK

### What does an emergency shelter that's working well look like to you?

- We're accepted and supported.** There is a community and family at Living Space supporting and loving each other. For most of us, we are all the family we have. "Relationships here are like nothing you will ever see." Out of Living Space, we aren't accepted, we are outcasts." At Living Space, we wake up and we have support from other homeless individuals. People ask how we are and people listen. We're thankful to have a hug in the morning. We are strong together and we can be an example of being and doing better.
- Neighbours support the shelter and get to know the people staying at the shelter.** We need to work to create unity.
  - Residents are having trouble with people hanging around outside Living Space. Some people think we're all the same, but that's not true. Not all people experiencing homelessness are criminals. It's not right for people to damage property, but only a few people are doing that.
  - There are neighbours who are harassing people experiencing homelessness. Residents are almost running people over (physical aggression) or saying hateful things on social media (Facebook). They are also making celebrities of people by invading their privacy and posting videos online.
  - There's a reason we're here. Get to know us. Come have a Q & A with us. Some people are here because their houses burnt down or they had a bad divorce or a bad friendship. This can happen to anybody.

- Instead of coming up with solutions, neighbours are coming up with problems. They should be thinking about “how could we be a solution to help the homeless?” Mental health, addiction, and depression go hand-in-hand. “This is more about how to deal with the haters. We’re not here to please them, we’re here to figure out our lives.” “There are always people that want to bring other people down because it makes them feel important. We’re not here for you, we’re not living for you.”
- People are upset that the City is using tax dollars to help people. “People posting on social media have nothing to do with Living Space, they’re just upset. We’re easy targets.” People need to treat people how they want to be treated. Public humiliation is bad. They need to think about how they can help, and “they can start by not kicking us while we’re down”.

### 3. **It doesn’t mix “lambs, lions, and coyotes”.**

Right now, Living Space mixes everyone. It’s like being in “gen pop” at the jail (general population).

- There’s a difference between people that are homeless and people with addictions, and it’s important to keep these groups separate. One suggestion was to separate people with addictions issues from those that don’t use. The first location would be for no drugs, and the second would allow for the safe consumption of drugs. Right now, people with addictions have to go outside or go to the Safe Injection Site (when it’s open).
- “A lot of us are in danger because of 2 or 3 individuals who act inappropriately, it’s not fair, can’t lock us in with potentially homicidal person.” Some people need to be in the MHU (mental health unit). We need to bring stress levels down.
- We need more support in-house to deal with bullies.

### 4. **It’s safe for clients, neighbours, and staff.**

Clients have been assaulted on the Living

Space property and police did nothing. The people here are not criminals.

- There are hardened criminals in town, but it’s safer here because there’s a lock and key. The homeless people running the streets are the ones doing the crime – they’re operating with impunity. But you can’t guarantee anyone’s safety. A person was shot 3 feet from me.
- Our safety is at risk when we’re monitored all the time by residents – we’re on social media and on their Facebook pages. Living Space creates celebrities. When there’s screaming outside, everyone is traumatized.

### 5. **There are services.**

- Make sure medical professionals are ensuring follow up – right now they come once and then don’t come back.
- Other services needed include mental health, dental, optometrist, health unit, life skills, taxes, psychiatry, counsellors (trauma, drug, and alcohol are just hiding the issues).
- There needs to be access to employment opportunities. There’s a stigma at Living Space and everyone thinks we are drug addicts, but that’s not true. The reputation of Living Space prevents employers or even other agencies from coming to Living Space.
- Sometimes when we hang out outside the offices of service providers (i.e., downtown), they call the cops instead of talking to us.

### 6. **We need a quiet room and spaces to resolve conflicts.**

There’s nowhere to go in the shelter to be separate from others; to take a moment to calm down. This would also allow for better sleep.

### 7. **It provides good information to the people using the shelter.**

For example, when the shelter moved from Cedar Street to Spruce Street, we weren’t told in advance. At some point we were also told that we were getting individual rooms, but that wasn’t the case.

## What do you see as the advantages and disadvantages of in-town and out-of-town potential locations for the emergency shelter?

1. **If the shelter is too far out in the boonies, how will we eat, get medical services, etc.?** Who would provide transportation? If it's out of town we would need bus passes.
2. **“Living Space needs an internal shake-up and a great PR policy.”** No matter where you put us, people will complain. Any location needs a proper public relations (PR) policy.
3. **The current Living Space emergency shelter is already a good space.**

## Other thoughts:

- It is right that society abandons people that are not taxpayers paying bills? Society already abandons people when they become homeless. You don't have to pay taxes to qualify as a person.
- The Mayor should visit Living Space.
- This consultation ends in February, but it will take years to end homelessness so why would the consultation end?
- Thank you for caring and listening to us. You genuinely care. We are usually looked through and not looked at.

*The Relocation Review team observed that the participation of Indigenous voices in the focus group was limited and seemed to be limited to one of the 12 participants. In response to a question from the Relocation Review team, a participant mentioned that there hasn't been much Indigenous representation at Living Space.*

## Next steps:

The Third Party Public team committed to sharing a draft summary of the feedback from participants for their review to confirm nothing major from the discussion was missing or off-base. The same process will be followed for all working sessions held, with final summaries posted on the Relocation Review website. That way people can review all summaries and see the same inputs as the Relocation Review team.

In addition to in-person working sessions, there is an online feedback form at [www.livingspacereview.ca](http://www.livingspacereview.ca) that asks the same questions. That gives an opportunity to people who are unable to attend working sessions to share their thoughts and/or those who have additional perspectives to share either before or after the working sessions. All feedback is important. Anything received before Friday, December 8, 2023 will be included in our Part 2 Feedback Summary, with any comments received after that point being captured in our final Relocation Review Report.

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Appendix 3(a).

Part 3 Discussion Guide

# DISCUSSION GUIDE

January/February 2024



## Draft Outcomes of the Living Space Relocation Review

The Living Space Relocation Review is now in Part 3. The purpose of Part 3 is to share and refine the Draft Outcomes. There are five Draft Outcomes, which are based directly on the detailed feedback shared by hundreds of people and dozens of organizations during Parts 1 and 2 of the Relocation Review. Feedback was shared in meetings and working sessions, online, by email, or by phone between late September and the end of December, 2023 (see [www.livingspacereview.ca](http://www.livingspacereview.ca) for all materials shared to date and summaries for all working sessions held).

### The Draft Outcomes of the Living Space Relocation Review:

- 1 What's happening in Timmins is not ok. Timmins is not alone in facing these issues. A lot is happening to try and address them.
- 2 There are significant problems with Living Space today. Different people describe the problems in different ways.
- 3 There is a lot of common ground on how to improve the shelter, regardless of its location.
- 4 Relocation alone will not necessarily solve the problems with Living Space. All location options have risks that need to be considered.
- 5 There is a willingness in the Timmins community to try and work together to make Timmins better. Trust needs to be built. Accountability needs to be shared. There is an urgent need to act.

### Questions for discussion during Part 3:

1. How well do the Draft Outcomes reflect the perspectives shared during the Relocation Review?
2. Is there anything major missing or off-base in the Draft Outcomes? If so, what edit(s) would you like to see considered?
3. The Relocation Review Steering Committee will develop a plan on how to implement the outcomes of the Relocation Review. Do you have any implementation advice that you'd like the Committee to consider? If so, please share your advice.

## WE'D LIKE TO HEAR FROM YOU!



Please join us at the following in-person working sessions (registration is encouraged but not required at [www.livingspacereview.ca](http://www.livingspacereview.ca)):

### Youth

Mon, Feb 5 (4pm - 6pm)

### Service Providers

Tues, Feb 6 (9am - 12pm)

### Community

Tues, Feb 6

Open House (6 - 7pm)

Working Session (7 - 9 pm)

### Indigenous Voices

Wed, Feb 7 (9:30am - 12:30 pm)

### People with Lived Experience with Homelessness

Wed, Feb 7 (4pm - 6pm)



### Learnings from the week + Light Lunch

Sat, Feb 10 (11am-1pm)



### Prefer sharing your thoughts online?

Complete the Part 3 online feedback form here:

[www.livingspacereview.ca](http://www.livingspacereview.ca)



The Living Space Relocation Review was prompted by a request from Timmins City Council to the Cochrane District Social Services Administration Board (CDSSAB) to consider options for the relocation of Living Space out of residential and commercial zones. In late September 2023, Third Party Public Inc. was hired to lead the Relocation Review on behalf of CDSSAB, in collaboration with Eagle Cree Consulting.

## Third Party Public's approach to the Relocation Review is to:

- Deliver a transparent, participatory approach that honours all voices;
- Provide leadership in the process, as process stewards that are not advocating for any particular outcome of the Relocation Review, but who instead make space and bring structure for participants to drive the outcomes of the Relocation Review;
- Create space for the full range of opinions and perspectives to be considered;
- Identify where there is common ground to be found, if any, between different participants and interests, as well as places where differences exist and the reasons behind them;
- Acknowledge tensions and provide constructive approaches to respecting differences; and
- Deliver a defensible Relocation review process and outcomes that serve as a strong foundation on which future discussions can build.

The work completed in each part of the Relocation Review has informed the foundation of the discussions that follow in subsequent parts. This is intentional, so that when the Relocation Review is complete the outcomes will be self-evident to anyone participating in the process and/or following information, updates, and reports shared via the Relocation Review website ([www.livingspacereview.ca](http://www.livingspacereview.ca)).

## A few more details on the 5 Draft Outcomes

1

**What's happening in Timmins is not ok.** Participants said:

- People have lived here a long time and say they don't recognize Timmins. Homelessness used to be more hidden.
- Opioid addictions, mental health issues, and the affordable housing crisis are major contributors to the challenges faced.
- They have concerns about crime and the lack of consequences for those crimes.
- They have concerns about growing hate and anger. There are fears of vigilante justice.
- There's a need for more awareness and understanding of First Nations people, histories, strengths, and challenges

**Timmins is not alone in facing these issues.** They're also being faced by other cities, towns, and provinces across the country – and around the world.

**There are many things happening in Timmins to address issues.** There are different organizations and governments working together to implement plans, policies and initiatives to make things better.

A few examples:

*Mushkegowuk Fire Keeper Patrol  
Expanded access to Safety  
Improvement Grants  
Timmins Community Safety and  
Well-Being Plan  
Updated Plan and Investment  
Strategy for Homelessness  
Prevention*

2

There are significant problems with Living Space today. Different people describe the problems in different ways. **Some of the concerns relate to the shelter's location.** Participants said:

- Many people don't feel safe living in or visiting the neighbourhood around Living Space, especially after dark.
- There are concerns that many people's frustrations with the shelter have nothing to do with the shelter itself or the people accessing it.
- People using Living Space feel treated as outcasts and targeted by the community.
- There are concerns about how the shelter is run.
- There are concerns about the lack of service providers supporting Living Space.

3

There is a lot of common ground on what an emergency shelter that's working well looks like. **These are largely relevant regardless of where the shelter is located.** Participants said:

- The shelter is well run with good governance, transparency, strong staff, and cultural competency.
- The shelter doesn't contribute to safety concerns – in the community or for shelter clients.
- The Timmins community is engaged and supportive.
- Services are provided (some say should be basic 8am-8pm, others see a service hub).
- Service providers are working together to help support clients of the shelter.
- The shelter is supported by other needed facilities (like more detox and rehab facilities, more transitional and supportive housing, more affordable housing, an integrated inner city health care clinic\*).
- The shelter has a clear approach to if/how it serves people with addictions.

4

Relocation alone will not necessarily solve the problems with Living Space. All location options have risks that need to be considered. **Selection of any relocation option relies on confirming the potential benefits and risks identified, including the assumptions on which they are based.** Participants said:

**Relocate the shelter out-of-town.** Residents and businesses currently experiencing issues would have their sense of security and confidence back. People using the shelter may have better outcomes.

*Risk that people don't go, leading to more people sleeping rough downtown, more demands on EMS, even bigger challenges.*

*Risk that people try to go, and face safety risks through their travels.*

*Risk that people do go, disconnecting them from services, supports, family, friends, housing, jobs.*

**Relocate the shelter in-town.** People can come and go easily on foot, it's easier to access services, supports, family, friends, housing, and jobs. Fewer people sleeping rough downtown.

*Risk that public concerns about safety persist. Tensions and frustrations grow, people lose confidence in government and service providers to address their concerns. People leave Timmins.*

*Risk that substances are more readily available.*

*Risk that stigma and hate continues.*

*Many risks between both in-town options are shared.*

**Keep the Spruce Street location & improve services. If the shelter was better run and better supported, there would be fewer issues.**

*Risk that leadership, staffing, and governance do not improve. Living Space non-profit organization is in a period of change.*

*Risk that relationship with the community is too damaged to repair.*

**Have more than one shelter.** Different needs can be served in different locations (low barrier, high barrier, youth, families, couples, women and LGBTQ2+). Have 2 permanent shelters and temporary shelter for emergencies.

*Risk that service providers have limited capacity to provide supports to two different locations.*

*Risk that additional resources and oversight required for 2 locations.*

 **All options face the risk that service providers have limited capacity to provide supports. There are already stresses serving current needs.**

5

There is a willingness in the Timmins community to try and work together to make Timmins better. Trust needs to be built. Accountability needs to be shared. There is an urgent need to act.

Participants said everyone needs to do their part and be held accountable for what they do to make Timmins better.

Organizations and agencies need to deliver the services they are mandated to deliver:

- Shelter** > Living Space Non-Profit\*
- Social Housing** > CDSSAB\*\*
- Law Enforcement** > Timmins Police Service
- Mental Health and Addictions** > CMHA-CT
- Health, Mental Health, Addictions** > Hospital
- Sanitation, Public Washrooms, Property Standards** > City of Timmins

\* In period of change

\*\* CDSSAB is responsible for the oversight of 2428 housing units (175 co-op, 611 non-profit, 124 rent supplement, 32 supportive living, 1248 Local Housing Corp units)

Learn more and share your thoughts

[www.livingspacereview.ca](http://www.livingspacereview.ca)

## Contact

Third Party Public  
Nicole Swerhun or Matthew Wheatley  
[matthew@thirdpartypublic.ca](mailto:matthew@thirdpartypublic.ca) or  
[nicole@thirdpartypublic.ca](mailto:nicole@thirdpartypublic.ca)  
(416) 572-4365



If you'd like to talk by phone and avoid long distance charges, send us an email with your phone number and we're happy to call you back.

Eagle Cree Consulting  
[admin@eaglecreeconsulting.com](mailto:admin@eaglecreeconsulting.com) or  
(705) 406-6380



## What happens next?

### February 20, 2024

**Deadline for all feedback on Part 3 of the Living Space Relocation Review.** Third Party Public, in collaboration with Eagle Cree Consulting refine (as/if necessary) and finalize the Outcomes of the Relocation Review based on feedback received during Part 3.

### February 29, 2024

Relocation Review Report delivered by Third Party Public, to the Steering Committee and shared with all participants. CDSSAB forwards Relocation Review Report to City of Timmins Administration.

### March 2024

Relocation Review Steering Committee reviews Relocation Review Report in the context of existing policies and resources, and works with the Living Space Board of Directors, community partners, and the City of Timmins to propose an Action Plan, including funding plan, the CDSSAB Board.

### March 21, 2024

CDSSAB Board considers proposed Action Plan, including Funding Plan.

### April 2024

Relocation Review Report, along with Action Plan, is forwarded to Timmins City Council.

### ONGOING

CDSSAB, Timmins City Council, and community partners continue working together to implement the Action Plan.

## Relocation Review Steering Committee

- CDSSAB
- Canadian Mental Health Assoc.
- Timmins Police Service
- Timmins and District Hospital
- Porcupine Health Unit
- Timmins and Area Women in Crisis
- The Salvation Army
- Living Space Non-Profit\*
- With open welcome to Mushkegowuk Council, Wabun Tribal Council*

\* In period of change

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Appendix 3(b).

Part 3 Presentation

# Living Space Relocation Review

Part 3 (of 3), Jan/Feb 2024

# Land Acknowledgement

Our Third Party Public team acknowledges that we are located on the traditional Lands of Mattagami First Nation, Flying Post First Nation, and Matachewan First Nation, home to many Ojibway, Cree, Oji-Cree, Algonquin and Métis people.

We also acknowledge that we are in Treaty 9 territory (also known as the James Bay Treaty), which is steeped in the rich Indigenous history of many First Nations, Metis and Inuit People.

# Approach to running the working session

## **As a meeting participant, you are encouraged to:**

- Treat all participants with kindness and respect.
- Critique ideas, not individuals.
- Be an active listener and keep an open mind to the full range of views and opinions.
- Speak about your personal experiences and try to avoid making generalizations.
- There are multiple ways to participate including an online feedback form, one-on-one discussion with the project team and providing written responses. We encourage you to explore these options if our approach to running the working session does not work for you.

## **As process facilitators, we acknowledge:**

- Everyone has and brings different life experiences and perspectives.
- There are multiple public interests and tensions that exist between them for many reasons, including systemic factors that have historically and presently impact people differently.
- This is a space for the full range of opinions and perspectives to be considered and to learn from each other.
- Our responsibility to support participants in discussing and addressing tensions and disagreeing (even vehemently) in a constructive way that builds trust in our ability to work together.
- People are complex and are at different places on their learning journeys. We will aim to hold each other accountable with grace.
- As a facilitation team, we are always learning, and we are open to feedback on how we as a facilitation team can improve the process.

# Presentation

## Quick refresher

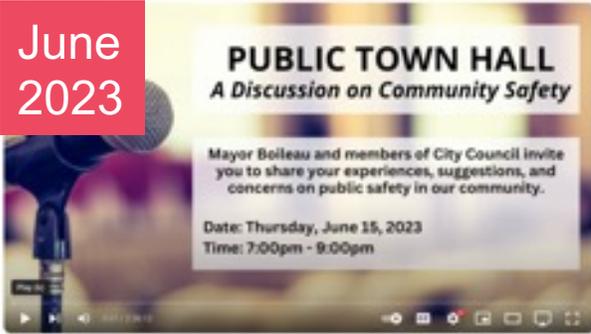
Overview of the Relocation Review and focus of Parts 1 and 2

## Part 3 Draft Outcomes

Share and seek feedback on Draft Outcomes of the Relocation Review

## Next steps

Timing and who-does-what



Public Town Hall: A Discussion on Community Safety  
City of Timmins  
Subscribe  
Like  
Love  
Share  
19 views

Prior to 2016

Concerns about people sleeping rough

2016

Partners convened by CDSSAB to respond to concerns (including CMHA, Timmins District Hospital, Timmins Police Service, Downtown Timmins BIA, Porcupine Health Unit, Timmins Native Friendship Centre, Misiway Milopemahtesewin, Cochrane District Social Planning Council, Timmins Economic Development Corporation)

2018

Grand Opening of Timmins first emergency shelter on Cedar Street

2021

Living Space relocation to Spruce Street



## Council Resolution 23-233

July 11, 2023, Moved by Councillor Black and Seconded by Councillor Curley

July 2023

### Cochrane District Social Services Administration Board (CDSSAB) Living Space Review RFP – 23-079

The Corporation of the City of Timmins  
RESOLUTION

Moved by Councillor Black 23-233  
Seconded by Councillor Curley

WHEREAS City of Timmins Council supports providing shelter and housing services in locations that are suitable for the services being provided and compatible with neighboring properties

AND WHEREAS City of Timmins Council supports a facility that provides 24/7 services including housing/shelter, food, mental health and addictions treatment/counselling, job and education training

AND WHEREAS City of Timmins Council supports a facility where low barrier shelter clients can have separate facilities and accommodations than other clients

AND WHEREAS City of Timmins Council acknowledges the feedback from residents and businesses that the current location of Living Space has caused significant negative impacts on neighbouring properties due to interactions between clients and neighbouring properties

AND WHEREAS City of Timmins Council has listened, heard and respects the views of the over 1000 residents who attended a public town hall where the majority in attendance supported the request to have the Living Space facility moved

AND WHEREAS the City of Timmins acknowledges mental health and addictions treatment, and housing are core provincial responsibilities and that the provincial government has failed to adequately address these issues and by doing so they have burdened municipalities and residents across the province

**BE IT RESOLVED THAT the City of Timmins Council hereby requests all organizations and boards involved with the operations or funding of Living Space consider options for relocation out of residential and commercial zones**

AND BE IT FURTHER RESOLVED THAT City of Timmins Council hereby requests that this initial review be completed within 3 months and requests an update be provided to City of Timmins Council where at that time it can be explored what support the city can provide to assist in the relocation

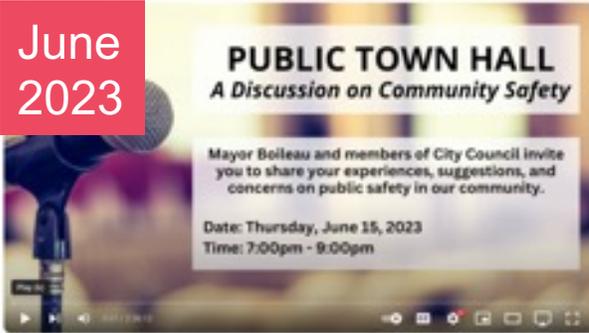
AND BE IT FURTHER RESOLVED THAT City of Timmins submit a copy of this resolution and a letter to MPP George Pirie, the Premier of Ontario, Provincial Ministers of Health, Associate Minister of Mental Health and Addictions, Minister of Municipal Affairs & Housing, Minister of Children, Community and Social Services, MP Charlie Angus, the Prime Minister of Canada, Federal Minister of Health, Federal Minister of Mental Health and Addictions urgently requesting the upper levels of government work together to secure funding to establish a new full service facility in Timmins that is inclusive of 24/7 services including housing/ shelter, food, mental health and addictions treatment/counselling, job and education training

AND BE IT FURTHER RESOLVED THAT the City of Timmins asks CDSSAB to consider all current revenues and grants issued by the Province of Ontario be reviewed for their eligibility to be reallocated to help fund the relocation of the Living Space Facility including sale of the current facility

# Overview

# Timeline

June  
2023



July  
2023

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# Council

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July 11, 2023, Moved by Councillor Black and Seconded by Councillor Curley

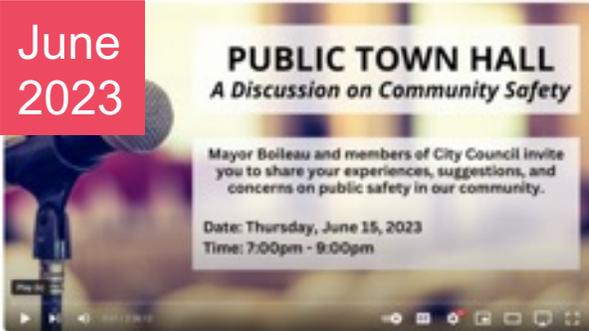
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# Overview

# Timeline

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2023



July  
2023

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August  
2023

## Cochrane District Social Services Administration Board (CDSSAB) Living Space Review RFP – 23-079

The District of Cochrane Social Services Administration Board  
RESOLUTION NO. 23 – 079

Moved by:  
Seconded by:

WHEREAS the CDSSAB has received resolution 23-233 from the City of Timmins requesting that all organizations and boards involved with the operations or funding of Living Space consider options for relocation out of residential and commercial zones and that such review be completed within three months and the CDSSAB consider all current revenues and grants issued by the Province of Ontario be reviewed for the eligibility to be reallocated to help fund the relocation of the Living Space facility; and

WHEREAS the Cochrane DSSAB is the sole funder of Living Space; and

WHEREAS Living Space is the sole operator of the organization,

NOW THEREFORE BE IT RESOLVED THAT:

1. The Board directs administration to secure the services of a third party, with appropriate experience and qualifications, to conduct the review; and
2. The Board directs administration to coordinate the undertaking of a single review project with Living Space as the only other organization involved in the operation or funding of emergency shelter services; and
3. The Board petition the following community partners to collaborate in the performance of the review and support the outcomes of the review: i. Timmins Police Services  
ii. City of Timmins  
iii. Mushkegowuk Council  
iv. Canadian Mental Health Association  
v. Timmins and District Hospital  
vi. The Reaching Home Community Advisory Board  
vii. Wabun Tribal Council  
viii. Porcupine Health Unit
4. The Board respond to the City of Timmins requesting that the review period be extended from 3 months to 6 months; and
5. The Board petition the City of Timmins to fund the review and any outcomes resulting from the review that incur costs related to the relocation of Living Space.

# Council Resolution 23-233

July 11, 2023, Moved by Councillor Black and Seconded by Councillor Curley

# Overview



June  
2023

- Special agency created by Province of Ontario
- Deliver social services in the District
- 10 DSSABs across Northern Ontario (established 1998)
- Mandatory services (Ontario Works, childcare, social housing)
- Also deliver emergency medical services
- No direct taxing authority
- Majority of funding from Province, about 25% municipal
- Board members prescribed by regulation (Timmins Mayor and 6 Councillors, and 6 mayors representing other municipalities in the District, along with rep from Territory Without Municipal Organization)
- Accountable to several Ontario Ministries (Children, Community and Social Services, Municipal Affairs and Housing, Education, Health and Long Term Care), federal funders

August  
2023

Cochrane District Social Services Administration Board (CDSSAB)  
Living Space Review  
RFP – 23-079  
Cochrane District of Cochrane Social Services Administration Board  
RESOLUTION NO. 23 – 079

Moved by:  
Seconded by:

WHEREAS the CDSSAB has received resolution 23-233 from the City of Timmins requesting that all organizations and boards involved with the operations or funding of Living Space consider options for relocation out of residential and commercial zones and that such review be completed within three months and the CDSSAB consider all current revenues and grants issued by the Province of Ontario be reviewed for the eligibility to be reallocated to help fund the relocation of the Living Space facility; and

WHEREAS the Cochrane DSSAB is the sole funder of Living Space; and

WHEREAS Living Space is the sole operator of the organization,

NOW THEREFORE BE IT RESOLVED THAT:

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ii. City of Timmins  
iii. Mushkegowuk Council  
iv. Canadian Mental Health Association  
v. Timmins and District Hospital  
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4. The Board respond to the City of Timmins requesting that the review period be extended from 3 months to 6 months; and
5. The Board petition the City of Timmins to fund the review and any outcomes resulting from the review that incur costs related to the relocation of Living Space.

## Cour Resol 23-233

July 11, 2023, Moved  
Black and Seconded by  
Curley

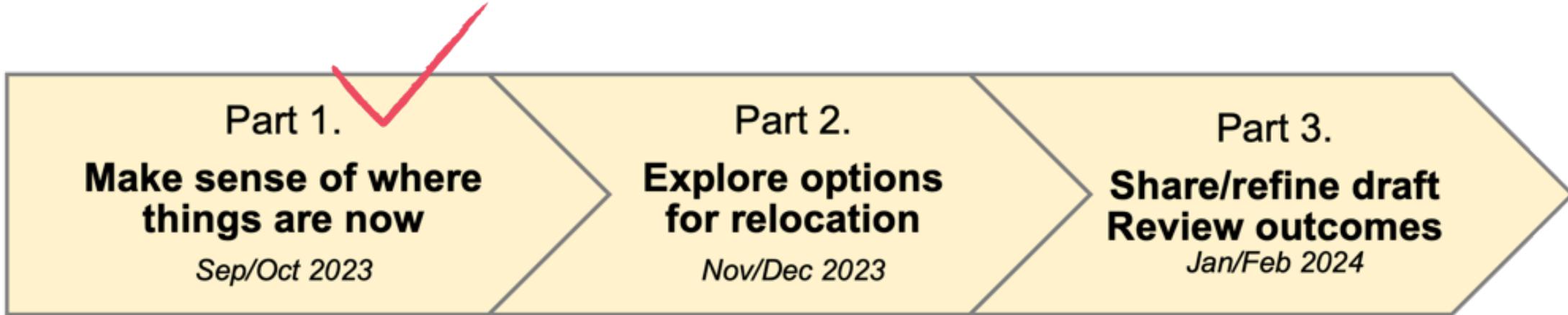
September  
2023



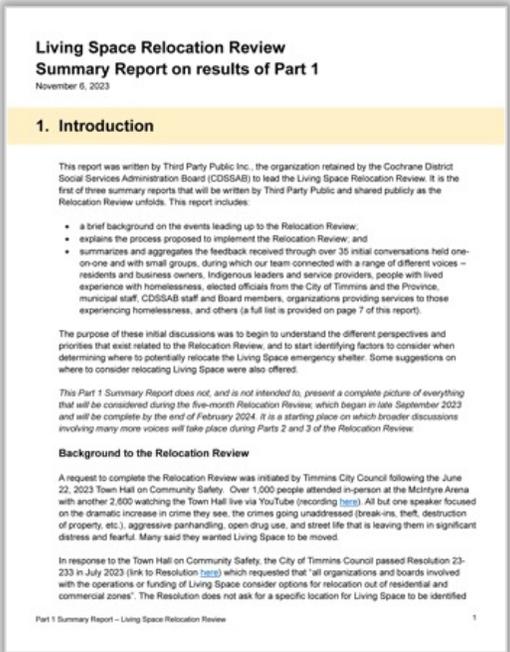
Collaborating with  
Eagle Cree Consulting

- Founded in 2004
- Third party process stewards
- Work exclusively for public actors
- **Not advocates for outcomes, we're advocates for transparent, inclusive, responsive, accountable processes**

# Process



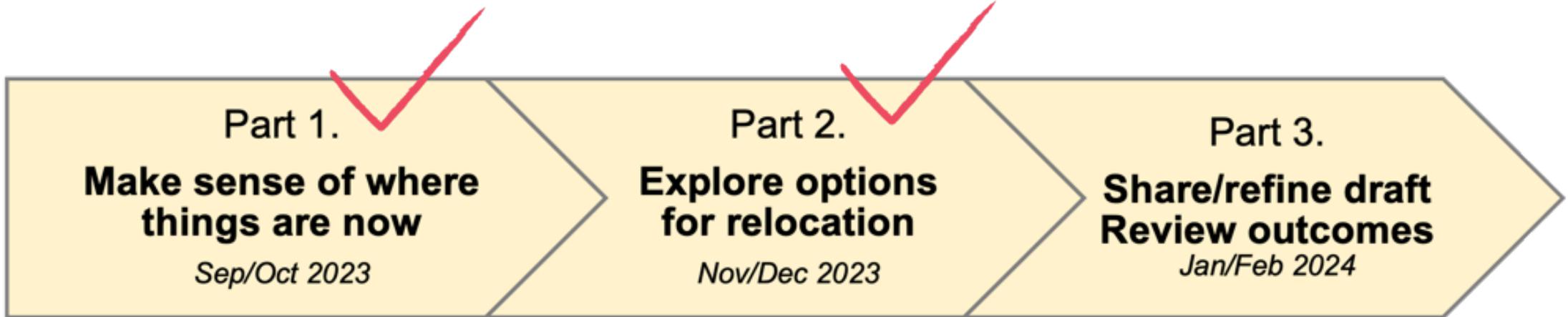
- Website, sign-up for updates and comment box
- 1-on-1 and small group discussions with key voices
- Engage Indigenous voices
- Meet people with lived experience
- Summary Report on Part 1



- Over 35 meetings with 75+ people
- Residents (including some business owners), Indigenous voices and service providers, People with lived experience, Service providers, City of Timmins, CDSSAB, Town of Iroquois Falls, Province

*Asked people to help us understand their perspectives on what needs to be considered during the Relocation Review.*

# Process



Living Space Relocation Review

## DISCUSSION GUIDE

November/December 2023

### Public process to consider options for the relocation of the Living Space Emergency Shelter



In response to concerns raised by residents and businesses related to the Living Space Emergency Shelter on Spruce Street, Timmins City Council has asked the Cochrane District Social Services Administration Board (CDSSAB) to consider options for the relocation of Living Space out of residential and commercial zones. In late September 2023, Third Party Public Inc. was hired to lead the Relocation Review on behalf of CDSSAB, in collaboration with Eagle Cree Consulting.

#### How can you get involved?

The Relocation Review is being implemented in three parts. Engagement of multiple interests and voices is important throughout. The three parts include:

- Part 1.** Make sense of where things are now (Sep/Oct) – COMPLETE
- Part 2.** Explore options for relocation of Living Space (Nov/Dec)
- Part 3.** Share and refine draft outcomes of the Relocation Review (Jan/Feb 2024)



This Discussion Guide provides a summary of the Relocation Review process and timelines, and shares highlights of work completed to date. It also includes three questions that we'd like your thoughts on.

#### Questions for you during Part 2:

- Timmins will have an emergency shelter. What does an emergency shelter that's working well look like to you? What's happening to make it successful?
- Both in-town and out-of-town locations for the Living Space emergency shelter have been suggested. What do you see as the top 3 advantages and disadvantages of both of these suggested locations?
- Do you have any other comments to share with the Relocation Review team?

More details about the Relocation Review, including the Part 1 Summary Report, a copy of this Discussion Guide, and our Draft Part 2 Reference Sheet can be found at [www.livingspacereview.ca](http://www.livingspacereview.ca)

Living Space Relocation Review – Nov/Dec 2023 Discussion Guide

**WE'D LIKE TO HEAR FROM YOU**  
The Relocation Review welcomes any and all voices interested in participating.

During Part 2, attend one of two identical Community Working Sessions:

**Tues, Nov 21**  
7 – 9 pm, Dante Club

**Thurs, Nov 23**  
7 – 9 pm, Senator Hotel

Separate sessions are also being held with Indigenous voices, service providers, and people with lived experience.

**Prefer sharing your thoughts online?**  
Visit the website to review the same information and answer the same questions we're asking in the working sessions. [www.livingspacereview.ca](http://www.livingspacereview.ca)



Website updates, Part 2 online form

Nov/Dec Discussion Guide

Large group working sessions with community and service providers

Engage Indigenous voices

Meet people with lived experience

Connect with youth

Summary Report on Part 2

**DRAFT REFERENCE SHEET (Nov/Dec 2023) – Overview of feedback to date\* during the Living Space Relocation Review**

**There are pressures on Timmins.**

- Need for Truth and Reconciliation Opaid Crisis
- Housing Affordability Crisis
- Downtown Economic Decline
- High Crime Rate (and difficulty recruiting officers)
- Cuts to Social Assistance
- Limited access to walk-in medical care (shortage of family doctors)
- Others?

**Many Indigenous Voices are advocating for:**

- Respect for Indigenous ceremony, protocol, and culture.
- More acknowledgement and repairs of traumas from colonialization, residential schools, Sixties Scoop, and missing and murdered Indigenous women.
- More Indigenous staff and languages.
- Eliminating stereotypes and generalizations that discriminate against Indigenous people (including acts of aggression).
- More collaboration.

**Many residents & businesses are advocating to move Living Space because of unresolved concerns:**

- Crime, drug trafficking, theft, break and enters, etc.
- Fear of aggressive, unpredictable behaviours, fires in empty buildings.
- Open drug use, discarded needles.
- Outdoor urination, defecation.
- Disruption of daily activity and sleep.
- Discomfort seeing people in distress.
- Business impacts, property values.
- Lack of support services.

**People experiencing homelessness have told us:**

- People are homeless for many reasons (released from jail, domestic violence, addiction, etc.).
- It's important not to judge or belittle.
- Shelter needs to be close to services and walkable – or people won't use it.
- "Buck is passed" with current approach to services – we're told "see this person", "see that person".
- Living Space needs more services – psychiatric, dental, housing, etc.
- Need help transitioning from rehab to housing (so don't return to shelter).

**Services providers told us:**

- Time and effort needed to provide services is exponentially higher than in the past. Inadequate resources.
- With current approach, staff are burnt out and clients left spinning.
- The conversation about Living Space is highly charged and difficult to engage in.
- Communication with neighbours is essential when emergency shelter services are introduced in a community.
- Aging population is also at risk of homelessness.

**There are enforcement efforts and outreach patrols working to address concerns:**

- Mushkegowuk Fire Keeper Street Patrol
- Timmins Police Services
- Timmins Fire Department
- City of Timmins Bylaw Enforcement

**In 2023, CDSSAB received increased funding (from approx. \$2M/yr to \$6M/yr for next 3 years) to prevent homelessness. Plan\*\* is to use the funds to:**

- Create 10 units Supportive Housing in 2 yrs, with 247 services in Yr 3, with plan for 40 more.
- Create service hub with food, hygiene facilities, service navigators.
- Add Housing Loss Prevention Workers
- Integrated paramedicine program
- Create 6 units Traditional Housing

**Some things that influence what and how services are provided:**

- Quality of the staff, including their training, cultural competencies, salaries, etc.
- Requirements of the funder (Province of Ontario, Government of Canada, CDSSAB, etc.)
- Degree of collaboration between service providers (e.g. Community Safety and Well-Being Plan Leadership Committee, Cochrane District System of Care, Community Advisory Board, etc.)
- Whether service is led or co-led by an Indigenous-led organization
- Level of client interest in receiving services

**Where people go when not accessing services:**

- Street or sidewalk or alcove
- In park or public space
- Couch surfing
- Occupied or abandoned private property

**Living Space Emergency Shelter (8pm-8am)**

**Living Space Drop-in (8am-8pm)**

**Drop-in Living Space (7 days/week, 8am-8pm)**

- The Salvation Army (Wed, Sat, Sun, 1-3pm)
- OMHA (Fri, 8:30-11am)

**Public Toilet Living Space**

**Anti-Hunger Coalition**

- Project Live (Mon)
- Timmins Native Friendship Centre (Tues)
- First Baptist Church (Thurs, Fri)
- The Salvation Army (Wed, Sat)
- Lord's Kitchen (Thurs, Fri)
- St. Matthew's (Fri)
- Timmins Food Bank (Sat)
- Bellevue (Thurs/Fri)
- Soakas Mushkegowuk (Mon-Fri)
- Salvation Army (Tues-Sat)
- Ontario Aboriginal Housing Services (Fri)

**Health care**

- Misheway
- Mishewahweewin Community Health Centre
- Safe Health Site
- Timmins and Area District Hospital
- Phonopne Hospital Unit

**Education & training**

- Mishewahweewin Correctional Facility
- Ojibway & Cree Cultural Centre
- Northern Catholic District School Board
- Northern College
- College Board
- Heard University
- Algoma University

**Housing**

- CDSSAB
- Ontario Aboriginal Housing Services
- Timmins Native Friendship Centre

**Legal services**

- Wassenaar
- Asst Legal Services

**Job search**

- Employment Services
- Timmins Public Library

**Mental health**

- Canadian Mental Health Association
- Timmins and Area District Hospital

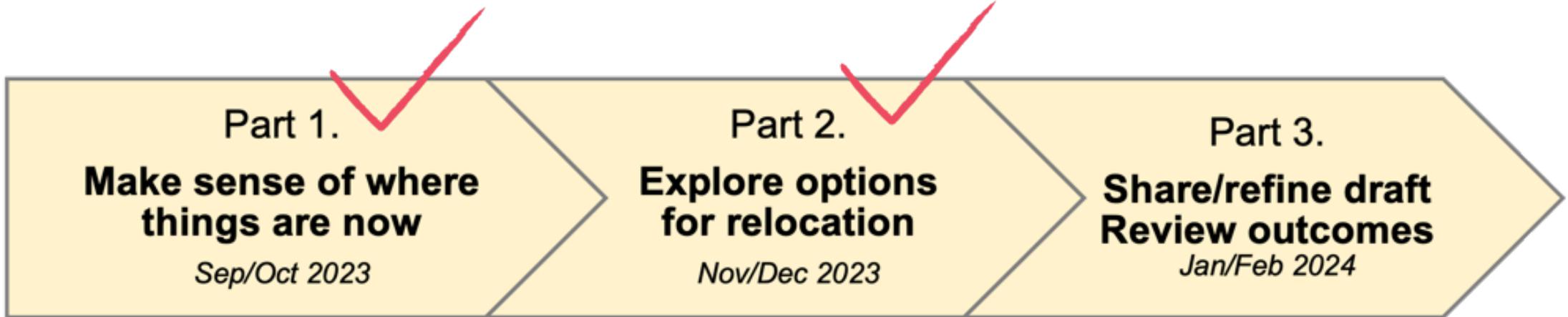
**Public transit**

- Timmins Transit
- Timmins Taxi

**\*See Updated Plan and Investment Strategy for Homelessness Prevention Program Funding in the Cochrane CDSSAB, Sep 8, 2023, prepared by Optima Consulting Inc. for CDSSAB**

**\*\*This Draft Reference Sheet is compiled based on feedback received by stakeholders in the Relocation Review. It is a catalyst for discussion and does not represent the need or accuracy of any of these perspectives, nor does their inclusion here indicate an endorsement of any of these perspectives on the part of Third Party Public or the CDSSAB. This is one of several discussion support tools created by Third Party Public as part of the Relocation Review.**

# Process



Living Space Relocation Review  
**DISCUSSION GUIDE**  
November/December 2023

**Public process to consider options for the relocation of the Living Space Emergency Shelter**

In response to concerns raised by residents and businesses related to the Living Space Emergency Shelter on Spruce Street, Timmins City Council has asked the Cochrane District Social Services Administration Board (CDSSAB) to consider options for the relocation of Living Space out of residential and commercial zones. In late September 2023, Third Party Public Inc. was hired to lead the Relocation Review on behalf of CDSSAB, in collaboration with Eagle Cree Consulting.

**How can you get involved?**

The Relocation Review is being implemented in three parts. Engagement of multiple interests and voices is important throughout. The three parts include:

**Part 1.** Make sense of where things are at now (Sep/Oct) – COMPLETE  
**Part 2.** Explore options for relocation of Living Space (Nov/Dec)  
**Part 3.** Share and refine draft outcomes of the Relocation Review (Jan/Feb 2024)

**WE'D LIKE TO HEAR FROM YOU**  
The Relocation Review welcomes any and all voices interested in participating.

During Part 2, attend one of two identical Community Working Sessions:  
**Tues, Nov 21**  
7 – 9 pm, Dante Club  
**Thurs, Nov 23**  
7 – 9 pm, Senator Hotel

Separate sessions are also being held with Indigenous voices, service providers, and people with lived experience.

**Prefer sharing your thoughts online?**  
Visit the website to review the same information and answer the same questions we're asking in the working sessions.  
[www.livingspacereview.ca](http://www.livingspacereview.ca)

**Third Party Public**

Living Space Relocation Review – Nov/Dec 2023 Discussion Guide

- Website updates, Part 2 online form
- Nov/Dec Discussion Guide
- Large group working sessions with community and service providers
- Engage Indigenous voices
- Meet people with lived experience
- Connect with youth
- Summary Report on Part 2

*We asked people:*

- 1. Timmins will have an emergency shelter. What does an emergency shelter that's working well look like to you? What's happening to make it successful?*
- 2. Both in-town and out-of-town locations for the Living Space emergency shelter have been suggested. What do you see as the top 3 advantages and disadvantages of both of these suggested locations?*
- 3. Do you have any other comments to share with the Relocation Review team?*



# Activities and participation during Part 2

## Living Space Relocation Review PART 2 INTEGRATED FEEDBACK SUMMARY January 14, 2024



### Living Space Relocation Review Results from Part 2 Online Feedback Form January 9, 2024

**Overview**

Part 2 of the Living Space Relocation Review focused on sharing the feedback received during Part 1 (an opening feedback session to consider other considerations for the relocation of the Living Space emergency shelter). Several online meetings were held, including two community working sessions, a meeting session with service providers, a meeting with Indigenous voices, a pop-up at the Youth Wellness Hub and a focus group with clients of the Living Space emergency shelter.

The online feedback form asked the same three questions asked during the previous working sessions, including:

1. 'Working with an emergency shelter: What does an emergency shelter that's working well look like to you? What's happening to make it successful?'
2. 'What do you see as the top 3 advantages and disadvantages of an emergency shelter?'
3. 'Do you have any other comments or advice to share with the Relocation Review team?'

Basic demographic questions were also asked.

The online feedback form was created by Third Party Public Inc., the organization leading the Living Space Relocation Review, in collaboration with Eagle Creek Consulting. This summary was written by Third Party Public using qualitative analysis and content analysis. It identifies key feedback and summarizes any particular comments of the Relocation Review. The goal is to capture the perspectives shared through the completed feedback forms. It is not a measure of the extent or accuracy of any of these perspectives. This summary does not include an endorsement of any of these perspectives on the part of Third Party Public or Eagle Creek Consulting.

Note that points are numbered in the summary for ease of reference only and do not intend to imply that some points are more important than others. If you have any questions about this summary, please contact Third Party Public at [info@thirdpartypublic.ca](mailto:info@thirdpartypublic.ca) or [416-291-2222](tel:416-291-2222).

### Who completed the online feedback form?

There were 62 people who completed the online feedback form between November 17 and December 31, 2023. Respondents were asked how they would identify themselves, including a question that was applicable to them. One person stopped answering the question, and the remaining 61 people responded, as summarized in the chart below.

#### How would you identify yourself? Select all that apply.

How would you identify yourself?	Count
Public not in shelter	1
Resident	55
Service provider	1
Service user	1
Shelter user	1
Other	1
Other	1
Other	1

**Mapping of postal codes provided by people who completed the Part 2 Feedback Form**

The feedback form asked people to provide their postal codes. 60 people provided their postal codes, which are mapped below. Darker colors where the same postal code was provided by more than one respondent.

### Pop-Up at the Youth Wellness Hub Living Space Relocation Review - Part 2 Nov. 20, 2023 9:00 - 4:00 pm

#### SUMMARY OF FEEDBACK

Comments at the [Living Space Relocation Review](https://www.livingspacereview.ca) were held one-on-one and in small groups, with:

- 28 people participating including approximately 100 youth.
- 10 youth from the Living Space emergency shelter.
- 10 youth from the Youth Wellness Hub.
- 10 youth from the Youth Wellness Hub.
- 10 youth from the Youth Wellness Hub.

**Working Session with Service Providers**  
Tue, Nov 21, 2023  
9 am - 12 pm

#### SUMMARY OF FEEDBACK

The intent of this feedback summary is to capture the perspectives shared, not to measure the need for:

- It is important to follow our protocols. It's like the feedback we've received in the past.
- There is a lack of awareness and understanding of what the feedback people are and our feedback. Comments are not being shared if people have an understanding, living space is an emergency shelter and not a facility.
- Multilingual offers cultural competency training. There is a need for this in OHSB and other organizations in Toronto.
- We need more team collaboration learning information and learning the recent issues people in power and priorities.

**Suggestions for Living Space**

- I would be happy to know how many of the people using living space are Indigenous. That would help us understand if it's a service that would be Indigenous-led.

### Focus Group with clients of Living Space Living Space Relocation Review - Part 2 Nov. 15, 2023 1:30 - 3 pm at Living Space

#### SUMMARY OF FEEDBACK

What does an emergency shelter that's working well look like to you?

The focus group was held on November 15, 2023, at Living Space. It was facilitated by Third Party Public Inc. and Eagle Creek Consulting. The purpose of the meeting was to share the results from Part 2 of the Living Space Relocation Review and to hear feedback on the relocation of the Living Space emergency shelter.

Approximately 10 people participated in the focus group. The participants included clients of the Living Space emergency shelter, service providers, and community members.

**Community Working Session (1 of 2)**  
Thu, Nov 16, 2023  
7 - 8 pm

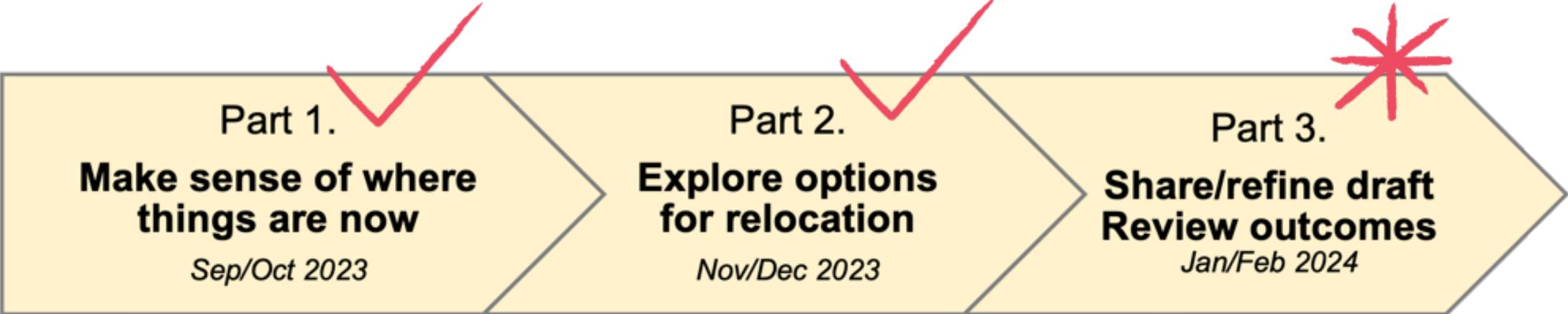
#### SUMMARY OF FEEDBACK

The following points summarize the overall outcomes from the Community Working Session. A full list of all feedback is provided in the pages that follow, including the unedited feedback received on all completed worksheets and the notes prepared for members during the working session.

**David Working Session Outcomes**

- 1. Participants shared many significant perspectives and feedback on a wide range of topics, including and specifically on the value of the working session.
- 2. Several participants identified to select their own table, with different tables across groups and different needs. Others identified a need for one multi-use table.
- 3. There were participants who were in attendance and shared their experience in an on-line session and others who were not in attendance and shared their experience in an on-line session.
- 4. Many noted that the shelter should meet people's needs. It should be able to offer more programming and services, including a community room, a kitchen, and a laundry room.
- 5. The importance of respecting the human rights of people living in Toronto was noted, with a focus on the rights of people experiencing homelessness to be heard and the rights of people not experiencing homelessness to live in a safe community.

# Process



Website, sign-up for updates and comment box

1-on-1 and small group discussions with key voices

Engage Indigenous voices

Meet people with lived experience

Summary Report on Part 1

Website updates, Part 2 online form

Nov/Dec Discussion Guide

Large group working sessions with community and service providers

Engage Indigenous voices

Meet people with lived experience

Connect with youth

Summary Report on Part 2

Website updates, Part 3 online form

Jan/Feb Discussion Guide

Large group working sessions with community and service providers

Engage Indigenous voices

Meet people with lived experience

Connect with youth

Relocation Review Report

What participants said in Part 2, which built on the feedback shared in Part 1, gives us the

## Draft Outcomes of the Relocation Review

# Draft Outcomes of the Living Space Relocation Review

1

What's happening in Timmins is not ok. Timmins is not alone in facing these issues. A lot is happening to try and address them.

2

There are significant problems with Living Space today. Different people describe the problems in different ways.

3

There is a lot of common ground on how to improve the shelter, regardless of its location.

4

Relocation alone will not necessarily solve the problems with Living Space. All location options have risks that need to be considered.

5

There is a willingness in the Timmins community to try and work together to make Timmins better. Trust needs to be built. Accountability needs to be shared. There is an urgent need to act.

A closer look at some of the details

# Draft Outcomes of the Living Space Relocation Review

1

## What's happening in Timmins is not ok.

Timmins is not alone in facing these issues. They're also being faced by other cities, towns, and provinces across the country - and around the world.

There are many things happening in Timmins to address issues. There are many different organizations and governments working together to implement plans, policies, and initiatives to make things better.

- People have lived here a long time and say they don't recognize Timmins. Homelessness used to be more hidden\*.
- Opioid addictions, mental health issues, and the affordable housing crisis are major contributors to the challenges faced.
- Concerns about crime and lack of consequences for those crimes.
- Concern about growing hate and anger. Fears of vigilante justice.
- Need for more awareness and understanding of First Nations people, histories, strengths, and challenges.

*\* Because organizations had the resources to keep up with it.*

# Draft Outcomes of the Living Space Relocation Review

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## On National Day for Truth and Reconciliation, Murray Sinclair challenges Canadians to be mindful year-round

'This important work of reconciliation is not a one-day affair,' former TRC chair says



Darren Major · CBC News · Posted: Sep 30, 2022 4:00 AM EDT | Last Updated: September 30, 2022



Jim Wells/Postmedia PHOTO BY JIM WELLS/POSTMEDIA

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## Addiction, mental health crisis front and centre at northern Ontario tourism summit



Jim Wells/Postmedia PHOTO BY JIM WELLS/POSTMEDIA

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## 'Simply not an option': How Finland is solving the problem of homelessness

KERRY GOLD >

VANCOUVER

SPECIAL TO THE GLOBE AND MAIL

PUBLISHED AUGUST 13, 2021

Jim Wells/Postmedia PHOTO BY JIM WELLS/POSTMEDIA

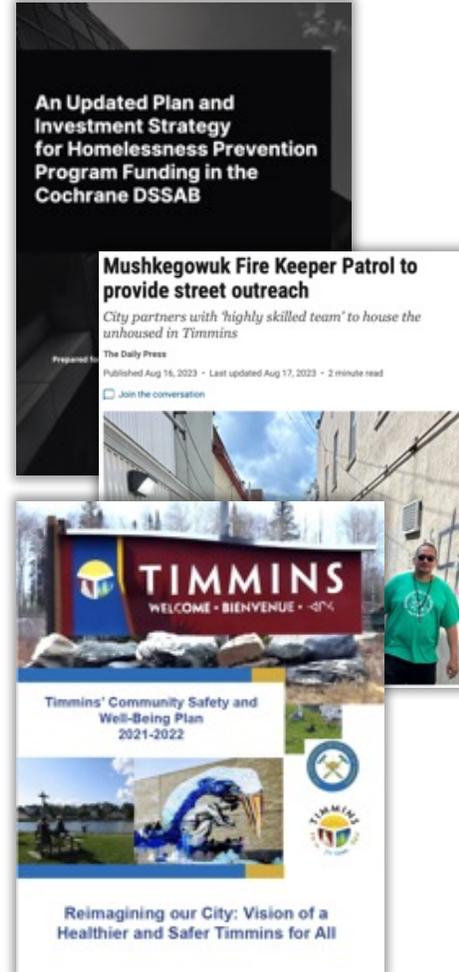
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- ✓ Mushkegowuk Council expanded Fire Keeper Patrol with City of Timmins
- ✓ City of Timmins Overnight Security Pilot Project continues (10pm to 6am, 7 days per week)
- ✓ Expanded access to Safety Improvement Grant
- ✓ Funding increase from \$2M to \$6M per year to fund homelessness prevention
- ✓ 49 people experiencing homelessness were housed in the last three months of the year (Oct-Dec 2023)
- ✓ Timmins and District Hospital has made several applications for additional Provincial supports related to health care in Timmins, including re-submission of proposal for a Timmins Wellness Centre/Treatment Facility to offer multiple mental health and substance use services
- ✓ Decline in suspected overdoses attended to by paramedics in 2022 and 2023, attributed to Safe Health Site Timmins
- ✓ City preparing new collaborative approach to needle pick-up (Spring)
- ✓ Increasing # of visits to Timmins Youth Wellness Hub (315 in Dec)
- ✓ CDSSAB is re-launching Timmins.CARE through new partnerships with United Way, the City of Timmins, and 211 Ontario (one-stop directory of all social service agencies in Timmins using the 211 Ontario interactive platform in 150 languages, including Indigenous language services)

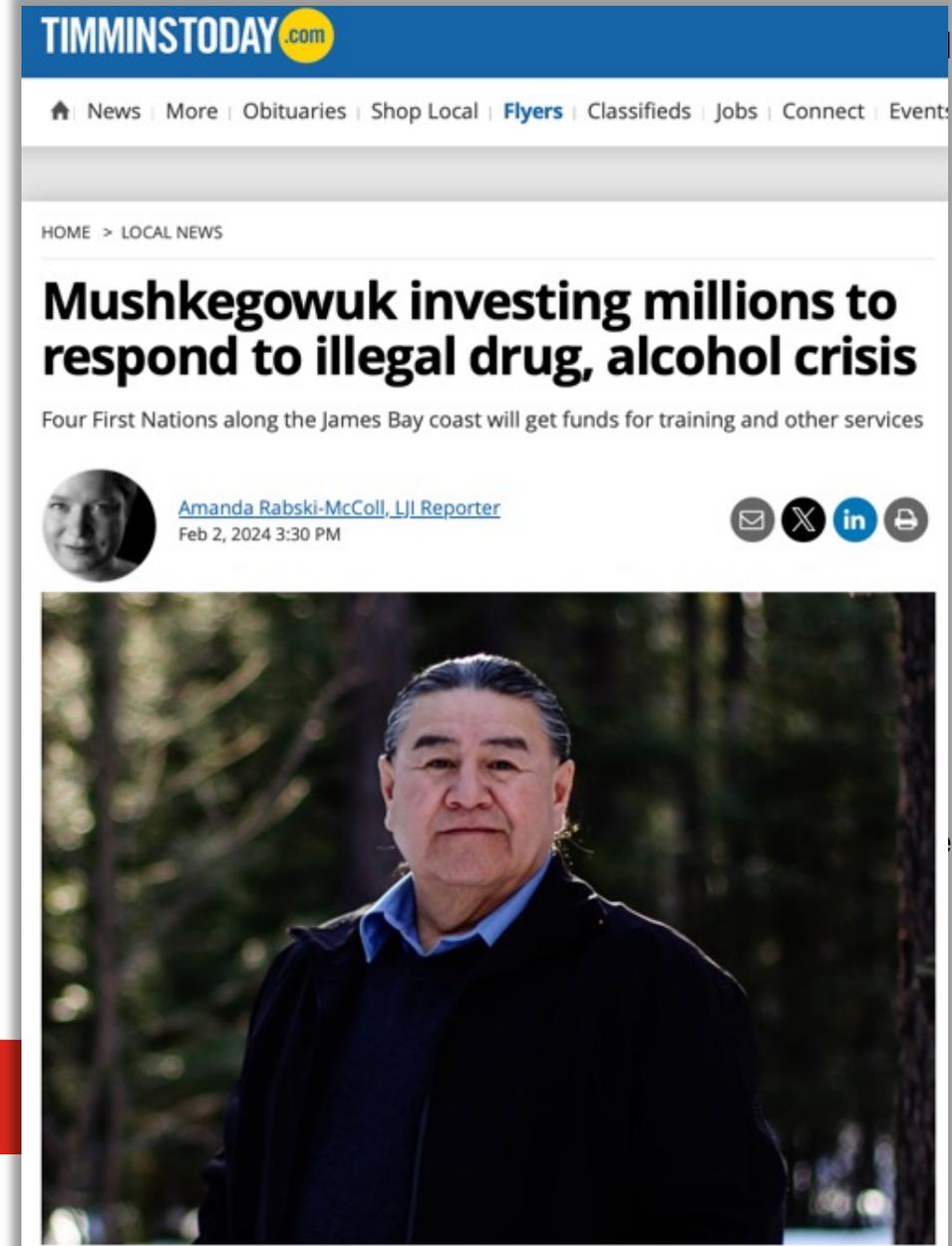
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Vern Cheechoo works at Mushkegowuk Council. | Supplied photo

# Draft Outcomes of the Living Space Relocation Review

## 2

There are significant problems with Living Space today. Different people describe the problems in different ways.

Some of the concerns relate to the shelter's location.

- Many people don't feel safe living in or visiting the neighbourhood around Living Space, especially after dark. Neighbours and businesses say they're experiencing property damage, thefts, break and enters, fires in abandoned buildings. They see and smell feces and urine in public spaces, people shouting and behaving aggressively, and people in distress. Some are having a hard time finding and keeping tenants.
- There are concerns that many people's frustrations with the shelter have nothing to do with the shelter itself or the people accessing it. Anything that happens in Timmins is immediately blamed on Living Space.
- People using Living Space feel treated as outcasts and targeted by the community. There are also some concerns that Living Space is not safe for the clients it serves.
- There are concerns about how the shelter is run, including staff that are not well trained, and not enough Indigenous staff. Concerns about constant changing of leadership.
- There are concerns about the lack of service providers supporting Living Space.

# Draft Outcomes of the Living Space Relocation Review

## 3

There is a lot of common ground on what an emergency shelter that's working well looks like.

These are largely relevant regardless of where the shelter is located.

1. The shelter is well run with good governance, transparency, strong staff, and cultural competency.
2. The shelter doesn't contribute to safety concerns – in the community or for shelter clients.
3. The Timmins community is engaged and supportive.
4. Services are provided (some say should be basic 8am-8pm, others see it as a service hub).
5. Service providers are working together to help support clients of the shelter.
6. The shelter is supported by other needed facilities (like more detox and rehab facilities, more transitional and supportive housing, more affordable housing, an integrated inner city health care clinic\*).
7. The shelter has a clear approach to if/how it serves people with addictions.

# Draft Outcomes of the Living Space Relocation Review

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# Draft Outcomes of the Living Space Relocation Review

3

There is a lot of common ground on what an emergency shelter that's working well looks like.

These are largely relevant regardless of where the shelter is located.

## Low barriers to access

Requirements for entry are limited or minimal.

- Ensures everyone has a place to go.
- Higher likelihood of connecting people to services, more likely to reduce homelessness.



## High barriers to access

Has strict rules against the use of drugs and alcohol.

- Helps people exiting addictions.
- May have less impact on neighbourhood in which it is located.



Ontario Human Rights Code – Mental health issues and addictions are disabilities that are protected.

Ontario Mental Health Act – Strict conditions under which people can be forced into treatment, with only a physician able to decide.

2023 Ontario Superior Court ruling – Removal of encampment in Waterloo Region would be a violation of Charter Rights.

# Draft Outcomes of the Living Space Relocation Review

4

Relocation alone will not necessarily solve the problems with Living Space. All location options have risks that need to be considered.

Selection of any relocation option relies on confirming the potential benefits and risks identified, including the assumptions on which they are based.

## **Relocate the shelter out-of-**

**town.** Residents and businesses currently experiencing issues would have their sense of security and confidence back. People experiencing homelessness may have better outcomes.

*Risk that people don't go, leading to more people sleeping rough downtown, more demands on EMS, even bigger challenges.*

*Risk that people try to go, and face safety risks through their travels.*

*Risk that people do go, disconnecting them from services, supports, family, friends, housing, jobs.*

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## **Relocate the shelter in-town.**

People can come and go easily on foot, it's easier to access services, supports, family, friends, housing, and jobs. Fewer people sleeping rough downtown.

*Risk that public concerns about safety persist. Tensions and frustrations grow, people lose confidence in government and service providers to address their concerns. People leave Timmins.*

*Risk that substances are more readily available.*

*Risk that stigma and hate continues.*

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## Keep the Spruce Street location & improve services.

If the shelter was better run and better supported, there would be fewer issues.

*Risk that leadership, staffing, and governance do not improve. Living Space non-profit organization is in a period of change.*

*Risk that relationship with the community is too damaged to repair.*

# Draft Outcomes of the Living Space Relocation Review

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*Risk that stigma and hate continues.*

## Have more than one shelter.

Different needs can be served in different locations (low barrier, high barrier, youth, families, couples, women and LGBTQ2+). Have 2 permanent shelters and temporary shelter for emergencies.

*Risk that service providers have limited capacity to provide supports to two different locations.*

*Risk that additional resources and oversight required for 2 locations.*

# Draft Outcomes of the Living Space Relocation Review

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*Risk that people don't go, leading to more people sleeping rough downtown, more challenges, and even bigger challenges.*

*Risk that people try to go, and face challenges through their travels.*

*Risk that people do go, discover limited services, supports, family, friends, and jobs.*

## Keep the Spruce Street shelter & improve service

If the shelter was better run and managed, there would be fewer issues.

*Risk that leadership, staffing, and governance do not improve. Living Space non-profit organization is in a period of change.*

*Risk that relationship with the community is too damaged to repair.*

## Relocate the shelter in-town.

People can come and go easily on foot, it's easier to access services, supports, family, friends, housing, and jobs. Fewer people sleeping rough downtown.

*Risk that public concerns about safety persist. Tensions and frustrations grow, people lose trust in government and service providers.*

*Concerns. People leave.*

*Services are more readily available.*

*Homelessness hate continues.*

Risk that service providers have limited capacity to provide supports. There are already stresses serving current needs.

## Relocate the shelter to more than one shelter.

People can be served in different locations (e.g., high barrier, youth, women and LGBTQ2+). Have

2 permanent shelters and temporary shelter for emergencies.

*Risk that service providers have limited capacity to provide supports to two different locations.*

*Risk that additional resources and oversight required for 2 locations.*



# Draft Outcomes of the Living Space Relocation Review

5

**There is a willingness in the Timmins community to try and work together to make Timmins better.**

Trust needs to be built. Accountability needs to be shared.

There is an urgent need to act.

- All need to be treated with dignity and respect.
- Need to continue to strengthen relationships and collaboration with Indigenous communities and voices – building bridges, hiring Indigenous staff, cultural training, and understanding of protocols.
- Good communication is critical – especially between the shelter and its neighbours, and between service providers and people experiencing homelessness.
- Consultation with residents is important when making a decision about the future of the shelter.
- The roles and responsibilities of different organizations and institutions needs to be clearer.
- Accountability needs to be shared.

# Draft Outcomes of the Living Space Relocation Review

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There is a willingness in the Timmins community to try and work together to make Timmins better.

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# Draft Outcomes of the Living Space Relocation Review

5

There is a willingness in the Timmins community to try and work together to make Timmins better.

**Trust needs to be built. Accountability needs to be shared.**

There is an urgent need to act.

**Everyone needs to do their part and be held accountable for what they do to make Timmins better.**

**All residents of Timmins**, including people that are housed, people that are unhoused, people that own their house, people that rent, people that work with service providers, people that work with government, people that own their own businesses, people that work in Timmins, and all other residents.

**Governments, organizations, and agencies need to deliver the services they are mandated to deliver.**

\* In period of change

\*\* CDSAB is responsible for the oversight of 2428 housing units (175 co-op, 611 non-profit, 124 rent supplement, 32 supportive living, 1248 Local Housing Corporation units)

# Draft Outcomes of the Living Space Relocation Review

5

There is a willingness in the Timmins community to try and work together to make Timmins better.

**Trust needs to be built. Accountability needs to be shared.**

There is an urgent need to act.

\* In period of change

\*\* CDSAB is responsible for the oversight of 2428 housing units (175 co-op, 611 non-profit, 124 rent supplement, 32 supportive living, 1248 Local Housing Corporation units)



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# Draft Outcomes of the Living Space Relocation Review

1

What's happening in Timmins is not ok. Timmins is not alone in facing these issues. A lot is happening to try and address them.

2

There are significant problems with Living Space today. Different people describe the problems in different ways.

3

There is a lot of common ground on how to improve the shelter, regardless of its location.

4

Relocation alone will not necessarily solve the problems with Living Space. All location options have risks that need to be considered.

5

There is a willingness in the Timmins community to try and work together to make Timmins better. Trust needs to be built. Accountability needs to be shared. There is an urgent need to act.

# Next Steps in the process

We are here

JAN/FEB 2024

**Part 3 of the Relocation Review.** Draft Outcomes shared by Third Party Public, in collaboration Eagle Cree Consulting, and feedback sought.

FEB 29, 2024

**Relocation Review Report** delivered to Relocation Review Steering Committee and shared with all participants in the process and posted on the Relocation Review website for accessibility by the public.

**CDSSAB** forwards Relocation Review Report to City of Timmins Administration.

MARCH 2024

**Relocation Review Steering Committee:**

- Reviews results in context of existing policies and resources.
- Works with Living Space Board of Directors to determine their perspective on the outcomes of the Relocation Review and their interest and/or capacity to act on those outcomes.
- Connects with community partners to determine what aspects of Relocation Review outcomes they are able to/have a mandate to respond to with existing resources and/or where additional resources are required.
- Connect with the City of Timmins about what support it can provide to implementing the outcomes of the Relocation Review.

*Propose an Action Plan, including funding plan, to the CDSSAB Board (immediate/short term and longer-term timeframe).*

MARCH 21, 2024

CDSSAB Board considers proposed Action Plan, including Funding Plan

APRIL

Relocation Review Report, along with Action Plan, is forwarded to Timmins City Council.

ONGOING

CDSSAB, Timmins City Council, and community partners continue working together to implement the Action Plan.

**Steering Committee**

- CDSSAB
- Canadian Mental Health Assoc.
- Timmins Police Service
- Timmins and District Hospital
- Porcupine Health Unit
- Timmins and Area Women in Crisis
- The Salvation Army
- Living Space Non-Profit

*With open welcome to Mushkegowuk Council, Wabun Tribal Council*

# Questions for you

1. How well do the Draft Outcomes reflect the perspectives shared during the Relocation Review?
2. Is there anything major missing or off base in the Draft Outcomes? If so, what edit(s) would you like to see considered?
3. The Relocation Review Steering Committee will develop a plan on how to implement the outcomes of the Relocation Review. Do you have any implementation advice that you'd like the Committee to consider? If so, please share your advice.
4. Do you have any other thoughts or comments as we wrap-up the Relocation Review?

Thank you

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Appendix 3(c).

# Part 3 Individual Meeting Feedback Summaries

Youth

Service Providers

Community

Indigenous Voices

People who are, or have experience being, unhoused

## Working Session with Youth

Living Space Relocation Review – Part 3

Mon, Feb 5, 2024

4:00 pm – 6:00 pm

## SUMMARY OF FEEDBACK

*The working session included seven youth, including members of the Youth Wellness Hub Advisory Committee, as well as a local student at Northern College who had seen the meeting advertised. Brian Marks (CAO, CDSSAB) and Jen Byrnes (Manager, Living Space) also participated. The participants brought first-hand experience with addictions issues, either personally and/or with close friends, family, and people they speak to when in public spaces (like transit).*

**Feedback from participants** (where there were questions, responses from Brian and Jen are *In italics*):

1. It would be helpful if the Relocation Review included more information about Living Space. There are also a lot of misconceptions about Living Space, for example it would be helpful to know:
  - What is the budget is for Living Space annually? What funding does it have and where does it go? *It's roughly \$2 million, with the largest part of that going to salaries. Living Space is staffed 24 hours a day, 7 days a week, with 3 shifts of people. Each shift has 5 staff. There are also managers, janitorial maintenance staff, housing, and health workers.*
  - How many people are homeless in Timmins and how many are at Living Space each night? Is there enough space for people at Living Space? *There are about 250 homeless in Timmins (correction, the number for December 2023 was 216 in the City of Timmins and 349 District-wide), with about 30-40 each night at Living Space. We've never had to turn people away. If we need, we can put more beds out.*
  - Is there a curfew at 8pm each night at Living Space? *No, people are welcome into Living Space at any time. The doors are always locked, and people go through an intake process when coming in and they are free to leave at any time. There is a bell that clients can ring when they want to come in and there is a security camera. Beds are assigned at 7pm and each person with a bed also has a locker to store their things. The bed number matches the locker number. If someone leaves their bed for more than 2 hours and there is someone waiting for a bed, we would give up their bed for the person that needs it. People can bring substances in but are told they need to put them in their locker. They can go out and use substances off property and come back in.*
  - Are there services provided at Living Space? *There are meals every day, including breakfast and snacks. There are meals offered in the community every day, and if for any reason there is a day where a community meal is not provided, then Living Space provides another meal. There is a doctor on site every Wednesday. Canadian Mental Health Association staff are onsite. Social Services is on site once a week. There are 3 washrooms and 2 showers (there is a shower schedule) and laundry. Living Space is a co-ed shelter with a capacity for 63 people. There is an upstairs area with beds dedicated for women. Access to feminine hygiene products is provided and safe sex kits.*
  - Has Living Space ever asked people who don't use Living Space, why not? *Yes, and people told us they don't come because they don't want to be around drug use. Also, nearly everyone that is experiencing homelessness has been victimized and they don't want to go somewhere that their victimizer may also be. Living Space does have a separate area for people that identify as female and/or 2SLGBTQ+ for safety reasons.*
  - I agree with the Draft Outcomes of the Relocation Review, but they don't obligate anyone to do anything. What will the Steering Committee do with them? *Agreed, the outcomes do not obligate*

*anyone to do anything. They are simply facts about what people have said through the process. What we want is for the process to help create shared accountability. Everyone on the Steering Committee can identify how they can do their part to address the outcomes and end homelessness.*

- *Is there an opportunity to volunteer at Living Space? There was an initial volunteer program at Living Space that wasn't set up properly. A community volunteer program is currently in development through the United Way. I encourage you to make a list of ideas about a volunteer program that you would want to be involved with, including what you would want to volunteer for, and share it with us.*
2. I have experience with addiction. A lot of people trying to come out of addiction find it hard to be surrounded by addiction. Putting the shelter out-of-town, serviced by a shuttle that brings people to town in the morning and back to the shelter at night should be considered, may be a solution – for example, 2 shuttles a day, one at 8am into town and one at 8pm back to the shelter. It's also true that it would be difficult for someone in the height of their addiction to be aware of the dates and times of the shuttle. Maybe there could be two shelters, one for people who aren't using/trying not to use and another for people who are still using/dealing with their addictions. *The Good Samaritan Inn offers transitional housing with strict rules, and people need to help with cooking, cleaning, meal planning, etc. People also have to pay rent. People are typically there for 6 – 12 months.*
  3. It can feel a little scary walking around Timmins. I have been followed when walking downtown and had issues at the bus station. Security needs to do more. It would also be nice if other adults in the area would speak up.
  4. A lot of people see people with addictions as “less than” and adding stigma makes it even more difficult to come out of a place of addiction. It's similar to what people dealing with mental health issues feel like and deal with. People need help. They also need to have a moment of realization that they want help. And then when they do go to get help, people think that they are weak.
  5. Not everyone knows about the shelter. I travel a lot around Timmins to and from college and I see a lot of homeless people. I talk with them and have asked them how they are doing and if there is a place they can go. They said no. I suggest making more people aware of Living Space so they know they have a place they can go.
  6. Living Space should provide training to clients of the shelter – like help with life skills and an opportunity to earn money. For example, they could learn to crochet or knit (just as examples, there could be other skills training too), and then sell the things that they make. Life skills could help people earn money and maybe help with addictions. The accommodation costs in Timmins are very high.
  7. People who are complaining about Living Space could put their energy into helping instead of hating.

### Next steps:

The Third Party Public team will be taking all feedback received by Feb 20, 2024, refining, and then finalizing the Outcomes of the Relocation Review. In addition to in-person working sessions, there is an online feedback form at [www.livingspacereview.ca](http://www.livingspacereview.ca) that asks the same questions.

The Relocation Review report will be delivered by Third Party Public to the Relocation Review Steering Committee on February 29, 2024 and also distributed to all participants in the process. It will also be posted online at [www.livingspacereview.ca](http://www.livingspacereview.ca).

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*This summary was written by Nicole Swerhun and Matthew Wheatley from Third Party Public. As facilitators that are not advocating for any particular outcome of the Relocation Review, the intent is to capture the perspectives shared during the discussion, not to assess the merit or accuracy of any of these perspectives. Note that points are numbered in this summary for ease of reference only and are not intended to imply that some points are more important than others. A draft of this summary was distributed for participant review prior to being finalized – no suggested edits were received.*

## Working Session with Service Providers

Living Space Relocation Review – Part 3

Tues, Feb 6, 2024

9:00 am – 12:00 pm

## SUMMARY OF FEEDBACK

*The working session included 43 service providers representing over 20 organizations. This summary was written by Nicole Swerhun and Matthew Wheatley from Third Party Public. As facilitators that are not advocating for any particular outcome of the Relocation Review, the intent is to capture the perspectives shared during the discussion, not to assess the merit or accuracy of any of these perspectives. Note that points are numbered in this summary for ease of reference only and are not intended to imply that some points are more important than others. A draft of this summary was distributed for participant review and no suggested edits were received.*

### Feedback related to the Draft Outcomes of the Relocation Review:

#### The Draft Outcomes of the Living Space Relocation Review:

- 1 What's happening in Timmins is not ok. Timmins is not alone in facing these issues. A lot is happening to try and address them.
- 2 There are significant problems with Living Space today. Different people describe the problems in different ways.
- 3 There is a lot of common ground on how to improve the shelter, regardless of its location.
- 4 Relocation alone will not necessarily solve the problems with Living Space. All location options have risks that need to be considered.
- 5 There is a willingness in the Timmins community to try and work together to make Timmins better. Trust needs to be built. Accountability needs to be shared. There is an urgent need to act.

1. Overall, the Draft Outcomes reflect the feedback shared to date well.
2. Draft Outcomes 1 and 2 go hand-in-hand. There needs to be a bigger focus on the fact that things are not OK in Timmins. What we see in the community today is very bad. It's different than anything any of us have experienced before: how tainted the drugs are, the level of gang activity and the impacts on the community, including Living Space and the people that work there. Homelessness and poverty are a result of many systemic issues. These go beyond what Living Space alone can address. Living Space gets blamed for many/all issues that they don't have control over and/or don't cause. Anger from people directed at Living Space is being directed at the wrong issues. Living Space gets blamed because it is the only place for people experiencing homelessness to go.
3. Draft Outcome 2 should include "increased crime in the community".
4. Unsure about Draft Outcome 5. With the comments posted online that blame Living Space for every problem it is hard to see a willingness from Timmins as a whole to work together to make Timmins better.
5. It is important that differing voices are heard through the process; and these voices need to be encouraged to help solve problems.

### Implementation advice for the Relocation Review Steering Committee to consider:

1. Relocation doesn't matter if you don't fix the issues.
  - If we don't fix the issues now, we'll continue to have the same conversation for years and we'll have more deaths to account for.

## 2. Living Space needs more help.

- We are spending the majority of the time figuring out how to keep workers safe. We feel we are constantly under fire, and we are asking for help. We don't have enough trained and qualified staff at Living Space. The frontline workers don't make a living wage and are expected to deal with the most mentally ill people in our community. I see people getting hurt and dying every day; we don't have the right people to care for them and we are getting blamed. We need to talk about the issues so they can be fixed.
  - Leadership from the different agencies needs to push their staff to show up at Living Space. When this happens, we will see a difference. Changes are happening. Staff from CMHA have been in person at Living Space over the past couple of months and it's working; it has made a drastic difference in how we work with our clients.
3. We need a better coordinated approach to providing services to serve the community and fill existing gaps.
- Services needed in our community are not readily available, including addiction services, life skills, etc.
  - We can't just say "that's not my problem" and push people away to other services and organizations. We also can't rely on the police to take care of everything after 4pm; they have a specific role and training.
  - We need to look at the barriers and red tape each of our organizations have that make coordination difficult and work to break these down. We need action from the leadership to help break down the silos and push the frontline workers from different agencies to work together.
  - A lot of staff from different agencies and organizations are working outside of our scope to fill the current gaps and work together.
4. There is a big need for more affordable housing and housing options. Living Space is the only place for people experiencing homelessness to go. There is a gap that needs to be filled between an emergency shelter bed and permanent housing.
5. Implementation of the outcomes of the Relocation Review need to be well resourced and shepherded.
- Be transparent about what funding is available and what change is possible with what's available.
6. We need to have actionable items to get things done.
- Look to how things got done during the pandemic as an example of how to take action.
  - Consider developing a set of local calls to action. The Steering Committee could be the starting point, then collaborate with others to expand the calls to action. Everyone involved would need to be accountable for collecting data and reporting on progress for the calls to action they have committed to. Look at the Truth and Reconciliation Commission Calls to Action as an example.
  - Develop a "braided" approach to implementation that includes respect, collaboration, and accountability. Be bold, be brave, and stay the course.
7. Accountability is crucial and be ok with mistakes.
- We need to hold everyone accountable with grace. Organizations and service providers need to be ok reflecting back challenges and admit when things don't work. We also need to show how we're evolving to improve our services. This transparency is important to building trust with the community.
  - We need to take a listening approach and recognize what we don't know. Through listening to people experiencing homelessness, we can better understand what people need and provide services to them. In working to support the evacuations, It wasn't until we were quiet and listened to First Nations voices that we understood what was needed.

- The “Big Players”, the Province and Federal Government need to step up and stand with the CDSSAB, Living Space, the City, district municipalities, and to support implementation. Right now, Provincial health care initiatives don’t always align with local needs. There is a need for better alignment and increased accountability, clarity on how decisions are made. We need flexibility at the local level to respond to complex needs.
8. We need to dig deep into structural discrimination and treat everyone with dignity and respect.
    - We sit in rooms and tell them what is best for them, say “you better do this”, “you better do that”, “you can’t have good treatment”, “you better behave”.
    - Services providers need to identify and address policies that discriminate against people who use drugs and are dealing with addictions. If we don’t do this internally, how can we expect the public to stop discriminating.
    - The community still has an us vs. them mentality. People experiencing homeless are not seen as human beings, they’re seen as a problem that needs to be swept under the rug.
  9. Strong leadership is essential.
    - The Steering Committee needs to have members from the general public, including people with lived experience with homelessness.
    - The Steering Committee should also include a designated role for a funding proposal writer. In the past we have submitted proposals for funding in silos; this should be a coordinated effort.
    - Consider a different model / lead, other than the Steering Committee, to lead implementation. Look at Ontario Health Team for Cochrane District and other pilot programs (e.g., Seniors at Risk and Communities at Risk) as good examples of models for implementation.
  10. Look to implementation models that have been rigorously tested and worked in other communities.
    - We can’t just use something someone said is a good idea without good data that shows it works. Consult other emergency shelters outside of Timmins and the District to see what is working for them.
    - Research and develop a centralized service hub.
  11. We need to develop a map/resource that shows what a path to recovery from addiction can look like.
    - We need transparency about wrap around services to help the community better understand who is responsible for what, so they know Living Space is not responsible for everything. And there are a lot of us working outside of our roles to fill the gaps.
  12. Improving understanding of the stigma of homelessness is important. This needs to happen at the community level with students, youth, teachers, business owners. More understanding can lead to greater acceptance. This cannot be done by one organization.
  13. LGBTQS+ people and communities need to be better represented in the process going forward.

### Next steps:

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## Community Working Session

Living Space Relocation Review – Part 3

Tues, Feb 6, 2024

7:00 pm – 9:00 pm

# SUMMARY OF FEEDBACK

The working session included approximately 50 participants, including a diverse mix of residents of Timmins. This summary was written by Nicole Swerhun and Matthew Wheatley from Third Party Public. As facilitators that are not advocating for any particular outcome of the Relocation Review, the intent is to capture the perspectives shared during the discussion, not to assess the merit or accuracy of any of these perspectives. Note that points are numbered in this summary for ease of reference only and are not intended to imply that some points are more important than others. A draft of this summary was distributed for participant review prior to being finalized. Suggested edits have been incorporated.

## Feedback related to the Draft Outcomes of the Relocation Review

### The Draft Outcomes of the Living Space Relocation Review:

- 1 What's happening in Timmins is not ok. Timmins is not alone in facing these issues. A lot is happening to try and address them.
- 2 There are significant problems with Living Space today. Different people describe the problems in different ways.
- 3 There is a lot of common ground on how to improve the shelter, regardless of its location.
- 4 Relocation alone will not necessarily solve the problems with Living Space. All location options have risks that need to be considered.
- 5 There is a willingness in the Timmins community to try and work together to make Timmins better. Trust needs to be built. Accountability needs to be shared. There is an urgent need to act.

### 1. Overall feedback:

- The Draft Outcomes did reflect the conversations we had.
- The Draft Outcomes are too business-like and don't include the need for healing or the need for processes for healing. If 4 out of 5 people living outdoors are Indigenous, how do we deal with that?
- There needs to be a focus more on the businesses and residents being impacted. There is not enough recognition in the process of the fact that homeowners and business owners around Living Space are at the breaking point. People defecating on other people's property was identified as a major issue. There were questions to the CDSSAB about whether this is fair. *In response, Brian Marks said that none of this is fair. The Federal government has the funds, the Provincial government has the jurisdiction, and municipalities are left to deal with the problem.* A question was asked about whether the CDSSAB budget increases if they serve more people. *Brian said no, there aren't additional resources if more people are served, but there are additional costs to the municipality because if more people are homeless, then that means Timmins pays more to support the paramedics, the police, and other services. It's in all of our interest to end homelessness.*
- There was a question about the thought process behind the location of the shelters to date? *Brian said that homelessness has evolved from 2012 to today. The location at Cedar Street was selected because it had been a boarding house, but the space used for the shelter was too crowded and there was no way to separate people. The space on Spruce Street became available and it was bigger, included different spaces so we could separate groups at risk (there is a second floor for women, including beds*

for clients of the Ontario Native Women's Association), and the site was zoned properly. So that's why we moved the shelter there.

- There were concerns that the current approach is enabling people and that “tough love” is required. Another participant shared through one-on-one feedback that “tough love” is exactly what nuns in residential schools gave to First Nations children. These impacts have damaged generations of people in need of healing. This is not the answer.
- There was a person who works with people experiencing homelessness in the room who asked others in the room to please stop posting videos on social media of people who are struggling while workers are trying to keep people alive. In response, another participant shared frustration and fear about assaults from people who are homeless. *Mark Vallier from the Timmins Police Service was at the meeting and said that if people are trying to make the connection between homelessness and violent crime, it's his experience (as the person leading the investigation of violent crimes for the Timmins Police) that the vast majority of violent crimes that occur in Timmins are between people who know each other. There are exceptions, but stranger on stranger violent crime is not the norm.*

## 2. Draft Outcome 5:

- A participant said that instead of referring to the need for more awareness and understanding of First Nations history, just call it what it is, which is – colonization. After working in the field for 17 years in social work, up the coast, and a lot of work on addictions and mental health, we know that addiction is a disease. Penalizing people with an illness such as addiction and mental health has not helped. There is absolute recognition that trauma is passed outwards, and the people of Timmins and around Timmins are impacted as well. If we're going to heal as a community, we need more transparency and calling it what it is. There are impacts and intergenerational impacts. It's odd to say that an Indigenous person is homeless on stolen lands.

## **Implementation advice for the Relocation Review Steering Committee to consider**

### 1. There are a lot of misconceptions, broadly speaking, in the community and in all sectors.

- I work with patients in the hospital and I learned a lot today. The work people are doing is astonishing, and they are undervalued and underpaid. The problems at Living Space are systemic and moving it somewhere else will in no way address the shortcomings we are trying to address. It would be much better if service providers do what they're supposed to do, but there is a clear funding gap – and an expectation that they'll solve so many of these problems, which is ridiculous. The problem is widespread. There must be some type of political action to work towards getting more funding.
- From the people I speak to, about 75% of people living outdoors are from out-of-town. *In response, a staff member from Living Space said that the data collected by the shelter shows that shelter clients who are not from Timmins have been living in Timmins for an average of 10 years.* It was agreed by both speakers, and many other participants in the room, that more data on this would be helpful to share publicly.

### 2. We need to work together as a community.

- I'm 17 and I started using at 12 and I can relate to a lot of people – overdosed, pills, heroin. People need help. Everyone needs to work together. Drug addiction affects you in a negative way, and it affects the users too. If we move facilities, it won't do anything if we don't help these people. No matter where we put this, we will have complaints. There will be needs no matter where it's located. Stigmatism and stereotypes need to end before this City gets any better. We need volunteer systems to help people.
- We had a good discussion with different opinions. All agree we need to work together to make something happen. To help this, the Steering Committee needs to have representation from the general public – people could apply. This would go far in bringing people together and making informed decisions. Thank you for coming and helping get to where we are today.

3. We need more transparency.

- We need to highlight that there isn't a lot of clarity on where to go if you need services. It's like running around with your head cut off when you're on drugs. We need more rehab.
- We need an infographic or education opportunity that's available for the general public that has stats on who is homeless in the community. Who is under the poverty line. What homelessness is, including couch surfing. And crime rates. Would be wonderful to have that readily available so we can have more informed conversations.
- We need clarity on where the money is going to.
- We need transparency on what it's actually costing our youth to rent a place – what the cost of living is and what affordability looks like. It's difficult to be housed or get an apartment. We need transparency on who regulates slums and makes sure units are well kept.
- The Relocation Review process has been good and the Steering Committee's work is on track. Continue to do the work and continue with the transparency.

4. The Relocation Review report and Action Plan need to remain alive – both the negative and the positive. People are doing hard work to improve the community. We need to give you permission to fail and show us the trends on how things are going.

5. We need clarity on what success looks like. Is it reducing the number of homeless people or a reduction in crime?

6. Continue advocacy to fund more services like policing, mental health, social assistance for a better living wage to prevent homelessness.

**Next steps:**

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## Working Session with Indigenous Voices

Living Space Relocation Review – Part 3

Mon, Feb 26, 2024

9:30 am – 12:00 pm

### SUMMARY OF FEEDBACK

*The working session included 21 people, including staff from Mushkegowuk Fire Keepers (Nick Gunner, Shiloh Spencer, Stephen Hookimaw, Sabrina Sackancy), Wabun Tribal Council (Trina Regan, Social & Emergency Response Coordinator), Nishnawbe Aski Nation (Jessica Gasci, Senior Policy Analyst working with Deputy Grand Chief Anna Betty Achneepineskum participating remotely from Thunder Bay), Ontario Aboriginal Housing Services (Heather Murray, Resiliency Coach and Supervisor, along with an OAHs placement student), Timmins & Area Women in Crisis (Julie Nobert Demarchi), the City of Timmins (Meagan Baranyk, Community Programs Manager), the Cochrane District Social Services Advisory Board (Jean Carriere, Director Emergency Medical Services and Carole Duguay, Community Services Manager), Gervais Emergency Consulting (Michelle Gervais), along with Eagle Cree Consulting (Theresa Sutherland, Phillip Adeyemi), Olivia Sutherland, Kaidryn Sutherland, Pat Etherington Sr., Frances Whiskeychan, and Stephanie Stephens. Third Party Public (Nicole Swerhun) shared the draft outcomes of the Relocation Review and took notes.*

*As the meeting unfolded, we remembered the importance of honouring and continuing the leadership that the late Jean Sutherland from Eagle Cree Consulting showed during her work on the Living Space Relocation Review. It's also important to remember the contributions of the many others we have lost who were working to help.*

The discussion focused on the following points:

- 1. Non-Indigenous people are trying to serve Indigenous people and that's why its not working. We know the path that will work.**
  - We can think of what's happening in Timmins today like a situation where we took a First Nations reserve and moved it into a city. People who are providing the services have no understanding of our people. That's why we can't move forward.
  - Many Indigenous people are not from the city. Many don't know what it is to live in a town or city. Many Indigenous people are survivors of residential schools. Authoritarian figures are a very big trigger for us. This is one example of why we need sensitivity training for staff. Indigenous people are not statistics. What we're discussing are human needs.
  - The people participating in the meeting here today have been coming to meetings regularly during the Living Space Relocation Review. There is interest in continuing to work together going forward to help implement what has been discussed today and is included in the rest of this summary.
  - NAN would like to be added to the Steering Committee and involved in Action Committees or any other activities going forward. NAN is also interested in helping connect with different DSSABs.
  - We need allies to look at the resources we're all connected to, and to follow the model that works using the lessons learned through the emergency evacuations. The clients are the first and most important

voice, followed by the Indigenous-provided supports, and then the western/non-Indigenous supports – in that order.

- There also needs to be more representation of Indigenous people on the front lines, in management, and at the CDSSAB. There are no Indigenous in management at the shelter. There aren't enough Indigenous people on staff at the shelter. We don't see Indigenous people at the CDSSAB.
- Service providers have to show up better. Our partners need to be more understanding.
- When people are ready for help and ask for help, services need to be provided right away. There is a very short window of time to get people help. Services needs to be available immediately in response. Right now, there are longer timelines and waitlists, and in that period, a lot people change there minds. There needs to be a circle of are provided to support people.
- The Fire Keepers are doing good work with the street patrol. We should think about how Fire Keepers can integrate and work together with people working in the shelter to better understand and support Indigenous clients. Consider expanding Fire Keepers role and elevating them to do other activities too.
- The Living Space Board needs to be fixed. Three people put forward their names, including two Indigenous people, interested in being on the Board but there was no uptake. It should either be run by the Living Space non-profit Board of Directors or it should be run by the CDSSAB.
- We need Action Committees not Advisory Committees. There are too many cooks and not enough soup. Also Indigenous leaders are busy, so it's important to consider opportunities to delegate participation to others on their behalf (could be someone from the health team).
- There needs to be more leadership from First Nations Chiefs. A model like what they have in Kenora with the Kenora Chiefs Advisory should be something that we investigate and see how we can make something like that work here.

**2. In terms of how to better support clients at Living Space with safer spaces in the immediate-term, there are examples in Timmins, including spaces and procedures provided at TAWC and with the emergency evacuation effective hosting model.**

- TAWC is a 15-bed shelter that has 8 "safe" rooms that are used to provide clients with their own safe space safe. If someone comes in under the influence, we make a safety plan, including an agreement on whether the client would like a staff member to check in on them regularly. They stay in that room until they're ready to join the shared spaces, including spaces with women and children. And if an individual says that they want help, we work so that they can stay in the safe room until we can connect them to the service they need.
- For the Emergency Evacuations, a similar process is used. There are safe rooms used for people who need them, with staff assigned to support the person in the room and outside the room – they have a peacekeeping role. Both Julie and Michelle are happy to talk further with the CDSSAB and Living Space to share these lessons and experiences in more detail. Olivia Sutherland and Shiloh Spencer are also interested in conversations about how a circle of care can be better provided.
- The Living Space shelter wasn't supposed to be like this. When the shelter started, there was more training for staff and the pay used to be higher. Then there was a change in leadership and when higher paid staff left (making about \$24/hr) they were replaced with people making \$18/hr and less training was provided.

### 3. There are issues related to the justice system and Indigenous people living on the street.

- An Indigenous male who was part of the emergency evacuation had to stay behind to attend court. He was very scared and didn't know how to navigate the justice system. I helped him go through the system. I saw that the court in Timmins had lists of names of people who are Indigenous and living on the streets. That is not the place for people who are homeless.
- There are people who commit crimes in order to spend time in Monteith. That way they know they'll be warm, sheltered, and receive meals. There is data from Timmins Police Services that demonstrates this. This is not how the system should work.
- NAN Legal can support Indigenous people in the justice system, if people are aware of this service and know that they need to apply. This also relies on adequate funding to NAN Legal to provide this service. NAN Legal has supported more than 3000 members in the last few years.
- The justice system is supposed to pay for plane tickets to get people home, but that doesn't always happen. There are people homeless in Timmins because they can't get back to their communities. I met with someone who had been homeless for 6 months because they couldn't get a plane ticket home. When people do get a plane ticket to go home, sometimes the flights are rescheduled because of weather issues. Sometimes people have to wait 3 days until the flight gets out and there are no supports provided to them at the airport.
- There's a lack of warm "hand-offs" of people from one part of the system to another. They don't know that services are available so they can't connect to those services. There are bailbeds that are intended to help address this, but they are limited in number.
- Police need cross-cultural training on how to handle our people.

### 4. Instead of overpopulating Living Space, we need options.

- We need transitional housing and supportive housing. There could be stages for people, starting with detox, then transitional housing, and then a place of their own. Living Space was not intended to be a long-term place for people to stay, like it is now. It needs to be a low barrier shelter.
- A land-based program option should be explored.
  - This could be an option provided to people exiting Monteith. I've taken the Matheson bus with a woman who was leaving Monteith and looking for an apartment. She was looking good. Then a few months later I saw her on the street and she didn't look good. If she had another option, maybe things would have gone differently.
  - There could be a land-based option with fires, smudging, teepee, sweat lodges, hunting, and trapping. There were times in Timmins when we had a teepee as part of services, we served Bannock and smoked fish, and people said that made them feel a connection to the community and the city of Timmins.
  - There are also existing programs that people from Timmins could attend. For example, OAHS bought 15 spots in a treatment facility that can serve 15 people. Examples of facilities include: GwekwaadziwinMiikan Mental Health and Addictions on Manitoulin Island, and Sagashtawao

Healing Lodge in Moosonee (though there can be some reluctance to go there because people may run into other people they know that they prefer not to be around). There are also others.

- An Indigenous-run and Indigenous-led shelter option is needed.
- Fort Albany First Nation has received government money for a facility in Timmins to support victims of violence against women and 2SLGBTQ+ communities. The CDSSAB is familiar with this. This may be an experience to learn from when considering additional facilities needed.

#### 5. It doesn't make sense when we talk about a lack of funding.

- There are so many resources extracted from here – through mining, forestry, water – yet we are left to chase small amounts of money that people say isn't available. Resources are available. People are choosing not to direct them here.
- Money received by Wabun Tribal Council can only be used for people on reserves. It cannot be used for supporting urban Indigenous people.

#### 6. Other points raised:

- Fentanyl is a major issue.
- Addictions impact many people that are not homeless. And just because someone is homeless, doesn't mean they have addictions.
- Timmins Native Friendship Centre used to be a place that our people were supposed to go, but now it's locked up.

#### Next steps:

The Relocation Review report will be delivered by Third Party Public to the Relocation Review Steering Committee and also distributed to all participants in the process and posted online at [www.livingspacereview.ca](http://www.livingspacereview.ca).

*This summary was written by Nicole Swerhun from Third Party Public. As facilitators that are not advocating for any particular outcome of the Relocation Review, the intent is to capture the perspectives shared during the discussion, not to assess the merit or accuracy of any of these perspectives. Note that points are numbered in this summary for ease of reference only and are not intended to imply that some points are more important than others.*

## Working Session with people living outdoors

Living Space Relocation Review – Part 3

Wed, Feb 7, 2024

4:00 pm – 6:00 pm

### SUMMARY OF FEEDBACK

The working session included 23 people living outdoors, with some people who stay at Living Space and some people who don't. Staff from the Mushkegowuk Fire Keeper Patrol also attended, as did Brian Marks (CAO, CDSSAB) and Jen Byrnes (Manager, Living Space).

The conversation focused on the experiences people have had and/or were having with the Living Space emergency shelter, as well as their thoughts on the location. A number of problems were identified and suggestions made on how they could be addressed. The table below summarizes what participants said.

#	Problems identified by participants	Solutions identified by the participants
<b>COMMENTS ABOUT THE LIVING SPACE SHELTER</b>		
1	<p><u>There are not enough toilets at Living Space.</u> There are 2 toilets on the shelter side and 1 toilet on the drop-in side. Sometimes not all toilets are working. Some people stay for a long time in the toilet, up to 2 hours. This means that people who need the toilet don't have access. This forces clients of Living Space to find other options. They go outside. If they urinate or defecate on Living Space property they are restricted from coming back into the shelter. As a result, they go off the property.</p> <p>Sometimes male staff walk in on women in the washroom without knocking.</p>	<p>Fix the toilets.</p> <p>Have more toilets.</p> <p>The process on toilet use needs revisiting.</p>
2	<p><u>Staff do not treat the clients of Living Space with respect.</u> They order us around instead of asking us. They are very aggressive. Some staff pick on clients. They kick us and pull us. This leads to conflicts because we stick up for ourselves and then we get restricted for getting into a fight so we're out in the cold.</p>	<p>Have more Native workers that speak Cree and English.</p> <p>Provide training to staff on how to treat people.</p> <p>Ask us instead of ordering us.</p> <p>Provide cultural competency training. <i>Jen from Living Space said that this is scheduled for Feb 28.</i></p>
3	<p><u>There is no way to share complaints privately.</u></p>	<p>Have a comment box station where serious complaints can be shared privately. Time and date can be provided and then the surveillance can be reviewed to see it.</p> <p>Create an Ombudsperson-like position, or a similar role for a Committee, to address complaints.</p>

#	Problems identified by participants	Solutions identified by the participants
4	<u>Being banned from accessing Living Space means we have no other options.</u> People need to find places to survive the night – or we're going to die out there. Sometimes this means breaking into a garage and starting a fire to stay warm. This can lead to conflicts with neighbours.	Revisit the process of putting people on restriction. Find ways to help people own their own behaviour, and even if it's not your fault, make time for people to decompress. Have a quiet room.
5	<u>The shelter mixes everyone together.</u> It's hard to get a good night sleep. Some people are fighting.	Separate people who are mad from people who are trying to sleep. Have smaller spaces for fewer people (like rooms with 10-12 beds). Have different areas for different people. If the shelter had more floors, there could be one floor for people with addictions, one for women and children, etc.
6	<u>The lights go on early,</u> there are days that don't start in a good way.	The beginning of the day should be reassessed.
7	<u>Things get stolen from the lockers.</u>	Watch the security footage and follow-up with people who are stealing. Have a consequence.
8	<u>Items in storage are thrown away too soon.</u> Three days is not enough time. There have been cases when private items have been thrown away and the person was staying at Living Space.	Provide more time for people to store items. Replace items that are thrown away when they shouldn't be.
9	<u>There's a need for more clothing.</u> Donated items are hidden from clients. Staff don't allow clients to see what's being donated. There's concern donations are going out the back door.	Show clients what is donated.
10	<u>There are mentally unstable people at Living Space.</u>	They should be in the MHU (Mental Health Unit).
11	<u>Living Space is unsanitary and not maintained.</u>	Have regular inspections.
<b>OTHER COMMENTS SHARED</b>		
1	<u>Services are hard to access.</u> Dentists are refusing ODSP. My teeth are in very bad shape and I'm in pain. Mobility is an issue – no canes, no crutches. We have to go all the way to South End for the Probation office. Getting there is hard enough, even with bus tickets provided.	Have dentist visit Living Space once or twice a week. Bring services to Living Space.
2	<u>There's not enough focus on what's causing homelessness.</u> When people get out of rehab or jail, the only place they have is the homeless shelter, and that's there start.	Provide more transition housing. Provide more rehab. Consider the Old Canadian Tire building as a location – groceries are right there.

#	Problems identified by participants	Solutions identified by the participants
	<p>Everybody is broken in a different area. People transitioning in their lives sometimes fall to addiction.</p> <p>People are not getting housed. 3 years ago I was the next one to be housed, and I'm still not housed. They're stuck in cycles and not getting help.</p>	
3	<p><u>People lump all of us together and are rude to us and yell at us.</u> Anyone can fall through the cracks. We're products of our environment.</p> <p>People see us and there's a stigma. People are falling apart and they watch us struggle. They think we're all dirty and disgusting.</p> <p>Everythink is being placed on the natives. Compassion is missing.</p> <p>They think we are all criminals, but where's the data to prove that?</p>	<p>It shouldn't matter where we live. I pick up needles. I volunteer every day.</p> <p>I will help anyone that needs it.</p> <p>We can't fight hate with hate.</p> <p>There needs to be a public relations program.</p> <p>Get rid of the name Living Space. (Another person said that it's important to keep the name – it's a homeless shelter).</p> <p>Show us the data on whether we contribute to crime.</p>

### Regarding the potential relocation of Living Space:

- The location of Living Space is not a problem for the people in the room. With one exception, they said that it's fine where it is. It's in walking distance to things. It's close to where the bus runs. It's close to social workers and clinics that help us. Some people need to be around town so they can go to the pharmacy daily. If it goes into the bush, what will we do there? It's hard enough to get around now.
- One person suggested that a relocation of the shelter out in the country may give people more time to focus and there could be a shuttle to get there.
- One person suggested that maybe an there could be a program option where people could spend time in the bush to regroup, in addition to the shelter on Spruce Street.

### Next steps:

The Third Party Public team will be taking all feedback received by Feb 20, 2024, refining, and then finalizing the Outcomes of the Relocation Review. In addition to in-person working sessions, there is an online feedback form at [www.livingspacereview.ca](http://www.livingspacereview.ca) that asks the same questions.

The Relocation Review report will be delivered by Third Party Public to the Relocation Review Steering Committee on February 29, 2024 and also distributed to all participants in the process. It will also be posted online at [www.livingspacereview.ca](http://www.livingspacereview.ca).

*This summary was written by Nicole Swerhun and Matthew Wheatley from Third Party Public. As facilitators that are not advocating for any particular outcome of the Relocation Review, the intent is to capture the perspectives shared during the discussion, not to assess the merit or accuracy of any of these perspectives. Note that points are numbered in this summary for ease of reference only and are not intended to imply that some points are more important than others.*

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Appendix 3(d).

Part 3 Public Debrief

Presentation Slides

# Living Space Relocation Review

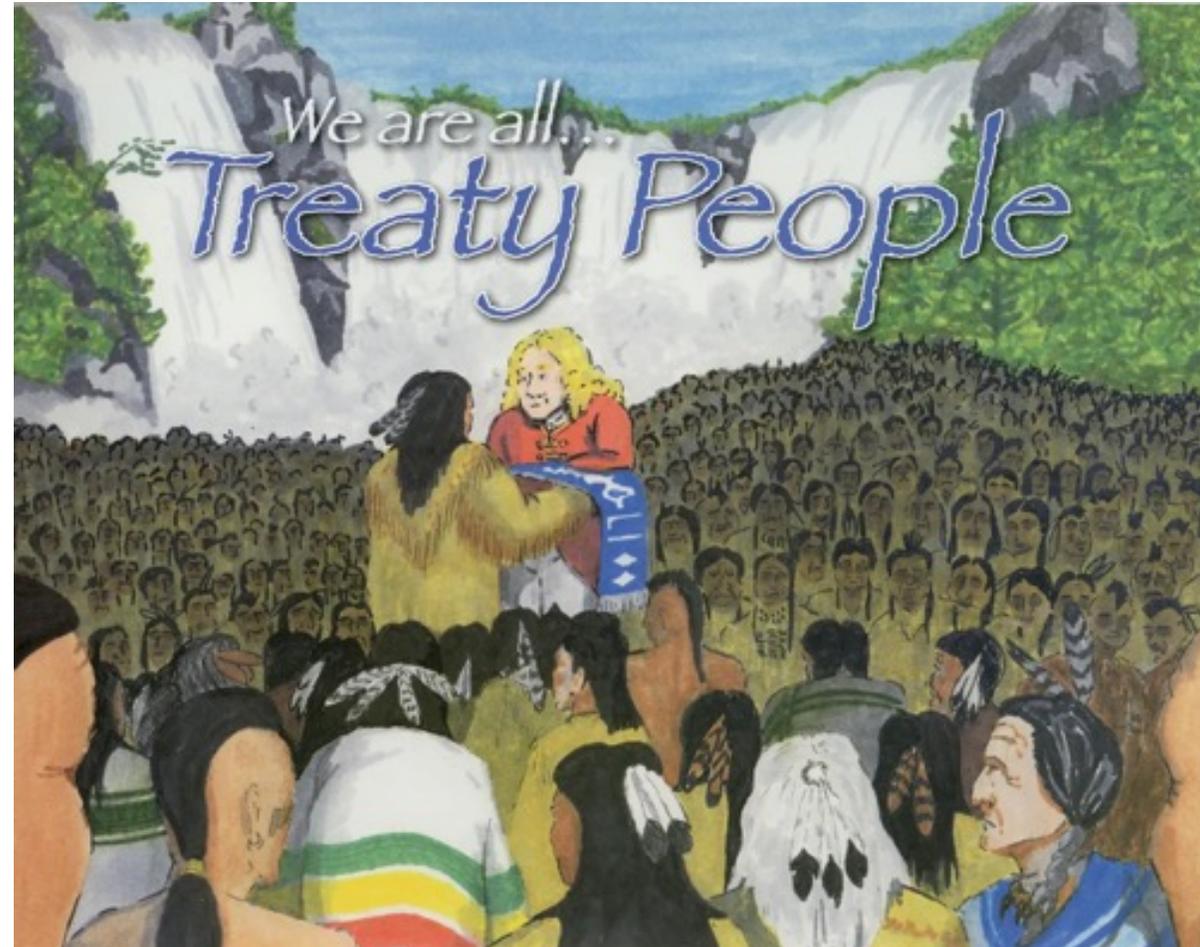
Part 3 (of 3), Jan/Feb 2024

Public Debrief on Learnings from the Week & Sparks Pizza  
Feb 10, 2024

# Land Acknowledgement | We are all Treaty People

Our Third Party Public team acknowledges that we are located on the traditional Lands of Mattagami First Nation, Flying Post First Nation, and Matachewan First Nation, home to many Ojibway, Cree, Oji-Cree, Algonquin and Métis people.

We also acknowledge that we are in Treaty 9 territory (also known as the James Bay Treaty), which is steeped in the rich Indigenous history of many First Nations, Metis and Inuit People.



# Our approach to meetings

## **As a meeting participant, you are encouraged to:**

- Treat all participants with kindness and respect.
- Critique ideas, not individuals.
- Be an active listener and keep an open mind to the full range of views and opinions.
- Speak about your personal experiences and try to avoid making generalizations.

## **As process facilitators, we acknowledge:**

- Everyone has and brings different life experiences and perspectives.
- There are multiple public interests and tensions that exist between them for many reasons, including systemic factors that have historically and presently impact people differently.
- This is a space for the full range of opinions and perspectives to be considered and to learn from each other.
- Our responsibility to support participants in discussing and addressing tensions and disagreeing (even vehemently) in a constructive way that builds trust in our ability to work together.
- People are complex and are at different places on their learning journeys. We will aim to hold each other accountable with grace.
- As a facilitation team, we are always learning, and we are open to feedback on how we as a facilitation team can improve the process.

# Value of the process

Draft

## Challenges leading to the Relocation Review

## How the process is designed to address the challenges

Many people are calling for a change in the location of Living Space, but the potential consequences (both advantages and disadvantages) of making that change had not been explored.

The potential consequences have, and continue to be explored. The process relied on participants – all residents of Timmins – to identify potential advantages and disadvantages of relocation options. The process has been open to all voices that public leaders have a responsibility to consider.

There was a strong call for better information, data, and more transparent decision-making related to the shelter and the services provided in the community to support people living outdoors.

The process created space for participants and public leaders to bring and share information broadly. It also brings transparency to who-does-what and who-decides-what.

There is concern that leaders are not listening or responding to concerns related to the shelter.

The process is all about listening, learning, reflecting, and giving everyone in the Timmins community, including public leaders, the insights and perspectives they need to have a considered response.

It also makes it really clear that there's an obligation to respond.

## Quick refresher

Overview of the Relocation Review and focus of Parts 1 and 2

## Part 3 Draft Outcomes

Feedback shared during working sessions this week

## Next steps

Timing and who-does-what



Prior to 2016

Concerns about people sleeping rough

2016

Partners convened by CDSSAB to respond to concerns (including CMHA, Timmins District Hospital, Timmins Police Service, Downtown Timmins BIA, Porcupine Health Unit, Timmins Native Friendship Centre, Misiway Milopemahtesewin, Cochrane District Social Planning Council, Timmins Economic Development Corporation)

2018

Grand Opening of Timmins first emergency shelter on Cedar Street

2021

Living Space relocation to Spruce Street



# Council Resolution 23-233

July 11, 2023, Moved by Councillor Black and Seconded by Councillor Curley

July 2023

## Cochrane District Social Services Administration Board (CDSSAB) Living Space Review RFP – 23-079

The Corporation of the City of Timmins  
RESOLUTION

Moved by Councillor Black 23-233  
Seconded by Councillor Curley

WHEREAS City of Timmins Council supports providing shelter and housing services in locations that are suitable for the services being provided and compatible with neighboring properties

AND WHEREAS City of Timmins Council supports a facility that provides 24/7 services including housing/shelter, food, mental health and addictions treatment/counselling, job and education training

AND WHEREAS City of Timmins Council supports a facility where low barrier shelter clients can have separate facilities and accommodations than other clients

AND WHEREAS City of Timmins Council acknowledges the feedback from residents and businesses that the current location of Living Space has caused significant negative impacts on neighbouring properties due to interactions between clients and neighbouring properties

AND WHEREAS City of Timmins Council has listened, heard and respects the views of the over 1000 residents who attended a public town hall where the majority in attendance supported the request to have the Living Space facility moved

AND WHEREAS the City of Timmins acknowledges mental health and addictions treatment, and housing are core provincial responsibilities and that the provincial government has failed to adequately address these issues and by doing so they have burdened municipalities and residents across the province

**BE IT RESOLVED THAT the City of Timmins Council hereby requests all organizations and boards involved with the operations or funding of Living Space consider options for relocation out of residential and commercial zones**

AND BE IT FURTHER RESOLVED THAT City of Timmins Council hereby requests that this initial review be completed within 3 months and requests an update be provided to City of Timmins Council where at that time it can be explored what support the city can provide to assist in the relocation

AND BE IT FURTHER RESOLVED THAT City of Timmins submit a copy of this resolution and a letter to MPP George Pirie, the Premier of Ontario, Provincial Ministers of Health, Associate Minister of Mental Health and Addictions, Minister of Municipal Affairs & Housing, Minister of Children, Community and Social Services, MP Charlie Angus, the Prime Minister of Canada, Federal Minister of Health, Federal Minister of Mental Health and Addictions urgently requesting the upper levels of government work together to secure funding to establish a new full service facility in Timmins that is inclusive of 24/7 services including housing/ shelter, food, mental health and addictions treatment/counselling, job and education training

AND BE IT FURTHER RESOLVED THAT the City of Timmins asks CDSSAB to consider all current revenues and grants issued by the Province of Ontario be reviewed for their eligibility to be reallocated to help fund the relocation of the Living Space Facility including sale of the current facility



**July 2023**

**Cochrane District Social Services Administration Board (CDSSAB)  
Living Space Review  
RFP – 23-079**

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**August 2023**

**Cochrane District Social Services Administration Board (CDSSAB) Living Space Review RFP – 23-079**

**Cochrane District Social Services Administration Board (CDSSAB) Living Space Review RFP – 23-079**

**RESOLUTION NO. 23 – 079**

Moved by:  
Seconded by:

WHEREAS the CDSSAB has received resolution 23-233 from the City of Timmins requesting that all organizations and boards involved with the operations or funding of Living Space consider options for relocation out of residential and commercial zones and that such review be completed within three months and the CDSSAB consider all current revenues and grants issued by the Province of Ontario be reviewed for the eligibility to be reallocated to help fund the relocation of the Living Space facility; and

WHEREAS the Cochrane DSSAB is the sole funder of Living Space; and

WHEREAS Living Space is the sole operator of the organization,

NOW THEREFORE BE IT RESOLVED THAT:

1. The Board directs administration to secure the services of a third party, with appropriate experience and qualifications, to conduct the review; and
2. The Board directs administration to coordinate the undertaking of a single review project with Living Space as the only other organization involved in the operation or funding of emergency shelter services; and
3. The Board petition the following community partners to collaborate in the performance of the review and support the outcomes of the review: i. Timmins Police Services  
ii. City of Timmins  
iii. Mushkegowuk Council  
iv. Canadian Mental Health Association  
v. Timmins and District Hospital  
vi. The Reaching Home Community Advisory Board  
vii. Wabun Tribal Council  
viii. Porcupine Health Unit
4. The Board respond to the City of Timmins requesting that the review period be extended from 3 months to 6 months; and
5. The Board petition the City of Timmins to fund the review and any outcomes resulting from the review that incur costs related to the relocation of Living Space.



June 2023

- Special agency created by Province of Ontario
- Deliver social services in the District
- 10 DSSABs across Northern Ontario (established 1998)
- Mandatory services (Ontario Works, childcare, social housing)
- Also deliver emergency medical services
- No direct taxing authority
- Majority of funding from Province, about 25% municipal
- Board members prescribed by regulation (Timmins Mayor and 6 Councillors, and 6 mayors representing other municipalities in the District, along with rep from Territory Without Municipal Organization)
- Accountable to several Ontario Ministries (Children, Community and Social Services, Municipal Affairs and Housing, Education, Health and Long Term Care), federal funders

August 2023

Cochrane District Social Services Administration Board (CDSSAB)  
 Living Space Review  
 RFP – 23-079

The District of Cochrane Social Services Administration Board  
**RESOLUTION NO. 23 – 079**

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Seconded by:

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## Cour Resol 23-233

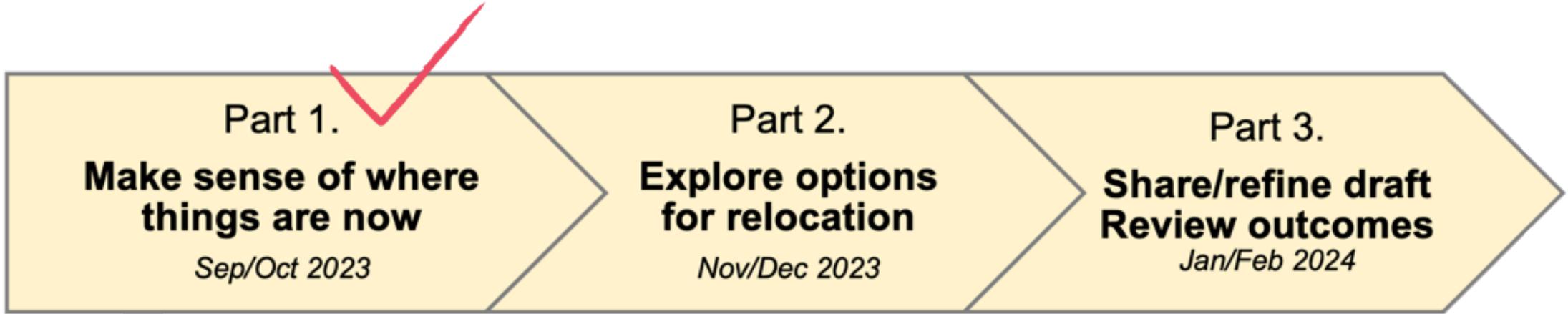
July 11, 2023, Moved  
Black and Seconded by  
Curley

September  
2023

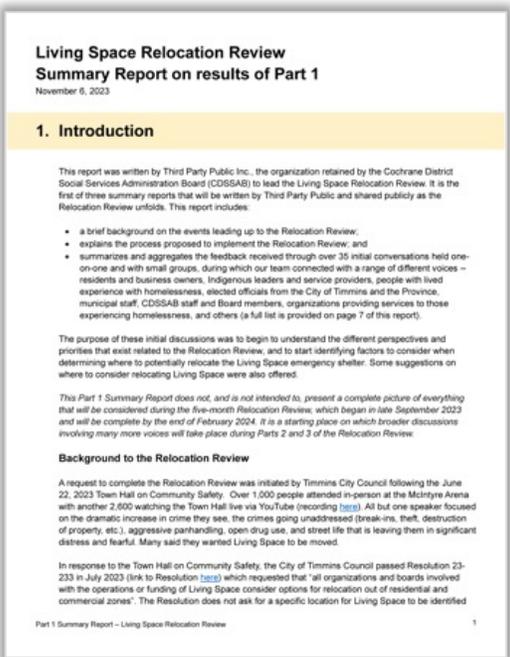


Collaborating with  
Eagle Cree Consulting

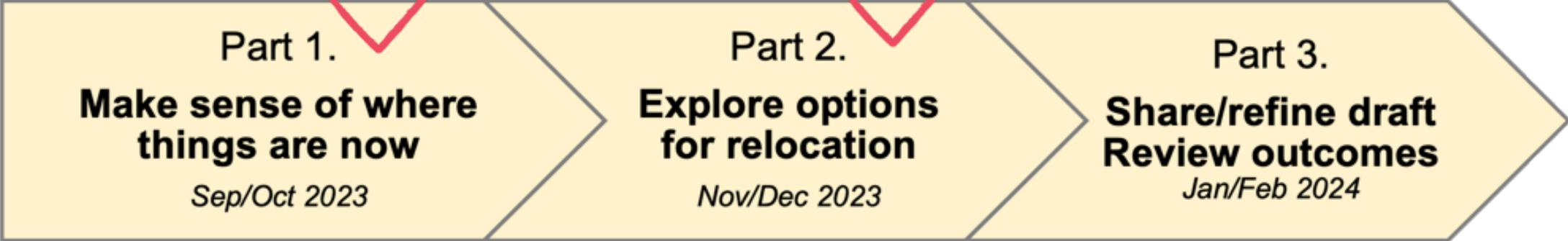
- Founded in 2004
- Third party process stewards
- Work exclusively for public actors
- **Not advocates for outcomes, we're advocates for transparent, inclusive, responsive, accountable processes**



- Website, sign-up for updates and comment box
- 1-on-1 and small group discussions with key voices
- Engage Indigenous voices
- Meet people with lived experience
- Summary Report on Part 1



- Over 35 meetings with 75+ people
  - Residents (including some business owners), Indigenous voices and service providers, People with lived experience, Service providers, City of Timmins, CDSSAB, Town of Iroquois Falls, Province
- Asked people to help us understand their perspectives on what needs to be considered during the Relocation Review.*



Website, sign-up for updates and comment box

1-on-1 and small group discussions with key voices

Engage Indigenous voices

Meet people with lived experience

Summary Report on Part 1

Website updates, Part 2 online form

Nov/Dec Discussion Guide

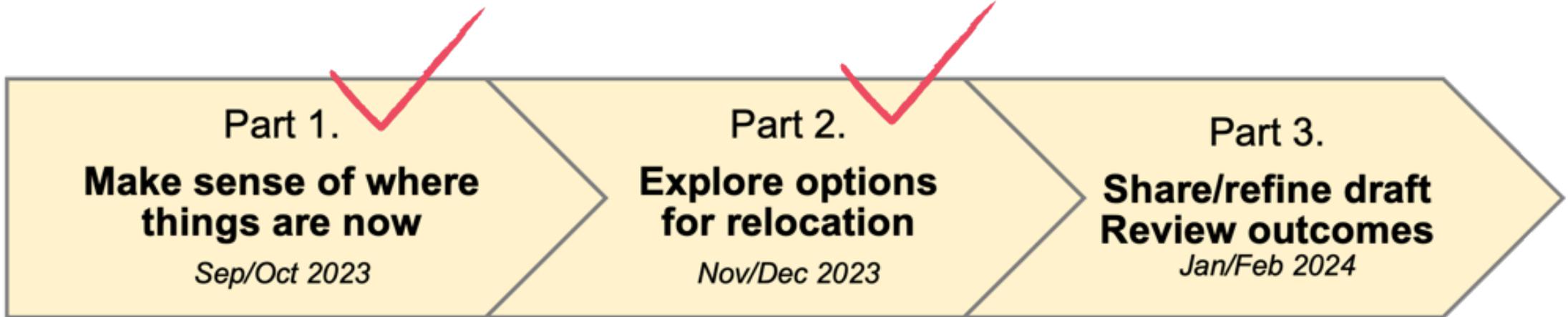
Large group working sessions with community and service providers

Engage Indigenous voices

Meet people with lived experience

Connect with youth

Summary Report on Part 2



## Living Space Relocation Review

# DISCUSSION GUIDE

November/December 2023

### Public process to consider options for the relocation of the Living Space Emergency Shelter



In response to concerns raised by residents and businesses related to the Living Space Emergency Shelter on Spruce Street, Timmins City Council has asked the Cochrane District Social Services Administration Board (CDSSAB) to consider options for the relocation of Living Space out of residential and commercial zones. In late September 2023, Third Party Public Inc. was hired to lead the Relocation Review on behalf of CDSSAB, in collaboration with Eagle Cree Consulting.

#### How can you get involved?

The Relocation Review is being implemented in three parts. Engagement of multiple interests and voices is important throughout. The three parts include:

- Part 1.** Make sense of where things are now (Sep/Oct) – COMPLETE
- Part 2.** Explore options for relocation of Living Space (Nov/Dec)
- Part 3.** Share and refine draft outcomes of the Relocation Review (Jan/Feb 2024)



This Discussion Guide provides a summary of the Relocation Review process and timelines, and shares highlights of work completed to date. It also includes three questions that we'd like your thoughts on.

#### Questions for you during Part 2:

- Timmins will have an emergency shelter. What does an emergency shelter that's working well look like to you? What's happening to make it successful?
- Both in-town and out-of-town locations for the Living Space emergency shelter have been suggested. What do you see as the top 3 advantages and disadvantages of both of these suggested locations?
- Do you have any other comments to share with the Relocation Review team?

More details about the Relocation Review, including the Part 1 Summary Report, a copy of this Discussion Guide, and our Draft Part 2 Reference Sheet can be found at [www.livingspacereview.ca](http://www.livingspacereview.ca)

**WE'D LIKE TO HEAR FROM YOU**  
The Relocation Review welcomes any and all voices interested in participating.

During Part 2, attend one of two identical Community Working Sessions:

**Tues, Nov 21**  
7 – 9 pm, Dante Club

**Thurs, Nov 23**  
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Separate sessions are also being held with Indigenous voices, service providers, and people with lived experience.

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Website updates, Part 2 online form

Nov/Dec Discussion Guide

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### DRAFT REFERENCE SHEET (Nov/Dec 2023) – Overview of feedback to date\* during the Living Space Relocation Review

**There are pressures on Timmins.**

- Need for Truth and Reconciliation Opaid Crisis
- Housing Affordability Crisis
- Downtown Economic Decline
- High Crime Rate (and difficulty recruiting officers)
- Cuts to Social Assistance
- Limited access to walk-in medical care (shortage of family doctors)
- Others?

**Many Indigenous voices are advocating for:**

- Respect for Indigenous ceremony, protocol, and culture.
- More acknowledgement and repairs of traumas from colonialization, residential schools, Sixties Scoop, and missing and murdered Indigenous women.
- More Indigenous staff and languages.
- Eliminating stereotypes and generalizations that discriminate against Indigenous people (including acts of aggression).
- More collaboration.

**Many residents & businesses are advocating to move Living Space because of unresolved concerns:**

- Crime, drug trafficking, theft, break and enters, etc.
- Fear of aggressive, unpredictable behaviours, fires in empty buildings.
- Open drug use, discarded needles.
- Outdoor urination, defecation.
- Disruption of daily activity and sleep.
- Discomfort seeing people in distress.
- Business impacts, property values.
- Lack of support services.

**People experiencing homelessness have told us:**

- People are homeless for many reasons (released from jail, domestic violence, addiction, etc.).
- It's important not to judge or belittle.
- Shelter needs to be close to services and walkable – or people won't use it.
- "Buck is passed" with current approach to services – we're told "see this person", "see that person".
- Living Space needs more services – psychiatric, dental, housing, etc.
- Need help transitioning from rehab to housing (so don't return to shelter).

**Services providers told us:**

- Time and effort needed to provide services is exponentially higher than in the past. Inadequate resources.
- With current approach, staff are burnt out and clients left spinning.
- The conversation about Living Space is highly charged and difficult to engage in.
- Communication with neighbours is essential when emergency shelter services are introduced in a community.
- Aging population is also at risk of homelessness.

**There are enforcement efforts and outreach patrols working to address concerns:**

- Mushkegowuk Fire Keeper Street Patrol
- Timmins Police Services
- Timmins Fire Department
- City of Timmins Bylaw Enforcement

**In 2023, CDSSAB received increased funding (from approx. \$2M/yr to \$6M/yr for next 3 years) to prevent homelessness. Plan\*\* is to use the funds to:**

- Create 10 units Supportive Housing in 2 yrs, with 247 services in Yr 3, with plan for 40 more.
- Create service hub with food, hygiene facilities, service navigators.
- Add Housing Loss Prevention Workers
- Integrated paramedicine program
- Create 6 units Traditional Housing

**Some things that influence what and how services are provided:**

- Quality of the staff, including their training, cultural competencies, salaries, etc.
- Requirements of the funder (Province of Ontario, Government of Canada, CDSSAB, etc.)
- Degree of collaboration between service providers (e.g. Community Safety and Well-Being Plan Leadership Committee, Cochrane District System of Care, Community Advisory Board, etc.)
- Whether service is led or co-led by an Indigenous-led organization
- Level of client interest in receiving services

**Where people go when not accessing services:**

- Street or sidewalk or alcove
- In park or public space
- Couch surfing
- Occupied or abandoned private property

**Drop-In**  
Living Space (7 days/week, Sun-Sun)  
The Salvation Army (Wed, Sat, Sun, 1-3pm)  
OMHA (Fri, 8:30-11am)

**Public Toilet**  
Living Space

**Anti-Hunger Coalition**  
Meals Project Live (Mon)  
Timmins Native Friendship Centre (Tues)  
First Baptist Church (Thurs, Fri)  
The Salvation Army (Wed, Sun)  
Lori's Kitchen (Thurs, Fri)  
St. Matthew's (Fri)  
Timmins Food Bank (Sat)  
Better Tomorrow (Sun)  
Soaks Mushkegowuk (Mon-Fri)  
Salvation Army (Tues-Sat)  
Ontario Aboriginal Housing Services (Fri)

**Health care**  
Mishewatwaisewin Community Health Centre  
Safe Health Site  
Timmins and Area District Hospital  
Phonopne Health Unit

**Education & training**  
Mishewatwaisewin Cultural Centre  
Ojibway & Cree Cultural Centre  
Northwestern Catholic District School Board  
Northern College  
College Board  
Heard University  
Algonia University

**Housing**  
CDSSAB  
Ontario Aboriginal Housing Services  
Timmins Native Friendship Centre

**Legal services**  
Wassenaar-Auld Legal Services  
Timmins Public Library

**Job search**  
Employment Services  
Timmins Public Library

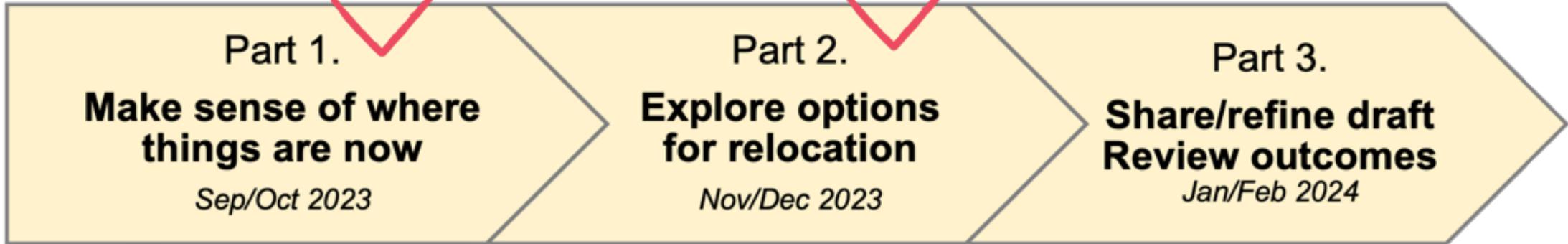
**Additions**  
Safe Health Site  
Juliee Centre  
Timmins and Area District Hospital

**Mental health**  
Canadian Mental Health Association  
Timmins and Area District Hospital

**Public transit**  
Timmins Transit  
Timmins Taxi

\*See Updated Plan and Investment Strategy for Homelessness Prevention Program Funding in the Cochrane CDSSAB, Sep 8, 2023, prepared by Eagle Cree Consulting Inc. for CDSSAB

\*\*This Draft Reference Sheet is compiled based on feedback received by stakeholders in the Relocation Review. It is a catalyst for discussion and does not represent the need or accuracy of any of these perspectives, nor does their inclusion here indicate an endorsement of any of these perspectives on the part of Third Party Public or the CDSSAB. This is one of several discussion support tools created by Third Party Public as part of the Relocation Review.



Living Space Relocation Review  
**DISCUSSION GUIDE**  
November/December 2023

**Public process to consider options for the relocation of the Living Space Emergency Shelter**

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Living Space Relocation Review – Nov/Dec 2023 Discussion Guide

- Website updates, Part 2 online form
- Nov/Dec Discussion Guide
- Large group working sessions with community and service providers
- Engage Indigenous voices
- Meet people with lived experience
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- Summary Report on Part 2

*We asked people:*

- 1. Timmins will have an emergency shelter. What does an emergency shelter that's working well look like to you? What's happening to make it successful?*
- 2. Both in-town and out-of-town locations for the Living Space emergency shelter have been suggested. What do you see as the top 3 advantages and disadvantages of both of these suggested locations?*
- 3. Do you have any other comments to share with the Relocation Review team?*

# Activities and participation during Part 2

Draft

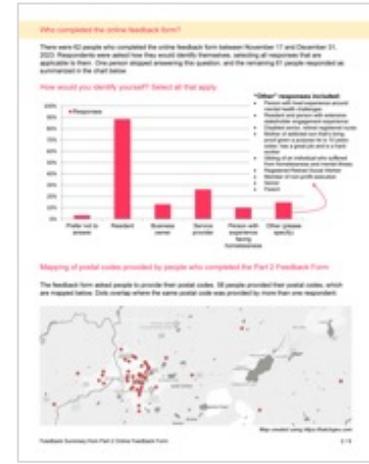
When & Where	What	Number of participants
Fri, Nov 16 – Sun, Dec 31 <a href="http://www.livingspacereview.ca">www.livingspacereview.ca</a>	Online Part 2 Feedback Form	62
Mon, Nov 20, 3:30-5pm Youth Wellness Hub	Youth "Pop-up"	10
Tues, Nov 21, 9am-Noon Dante Club	Working Session with Service Providers	38 (including reps from 20 organizations)
Tues, Nov 21, 7-9pm Dante Club	Community Working Session 1	65 (approx)
Wed, Nov 22, 9:30am-12:30pm, Social Venue	Engagement with Indigenous Voices	18 (including reps from 7 organizations and/or Councils)
Wed, Nov 22, 1:30-3pm Living Space	Lived Experience Focus Group	12
Thurs, Nov 23, 7-9pm, Senator Hotel	Community Working Session 2	33 (approx.)
Nov-Dec	Emails, texts, phone calls, and web comments from and with individuals and/or small groups	78
<b>Total*</b>		<b>316</b>

**Living Space Restoration Review**  
Results from Part 2 Online Feedback Form  
January 6, 2024

**Overview**  
Part 2 of the Living Space Restoration Review focused on sharing the feedback received during Part 1 and providing feedback on future steps to consider when implementing the restoration of the Living Space emergency shelter. Several online meetings were held, including the community meeting, working session with service providers, a meeting with Indigenous voices, a pop-up at the Youth Wellness Hub and a lived experience focus group. Feedback was also received through the online feedback form.

**How would you identify yourself? Select all that apply**

**Mapping of postal codes provided by people who completed the Part 2 Feedback Form**



**Pop-up at the Youth Wellness Hub**  
Living Space Restoration Review - Part 2  
Mon, Nov 20, 2023  
3:30 - 5:00 pm

**SUMMARY OF FEEDBACK**

**Engagement with Indigenous Voices**  
Living Space Restoration Review - Part 2  
Wed, Nov 22, 2023  
9:30 am - 12:30 pm

**SUMMARY OF FEEDBACK**

**Working Session with Service Providers**  
Living Space Restoration Review - Part 2  
Tue, Nov 21, 2023  
9 am - 12 pm

**SUMMARY OF FEEDBACK**

**Community Working Session 1 (of 2)**  
Living Space Restoration Review - Part 2  
Tue, Nov 21, 2023  
7:00 - 9:00 pm

**SUMMARY OF FEEDBACK**

**Community Working Session 2 (of 2)**  
Living Space Restoration Review - Part 2  
Thu, Nov 23, 2023  
7:00 - 9:00 pm

**SUMMARY OF FEEDBACK**

# Activities and participation during Part 2

Draft

## Living Space Relocation Review PART 2 INTEGRATED FEEDBACK SUMMARY January 14, 2024



### Living Space Relocation Review Results from Part 2 Online Feedback Form January 9, 2024

**Overview**

Part 2 of the Living Space Relocation Review focused on sharing the feedback received during Part 1 (an opening feedback session to consider other considerations for the relocation of the Living Space emergency shelter. Several cultural meetings were held, including the community meeting, a working session with service providers, a meeting with Indigenous leaders, a pop-up at the Youth Wellness Hub and a focus group with youth. The online feedback form was available at [www.livingspacereview.ca](https://www.livingspacereview.ca).

In addition, an online, confidential, feedback form was created to give an opportunity to people who were unable to attend existing sessions to share their thoughts and ideas. These are also included throughout the report either before or after the existing sessions. The online feedback form was "hot" on the day of the community meeting on Friday, November 17, and the results summarized in the report are from feedback received on 27 Sunday, December 17, 2023 (just over 1 week).

The online feedback form asked the same three questions asked during the previous working sessions, including:

1. "Working with an emergency shelter: What does an emergency shelter that's working well look like to you? What's happening to make it successful?"
2. "If you're not one of the top 3 advantages and disadvantages of an emergency shelter?"
3. "Do you have any other comments or advice to share with the Relocation Review team?"

Basic demographic questions were also asked.

The online feedback form was created by Third Party Public Inc., the organization leading the Living Space Relocation Review, in collaboration with Eagle Creek Consulting. This summary was written by the Third Party Public team including Stephanie and Lindsay. We encourage you to continue to stay informed for any particular sections of the Relocation Review. We intend to explore the perspectives shared through the completed feedback forms. We'll discuss the next steps in a series of blog posts throughout the review. This summary does not include an endorsement of any of the perspectives on the part of Third Party Public or Eagle Creek Consulting.

Note that points are numbered in the summary for ease of reference only and do not intend to imply that some points are more important than others. If you have any questions about the summary please contact Third Party Public at [info@thirdpartypublic.ca](mailto:info@thirdpartypublic.ca) or [416-291-2222](tel:416-291-2222).

### Who completed the online feedback form?

There were 62 people who completed the online feedback form between November 17 and December 17, 2023. Respondents were asked how they would identify themselves, including a question that was applicable to them. The person shared answering the question, and the remaining 17 people responded as indicated in the chart below.

#### How would you identify yourself? Select all that apply.

How would you identify yourself?	Count
Public not in shelter	1
Resident	52
Service provider	1
Service user	1
Resident with a support plan	1
Other	1
Other (please specify)	1

**Mapping of postal codes provided by people who completed the Part 2 Feedback Form**

The feedback form asked people to provide their postal codes. 62 people provided their postal codes, which are mapped below. Darker colors where the same postal code was provided by more than one respondent.

### Pop-Up at the Youth Wellness Hub Living Space Relocation Review - Part 2 Sun, Nov 12, 2023 9:00 - 4:00 pm

**SUMMARY OF FEEDBACK**

Over 20 people attended the pop-up at the Youth Wellness Hub. The event was facilitated by Eagle Creek Consulting, with support from Third Party Public Inc., the organization leading the Living Space Relocation Review. The community meeting was held in a room at the Youth Wellness Hub, which is a safe and supportive space for youth. The meeting was held on Sunday, November 12, 2023, from 9:00 am to 4:00 pm. The meeting was held in a room at the Youth Wellness Hub, which is a safe and supportive space for youth. The meeting was held on Sunday, November 12, 2023, from 9:00 am to 4:00 pm.

**Working Session with Service Providers**  
Tue, Nov 21, 2023  
9 am - 12 pm

**SUMMARY OF FEEDBACK**

The intent of the feedback summary is to capture the perspectives shared, not to endorse the need for...

**Engagement with Indigenous Voices**  
Living Space Relocation Review - Part 2  
Wed, Nov 22, 2023  
9:30 am - 12:30 pm

**SUMMARY OF FEEDBACK**

There were many points raised during the discussion. The summary has been written so that several points are grouped together, even if they were raised at different points during the discussion. Note that no objectives were raised in any of the comments made by participants. Summary notes are provided to help you understand the range of perspectives shared and should not be considered an endorsement on the part of the participants.

**Feedback shared at the meeting for the Living Space Relocation Review**

Comments related to cultural competency and goals:

- It is important to follow our protocols. It's like the way we do things. It's important to have a good relationship with the community.
- There is a lack of awareness and understanding of what the feedback people are and our feelings. Comments are not heard from if people have an understanding, living space is an emergency shelter and not a lifestyle.
- Multi-agency offers cultural competency training. There is a need for the in-person and other organizations in Toronto.
- We need more team collaboration learning information and partnering the health sector people in power and priorities.

**Suggestions for Living Space**

- I would be happy to know how many of the people using living space are Indigenous. That would help us understand if it's a service that would be Indigenous-led.

### Focus Group with clients of Living Space Living Space Relocation Review - Part 2 Thu, Nov 15, 2023 1:30 - 3 pm at Living Space

**SUMMARY OF FEEDBACK**

What does an emergency shelter that's working well look like to you?

The focus group was held on Thursday, November 15, 2023, from 1:30 pm to 3 pm at Living Space. The meeting was held in a room at Living Space, which is a safe and supportive space for clients. The meeting was held on Thursday, November 15, 2023, from 1:30 pm to 3 pm.

**Community Working Session (1 of 2)**  
Thu, Nov 15, 2023  
7 - 8 pm

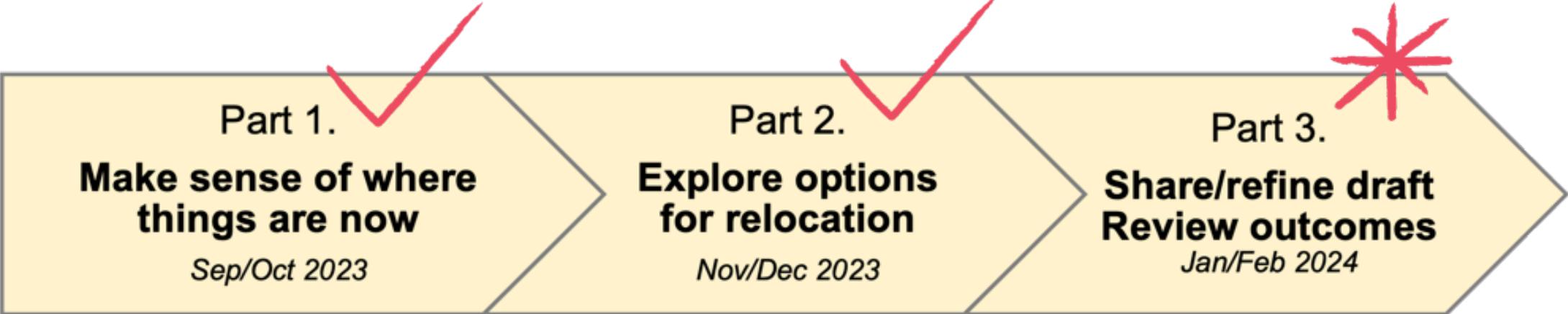
**SUMMARY OF FEEDBACK**

The following points summarize the overall outcomes from the Community Working Session. A list of all feedback is provided in the pages that follow, including the unedited feedback received on all completed worksheets and the notes prepared for members during the working session.

**Community Working Session (2 of 2)**  
Thu, Nov 15, 2023  
7 - 8 pm

**SUMMARY OF FEEDBACK**

The following points summarize the overall outcomes from the Community Working Session. A list of all feedback is provided in the pages that follow, including the unedited feedback received on all completed worksheets and the notes prepared for members during the working session.



Website, sign-up for updates and comment box

1-on-1 and small group discussions with key voices

Engage Indigenous voices

Meet people with lived experience

Summary Report on Part 1

Website updates, Part 2 online form

Nov/Dec Discussion Guide

Large group working sessions with community and service providers

Engage Indigenous voices

Meet people with lived experience

Connect with youth

Summary Report on Part 2

Website updates, Part 3 online form

Jan/Feb Discussion Guide

Large group working sessions with community and service providers

Engage Indigenous voices

Meet people with lived experience

Connect with youth

Relocation Review Report

What participants said in Part 2, which built on the feedback shared in Part 1, gives us the

# Draft Outcomes of the Relocation Review

1

What's happening in Timmins is not ok. Timmins is not alone in facing these issues. A lot is happening to try and address them.

2

There are significant problems with Living Space today. Different people describe the problems in different ways. **Some of the concerns relate to the shelter's location.**

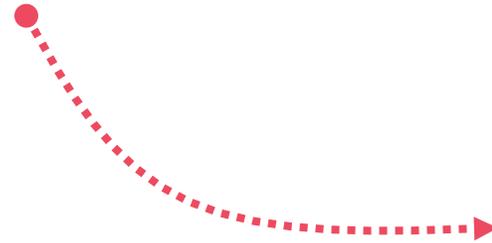
3

There is a lot of common ground on how to improve the shelter, regardless of its location. **These are largely relevant regardless of where the shelter is located.**

4

Relocation alone will not necessarily solve the problems with Living Space. All location options have risks that need to be considered. **Selection of any relocation option relies on confirming the potential benefits and risks identified, including the assumptions on which they are based.**

5



4



Risk that service providers have limited capacity to provide supports. There are already stresses serving current needs.

**Relocate the shelter out-of-town.** Residents and businesses currently experiencing issues would have their sense of security and confidence back. People experiencing homelessness may have better outcomes.

*Risk that people don't go, leading to more people sleeping rough downtown, more demands on EMS, even bigger challenges.*

*Risk that people try to go, and face safety risks through their travels.*

*Risk that people do go, disconnecting them from services, supports, family, friends, housing, jobs.*

**Keep the Spruce Street location & improve services.**

If the shelter was better run and better supported, there would be fewer issues.

*Risk that leadership, staffing, and governance do not improve. Living Space non-profit organization is in a period of change.*

*Risk that relationship with the community is too damaged to repair.*

**Relocate the shelter in-town.** People can come and go easily on foot, it's easier to access services, supports, family, friends, housing, and jobs. Fewer people sleeping rough downtown.

*Risk that public concerns about safety persist. Tensions and frustrations grow, people lose confidence in government and service providers to address their concerns. People leave Timmins.*

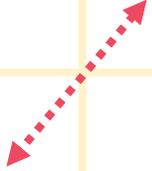
*Risk that substances are more readily available.*

*Risk that stigma and hate continues.*

**Have more than one shelter.** Different needs can be served in different locations (low barrier, high barrier, youth, families, couples, women and LGBTQ2+). Have 2 permanent shelters and temporary shelter for emergencies.

*Risk that service providers have limited capacity to provide supports to two different locations.*

*Risk that additional resources and oversight required for 2 locations.*



1

What's happening in Timmins is not ok. Timmins is not alone in facing these issues. A lot is happening to try and address them.

2

There are significant problems with Living Space today. Different people describe the problems in different ways. **Some of the concerns relate to the shelter's location.**

3

There is a lot of common ground on how to improve the shelter, regardless of its location. **These are largely relevant regardless of where the shelter is located.**

4

Relocation alone will not necessarily solve the problems with Living Space. All location options have risks that need to be considered. **Selection of any relocation option relies on confirming the potential benefits and risks identified, including the assumptions on which they are based.**

5

There is a willingness in the Timmins community to try and work together to make Timmins better. Trust needs to be built. Accountability needs to be shared. There is an urgent need to act.

1. How well do the Draft Outcomes reflect the perspectives shared during the Relocation Review?
2. Is there anything major missing or off base in the Draft Outcomes? If so, what edit(s) would you like to see considered?
3. The Relocation Review Steering Committee will develop a plan on how to implement the outcomes of the Relocation Review. Do you have any implementation advice that you'd like the Committee to consider? If so, please share your advice.
4. Do you have any other thoughts or comments as we wrap-up the Relocation Review?

# Debrief on the working sessions this week

*Indigenous engagement was postponed and will be rescheduled.*

- **Youth**
- Service Providers
- Community
- People who live outdoors (and may or may not use Living Space)

*7 youth, including Timmins Youth Wellness Hub Youth Advisory Committee members and a student from Northern College*

- Questions about how Living Space works, what it offers, how much it costs and how money is spent.

**What is the budget and funding?** *Roughly \$2M, with largest part of that to salaries. Shelter is staffed 24/7, 3 shifts of people, 5 people per shift, plus managers, janitorial, maintenance, housing, and health workers.*

**How many people are homeless in Timmins and how many at Living Space each night?** *In December 2023, there were 216 people in the City of Timmins and 349 across the District. Shelter has capacity for 63 people. The shelter has never had to turn people away.*

**Is there a curfew at 8pm?** *No, people are welcome anytime. The doors are always locked, and people go through an intake process when coming in.*

**What services provided at the shelter?** *Breakfast and snacks. 3 washrooms, 2 showers, and laundry. CMHA staff onsite. Doctor on site every Wednesday. Social Services on site 1x/week. There's an upstairs area dedicated for women. Access to feminine hygiene products is provided and safe sex kits.*

- **Youth**
- Service Providers
- Community
- People who live outdoors (and may or may not use Living Space)

*7 youth, including Timmins Youth Wellness Hub Youth Advisory Committee members and a student from Northern College*

- Questions about how Living Space works, what it offers, how much it costs and how money is spent.
- Support for Draft Outcomes of the Relocation Review, interest in who will take action in response.
- Can feel a little scary walking around Timmins.
- Based on experience with addiction, a lot of people trying to come out of addiction find it hard to be surrounded by addiction.
- Stigma makes it even more difficult to come out of a place of addiction.
- Not everyone knows about the shelter.
- Teach skills at the shelter.
- People who are complaining about the shelter could put their energy into helping instead of hating.

- Youth
- **Service Providers**
- Community
- People who live outdoors  
(and may or may not use  
Living Space)



- Youth
- **Service Providers**
- Community
- People who live outdoors (and may or may not use Living Space)

*43 participants representing over 20 organizations*

- Overall, Draft Outcomes reflect feedback shared to date.

## **Big focus on implementation:**

- Relocation doesn't matter if you don't fix the issues.
- Living Space needs more help. We don't have enough trained and qualified staff. Frontline workers don't make a living wage and are expected to deal with the most mentally ill people in our community. I see people getting hurt and dying every day; we don't have the right people to care for them and we are getting blamed. Leadership from agencies need to push their staff to show up at Living Space.
- Need to take a listening approach and recognize what we don't know. In working to support the evacuations, it wasn't until we were quiet and listened to First Nations voices that we understood what was needed.
- Need to identify and address policies that discriminate against people who use drugs and are dealing with addictions.
- Need actionable items to get things done.

# Working Sessions this week

Draft

- Youth
- Service Providers
- **Community**
- People who live outdoors (and may or may not use Living Space)



- Youth
- Service Providers
- **Community**
- People who live outdoors (and may or may not use Living Space)

*About 50 participants.*

## **Mixed opinions on Draft Outcomes. There were participants that said:**

- Draft Outcomes reflected the conversations.
- Draft Outcomes are too business-like and don't include the need for healing or the need for processes for healing. If 4 out of 5 people living outdoors are Indigenous, how do we deal with that?
- Needs to be more focus on businesses and homeowners impacted.
- Tension between those that think tough love is required, while others shared that tough love is what happened in residential schools and impacted generations of people now in need of healing. These impacts have led to the situation we are in today.
- Instead of referring to the need for more awareness and understanding of First Nations history, call it what it is – colonization. We know that addiction is a disease. Penalizing people with illnesses such as addiction and mental health has not helped.

*About 50 participants.*

## **Mixed opinions on Draft Outcomes. There were participants that said:**

- Draft Outcomes reflected the conversations.
- Draft Outcomes are not include the need for healing or the need for out of 5 people living outdoors are impacted.
- Needs to be impacted.
- Tension between To make any progress, we have to acknowledge where we've come from. while others shared the schools and impacted
- Instead of We are all Treaty People, and it's important that people learn what that means. There are so many places for people to learn this. and understanding of First Nations We know that addiction is a issues such as addiction and mental health.

- Youth
- Service Providers
- **Community**
- People who live outdoors (and may or may not use Living Space)

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- Tension between those that think tough love is required, while others shared that tough love is what happened in residential schools and impacted generations of people now in need of healing. These impacts have led to the situation we are in today.
- Instead of referring to the need for more awareness and understanding of First Nations history, call it what it is – colonization. We know that addiction is a disease. Penalizing people with illnesses such as addiction and mental health has not helped.
- Moving the shelter will in no way address the shortcomings we are trying to address. We need to work together.

- Youth
- Service Providers
- Community
- **People who live outdoors**  
(and may or may not use  
Living Space)

# Working Sessions this week

Draft

- Youth
- Service Providers
- Community
- **People who live outdoors**  
(and may or may not use Living Space)

<b>Problems at the shelter identified by participants</b>	<b>Solutions identified by participants</b>
<p><u>Not enough toilets.</u> Sometimes not all toilets are working. The toilets are the only place for privacy people stay in there for a long time (up to 2 hours). People are forced to go outside. On Living Space property, this leads to restrictions. So, people are forced to find other options.</p>	<p><u>Fix the toilets.</u> <u>Have more toilets.</u> Better manage toilet access and use.</p>
<p>Staff <u>do not treat shelter clients with respect.</u></p>	<p><u>Provide staff training</u> on how to treat people, including cultural competency training. Need more Native workers that speak Cree and English.</p>
<p>There is <u>no way to share complaints privately.</u></p>	<p>Create a <u>confidential comment box</u> and follow-up. Consider an Ombudsman-like role or committee to resolve disputes.</p>
<p><u>Being banned from Living Space means we have no other options.</u> We need to find places to survive or we're going to die. Sometimes this means breaking into a garage and starting a fire to stay warm. This leads to conflicts with neighbours.</p>	<p><u>Revisit the process of restricting access</u> to the shelter. Have a quiet room.</p>

# Working Sessions this week

Draft

- Youth
- Service Providers
- Community
- **People who live outdoors**  
(and may or may not use Living Space)

Problems at the shelter identified by participants	Solutions identified by participants
There are <u>mentally unstable people</u> at Living Space.	They should be in the MHU (Mental Health Unit).
The shelter mixes everyone together and it's <u>hard to get a good night sleep</u> .	Separate people into smaller areas. Have different areas for different people.
Things are <u>stolen from lockers</u> and items in storage are thrown away too soon.	Watch security footage and <u>follow-up on thefts</u> . Have a consequence. Provide more time for people to store items. Replace items that are thrown away that shouldn't be.
<u>Services are hard to access</u> .	<u>Bring services</u> to Living Space.
<u>People are not getting housed</u> . 3 years ago, I was the first one on the list to get housed and I'm still not housed.	<u>Provide more housing</u> . Provide more rehab.
<u>People lump us all together</u> and are rude to us and yell. Anyone can fall through the cracks.	<u>We can't fight hate with hate</u> .
People <u>think we're all criminals</u> .	<u>Show us the data</u> on whether we contribute to crime.

- Draft outcomes are generally on track but need a much stronger focus on reconciliation and healing.
- There's an urgency to fix existing shelter issues impacting clients, shelter staff, shelter neighbours, and shelter service providers.
- There is no one solution quick and easy solution.
- Need to get on the same page with key information.
- Transparency, information sharing, involvement of the public is important, involvement of people living outdoors is important.

# Shelter Access Summary

Data provided from March 2023 - January 2024 Period

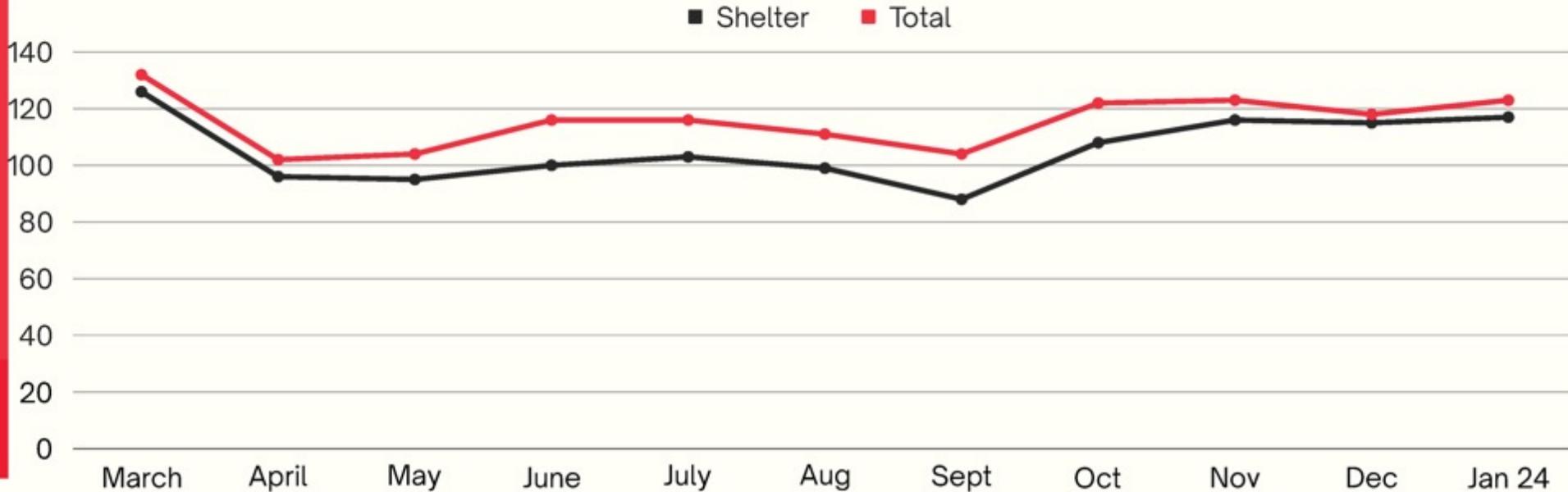
\*Last Updated February 8, 2024



### Shelter Access Data

Average # of Shelter Clients (Beds):  
106 / month

Average # of Total Clients:  
116 / month



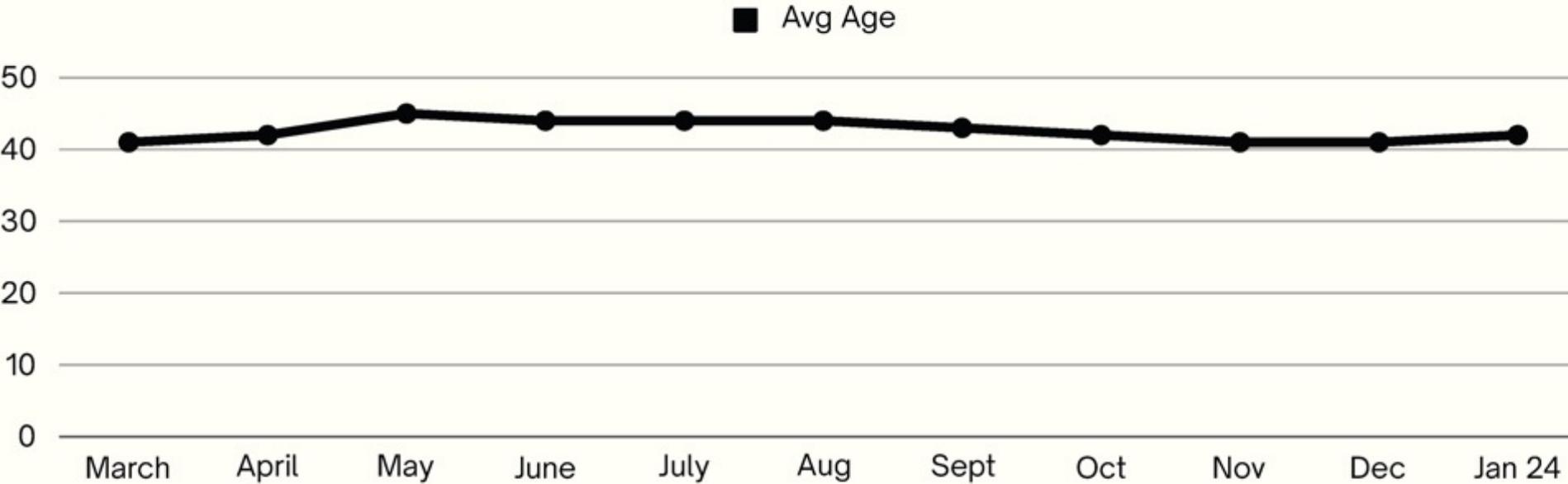
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\*Last Updated February 8, 2024



**LIVING SPACE**  
**VIVRE À L'ABRI**  
C59·Δ6Γ·▽C·◀



**Average Age of Client**

Average Age from  
March 2023 - January  
2024:

**43 years old**

# Shelter Access Summary

Data provided from March 2023 - January 2024 Period

\*Last Updated February 8, 2024



### Age Breakdown (Average)

**Youth (16 - 24):**  
5 %

**Adult (25 - 64):**  
92 %

**Senior (65+):**  
3%

### Gender Breakdown (Average)

**Woman:**  
36%

**Man:**  
62%

**Transgender:**  
.4%

**Unknown:**  
1.6%

### Indigenous Status (Average)

**Non-Indigenous:**  
32%

**Indigenous:**  
53%

**Métis:**  
7%

**Unknown:**  
8%

## In December 2023....

- 25 % of clients were born and raised in Timmins
- 45% of clients were born and raised in the NE Ontario (excluding Timmins)
- 4% of clients were born and raised in Southern ON
- 4% of clients were born outside of Ontario
- 2% of clients were born outside of Canada
- 20% of clients home community is unknown.
  - The majority of these (~15%) are from Northern Ontario, the exact place of birth was not known.

Clients who are NOT from Timmins have resided in Timmins for an average of **10 years**.

The longest stay in Timmins is **41** years. The shortest is **under 1** year.

## The Clients We Work With

On average, 70% of the clients accessing Living Space in 2023 require significant and intensive supports for complex mental illness, significant mobility issues, chronic illness/palliative care (cancer), addictions and/or developmental/cognitive concerns. The majority of these clients remain in shelter for significant periods of time without access to appropriate options in community.

Approximately 30% of clients accessing shelter are able to be connected with supports or are housed within 1 - 14 days.

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## Income

- 33% received Ontario Works
- 30% received ODSP
- 14% had no income source (including OW/ODSP)
- 5% received CPP or CPP and combined pension
- 4% were employed (PT or FT)
- 14% had an unknown income source

## The top 5 reasons for accessing shelter were:

- 1 - Relationship Breakdown/Break-Up
- 2 - No longer able to afford housing (inc. loss of job)
- 3 - Unsafe housing (fire/mold)
- 4 - Discharge from corrections/hospital/treatment
- 5 - Death of a spouse/family member

**A total of 35% of clients who accessed in December spent time in the child welfare system, including foster care.**

## Clients with Children

- 55% of clients identified they have children
- 30% of clients identified they did not have children
- 15% of clients are unknown/declined to answer

A total of **154** children's parents were experiencing homelessness in December 2023.

# Getting on the same page with key information

Draft

- Avg # of shelter clients/month in 2023 = 106.



# Getting on the same page with key information

Draft



- Avg # of shelter clients/month in 2023 = 106.
- **On average, about 70% of those (approx. 74 people) require significant and intensive supports.** They remain in the shelter for significant periods of time without access to appropriate options in the community. At least half of those have been using shelter services in Timmins since 2019. Some have been housed and returned, or left Timmins and returned, or gone to jail and returned. The support, care, and services they need aren't accessible or available to them.

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Draft



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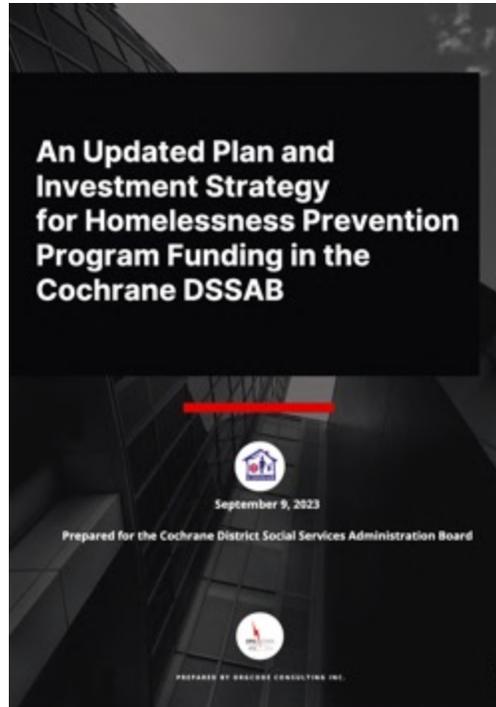
Draft



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- **On average, about 30% are able to be connected with supports** or are housed within 1-14 days.
- There are 56 full time and part time shelter staff. They are trained to perform the functions required at an emergency shelter – sweep and mop, open and close lockers, serve lunches, monitor and check bags, etc. Staff are not trained as first responders, or mental health and addictions workers – they are not program workers.
- **The shelter has no capacity to work with most of the people regularly using the shelter.**

# Getting on the same page with key information

Draft



CDSSAB plan (and funds) to provide permanent affordable housing with on-site support 24/7 to serve households with the highest needs. Could include chronically homeless individuals with co-occurring support needs and barriers, often related to physical health, mental health, or addiction.

If this plan were to be pursued, provincial funds would be used to create at least 10 units of supportive housing in Timmins. It also suggests creating an additional 40 units of supportive housing within five years of the initial 10 being created.

# Next Steps in the process

# Next Steps in the process

Draft

We are here

JAN/FEB 2024

**Part 3 of the Relocation Review.** Draft Outcomes shared by Third Party Public, in collaboration Eagle Cree Consulting, and feedback sought.

MARCH 2024

### Relocation Review Steering Committee:

- Reviews results in context of existing policies and resources.
- Works with Living Space Board of Directors to determine their perspective on the outcomes of the Relocation Review and their interest and/or capacity to act on those outcomes.
- Connects with community partners to determine what aspects of Relocation Review outcomes they are able to/have a mandate to respond to with existing resources and/or where additional resources are required.
- Connect with the City of Timmins about what support it can provide to implementing the outcomes of the Relocation Review.

*Propose an Action Plan, including funding plan, to the CDSSAB Board (immediate/short term and longer-term timeframe).*

FEB 29, 2024

**Relocation Review Report** delivered to Relocation Review Steering Committee and shared with all participants in the process and posted on the Relocation Review website for accessibility by the public.

**CDSSAB** forwards Relocation Review Report to City of Timmins Administration.

MARCH 21, 2024

CDSSAB Board considers proposed Action Plan, including Funding Plan

APRIL

Relocation Review Report, along with Action Plan, is forwarded to Timmins City Council.

ONGOING

CDSSAB, Timmins City Council, and community partners continue working together to implement the Action Plan.

**Steering Committee**  
CDSSAB  
Canadian Mental Health Assoc.  
Timmins Police Service  
Timmins and District Hospital  
Porcupine Health Unit  
Timmins and Area Women in Crisis  
The Salvation Army  
Living Space Non-Profit

*With open welcome to  
Mushkegowuk Council, Wabun  
Tribal Council*

Thank you

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Appendix 3(e).

Part 3 Public Debrief

Feedback Summary

## Public Debrief & Sparks Pizza

Living Space Relocation Review – Part 3

Sat, Feb 10, 2024

11:00 am – 1:00 pm

## SUMMARY OF FEEDBACK

*The purpose of this Public Debrief and Light Lunch was to provide an opportunity for those with an interest in the emerging results of the Relocation Review to reflect on the learnings from the week together, with food. There were approximately 40 participants, including a diverse mix of residents of Timmins. Following a presentation of the feedback received during the week (see presentation on the Relocation Review website [here](#)), there was open discussion with the microphone moving around the room. The notes below summarize the thoughts shared by participants during this open discussion. This summary was written by Nicole Swerhun and Matthew Wheatley from Third Party Public. As facilitators that are not advocating for any particular outcome of the Relocation Review, the intent is to capture the perspectives shared during the discussion, not to assess the merit or accuracy of any of these perspectives. Note that points are numbered for ease of reference only and the numbers are not intended to imply that some points are more important than others.*



Public Debrief + Sparks Pizza, Dante Club, Sat, Feb 10, 2024

**Participants made the following comments following the presentation that shared the Draft Outcomes of the Relocation Review, along with the feedback on those Draft Outcomes shared during working sessions this week.**

1. We need to address the over-supply of legal prescription drugs that leads to addictions:
  - People get addicted to drugs often through no fault of their own. My wife had surgery 4 years ago and still has painkillers from that time that she has not used, along with a refill that she can fill automatically without re-connecting with her doctor. This should not be how things work. Drugs are too easily prescribed. Workers are doing their best. People get addicted and then they can't function. They lose their job, lose their house, and they're on the street. We need to nip this in the bud. We need to get a petition going. We need to write a letter and get all the local mayors to sign it and get disgruntled community members to sign it. We need to get signatures from other towns and cities too – Sault St Marie, Sudbury, Ottawa, and others. Get them to sign it and get our numbers up. We have a pipeline directly to the Premier through our former Mayor. And we should send it to the federal government too.
2. We need an answer to the lack of public washrooms. When I have a shower, a washroom, and clean clothes, I feel better. The same is true for people that are homeless. I understand that businesses don't want to open the doors to their washrooms. The answer is to have port-a-potties in Timmins and a business in town that cleans them every day. We also need garbage cans with City staff cleaning them every day.

3. We need to focus on the people reaching out for help. There are too many barriers for them. It's very hard to become clean and it's hard to stay clean. Let's remove those barriers. If someone wants to become clean, let's help them. It's also a problem across the country – homelessness and addictions. My community of Fort Albany is dealing with this too. It's an issue that's dividing communities that have no room to be divided. This is a common issue for all of us. It impacts everybody. That's why we're all here. I'm thankful for this work.

When this work started, people were afraid to go to the meetings because people are angry. When you call for a general meeting, it's an opportunity for anyone to express their thoughts and their frustrations. We shouldn't get angered. At the same time, let's provide a balanced perspective. Let's make sure we get the facts straight. Let's make sure people understand the history of First Nations people in Canada.

Technically I'm a homeless person. A displaced, disempowered person. I don't have any title to land, my home – I have no title to anything. I'm a walking homeless person. And that's probably one of the biggest problems with this country. That lack of understanding, that lack of knowledge. If we want to fix something, let's sit down together at the table again.

4. From all the information in the presentation this morning, the part that impacted me the most was the feedback from the people using the shelter – their concerns and the solutions they provided. The solutions are so simple and they don't cost millions of dollars. It really resonated with me and I think really resonated with a lot of people.
5. Homelessness doesn't just happen. What's our role in this story? We need to have room for healing to happen. I live in Timmins and I've been to the Relocation Review working sessions in November and also this week. I feel a lot of people are touching on things that we need to pay attention to.

People living outdoors are among the strongest and wisest people I know. My mom was one. She died a week after her 45<sup>th</sup> birthday and her funeral was the day before my birthday. My mom went to Indian Day School and experienced the “tough love” that some people earlier this week said was needed. For my mom, “tough love” was being flogged by nuns with whips. My mom's family fell apart because of the repercussions of that institution. I don't mean to trigger people, but these things need to be discussed.

The last time I visited my mom she was with her street family. And they're all gone. One lost their daughter in a house fire; how do you recover from that? Sexual abuse happened, who would want to stay with that? What I learned from her was that there was no help back home, and there was no help here 10 years ago in an urban setting. I disagree that “we're all victims”. I'm not a victim. We're the strongest people I know. One of the teachings in trauma-informed care is to restore people's humanity. This happens when you get to know people, listen to their stories, and treat people as humans. It's hard because people living outdoors, living on the street, don't need to explain this to any of us.

I appreciate how all of this is written-up as part of the Relocation Review, but it's all very business-like. People are claiming ownership of “our issue” and there seems to be little to no effort to get at the root of the issues. We can find all band aid solutions, but what will that do if we don't get to the root of the issue? The point isn't to catch people as they're dying. Homelessness doesn't just happen. We need to think about what's our role in this story? We have to make an effort to listen to each other.

I needed to participate in a few meetings before I got to the point where I could talk to a room full of people about this. I want to acknowledge the ways people feel about this and the trauma they're experiencing. I believe it may be vicarious trauma too.

The people in this room are not homeless – most of us have our own bed or own room. That's monumental. Think about how easy it is to lose all that – it doesn't take a lot. Education is one way to debunk misunderstandings and misinformation. It's an emotional issue. It's emotional to talk to each other. No matter how big or small the room is.

6. We should be bringing in police to deal with the drug dealers. People in this room know who and where the dealers are. They've been there a long time. But nothing's being done about it. The pushers keep on pushing – and nothing is said and nothing is done about them. I know where they are. The cops can't say they don't know where they are.
7. When it comes to drug dealers, if the police know who they are and we know what real estate they own and what cars they drive, what are we missing? I like the petition idea – let's go right to the top. I was hesitant to say anything. I've been homeless, I've been a drug addict. The ruling 1% will judge you. Anyway, thank you so much. This was heartwarming for me.
8. I used to not believe in mental illness. I thought if you didn't help yourself, you weren't worth my time. Then I joined the army a few years ago and I got hurt while I was training. I experienced some brain damage because of a fall. The point is that I learned very quickly that depression is real. Loss of hope and loss of aspiration is real. I've learned what alcoholism and addiction is like. What sleeping outside is like. But if you have ever withdrawn from alcohol or THC or even just caffeine, you know it's not fun. Withdrawal from opioids, that is something else. I saw how good it was when we first moved up here to Timmins a few years ago when it really did feel like a city with a heart of gold. We can't just burn everything down; we have to improve on what exists. We have to have integrity and step up and be very patient. A lot of people want to help themselves and they're never given a chance. Everyone is human. We're all doing the best we can.
9. We need to put the effort in – people need our help. Today's the day we're going to start. Who here has dealt with addictions? I'm not 2 years sober yet, but I'm 17 years old. We just keep kicking people while they're down. Youth are dying. We see people in the street dying. We need rehab for youth – the Jubilee Centre won't take us. People need help. We need to work together, not against each other. We need to respect each other. We are supposed to be the city with a heart of gold.
10. About the services provided at the Living Space Emergency Shelter (as shared by shelter management): The toilets at the Living Space shelter are not for public access. If someone came to the window of the shelter and said they urgently needed to use the toilet, we would let them in. A cook started at the shelter in early January of this year. A meal is provided every morning and there are other meals provided in the community. If there is a gap in a community meal, then lunch or dinner is provided at the shelter.

### Next steps:

The Relocation Review report will be delivered by Third Party Public to the Relocation Review Steering Committee on February 29, 2024 and also distributed to all participants in the process. It will also be posted online at [www.livingspacereview.ca](http://www.livingspacereview.ca).