



Community Safety Frequently Asked Questions

(last updated: October 30, 2023)

What has been put in place to ensure the 15 metres around the Health Centre is safe?

Updated: October 30, 2023

- On July 18th, SRCHC engaged One Community Solutions (OCS), a security company that provides Community Safety Teams trained to support the homeless population and those with substance use and mental health challenges, to provide an ongoing presence outside of our building. OCS staff are present from 6:00 a.m. to midnight and perform perimeter safety checks including the safe disposal of drug litter, overdose response, loitering discouragement and crisis de-escalation.

How has SRCHC improved safety through environmental design?

- On July 19th, we completed a Crime Prevention Through Environmental Design (CPTED) audit with the Toronto Police Service to identify recommended changes to SRCHC's external environment to improve community safety. All recommended changes were implemented and include:
 - Installing a fence in partnership with our neighbours, the Queen St Presbyterian Church, to limit access to the property between the church and SRCHC.
 - Removing planters in front of 955 Queen Street East in collaboration with the City to improve pedestrian flow.
 - Widening of our sidewalk to improve accessibility.
 - Cutting back greenery to ensure better sightlines.
 - Adding additional surveillance cameras and mirrors and improving lighting around the premises.

What has SRCHC done to reduce loitering?

- In addition to contracting security, SRCHC has made some changes to flow in and out of the Consumption and Treatment Service (CTS) to reduce loitering outside the building. CTS service users and clients accessing our health services are now encouraged to stay inside the centre while waiting for their respective appointments. To support this, we have created an indoor gathering space in a large meeting room on the first floor.
- We have expanded the operating hours of the CTS to offer services commencing at 8:00 a.m.





What has SRCHC done to improve community engagement?

- On September 5th, we launched a two week back-to-school plan to further enhance community engagement and safety. Activities included increased patrols in specific areas by One Community Solutions during school travel hours and community health promotion events next to the health centre for kids/families such as: bike repair, fresh produce market, and more.
- We continue to animate the space between the church and SRCHC with a Good Food market, seniors' tai chi, children's vaccine clinic and other health promotion programming.
- SRCHC engaged Public Progress, an independent firm with expertise in housing, homelessness and community outreach, to engage the local Leslieville community on issues related to community safety. We invite you to read the [report](#), which summarizes the findings of the consultation. This report has been shared with the Safer Community Committee (SCC) and will be considered in the Committee's recommendations to improve community safety.

How has SRCHC worked with local police to ensure coordinated responses?

Updated: October 30, 2023

- We continue to work with local police (Division 55) and other emergency responders, focusing on improving communication and better partnering for community safety.
- Between July 19th and August 16th, we hosted a series of education sessions regarding the Consumption and Treatment Services (CTS) and other services at SRCHC for over 20 community police officers and emergency responders working in our neighbourhood. We will continue delivering these sessions in the months to come to build and nurture relationships in our community.

What has SRCHC done to reduce drug litter?

Updated: October 30, 2023

- To address concerns regarding drug use litter, we are working with Toronto Public Health to explore options for placement of permanent sharps bins throughout the community. SRCHC has also secured two additional sharps bins in the community; one in Jimmie Simpson park and one on the east side of our building that will be maintained by the Centre.
- As part of our work to reduce litter, staff continue to do regular sweeps for drug use litter on eight routes in our neighbourhood during business hours Monday to Friday. We have also partnered with other community agencies to complete additional weekly needle sweeps in the community. We have also enhanced communication with community members regarding how to address drug litter found beyond the 15-metre perimeter of the SRCHC and for the public to report to 311.





Who will receive the Safer Community Committee recommendations?

Updated: October 30, 2023

- The Safer Community Committee recommendations report will first be shared with Jill Campbell, former Vice President of Clinical Services and Chief Nursing Officer at the Centre for Addiction and Mental Health, who was appointed by the Ministry of Health and Long-Term Care to provide executive oversight and operational supervision of the Consumption and Treatment Services (CTS) site at 955 Queen Street East. She will then work with the Community Liaison Committee and the SRCHC Board of Directors to develop and lead the implementation plan.

