

**Supervised Consumption Services - Community Liaison Committee  
Tuesday, April 17, 2024 Minutes**

Present:

Staff: Allison Alexiou (Program Manager keepSIX), Jason Altenberg (CEO and Co-Chair), Julie Grgar (Recorder), Sarah Grieg (Dir. SUMH), Zoha Malik (Executive Assistant)

Community Members and Organizations: Naureen Choudhry (WoodGreen), Jennifer Wilkie (Community Member), Andrea Nickel (Community Resident), Cathy Quinton (Leslieville Business Improvement Area), Dorothy Quon (WoodGreen & Michael Garron Hospital), Ben Vozzolo (Co-Chair and Community Member), Mike Hayles (Toronto Police Services),

Regrets:

Hailee Morrison (Fontbonne Ministries/Mustard Seed), Patricia Melville (Community Rep), Smitri Bhattarai (New Hope Shelter/Salvation Army), Leslieville Harm Reduction Coalition, Kathleen Dinely (Michael Garron Hospital), Anne Kennedy (Queen St E Presbyterian Church), Morse Street Public School, Toronto Public, Health, Christiane Tetrault (Leslieville BIA), Anne Simard (Community Member), Kim O'Toole (Toronto Police Services)

**1. Welcome & Land Acknowledgement**

Committee Members introduced themselves. J. Altenberg offered a land acknowledgement. C. Quinton volunteered to read a land acknowledgement at the next meeting.

**2. Conflict of Interest**

There were no conflicts to declare.

**3. New Agenda Items/Motion to approve the draft agenda**

**MOTION TO APPROVE AGENDA**

1) J. WILKIE                      2) A. NICKEL                      APPROVED

**4. Approval of March 26<sup>th</sup> 2024 Minutes**

March 26<sup>th</sup> 2024 minutes require amendment and will be circulated via email for approval. B. Vozzolo reminded all participants to sign the Terms of Reference in order to continue participating in the work of the CLC.

## **5. Standing Agenda Items:**

### **a. Community Issues/Concerns – Updates from attendees/emails**

S. Greig provided an update on community feedback. There was some drug paraphernalia found close to the centre, staff was sent to clear it up. Another neighbour provided locations of drug paraphernalia locations to be cleaned and indicated where they had seen discarded needle (x2) and discarded them herself.

There has been a request for education about drug use and safety from a co-op in Riverdale. One resident had shown concern over the potential closure of Moss Park and its impact on foot traffic near 955 Queen St E. They were notified that Moss Park remains open, and has had its lease extended.

There were no other updates from committee members.

### **b. Updates on KeepSix**

A. Alexiou provided updates on KeepSix. Operating hours have been extended on Monday, Tuesday and Thursday, with last call at 7:30pm and staff onsite until 9pm. The team has also added a second daily needle sweep, and this will continue indefinitely.

Service volumes have been consistent. In March, the team saw 75 unique clients and had 400 total visits. We will monitor if this increases due to weather, time of the month, etc. KeepSix also had its client advisory meeting last week, which focused on collaborative work within the neighbourhood.

SRCHC has organized an Earth-Day activity, including cleanup as well as a seed exchanges with WoodGreen Community Services, Fontbonne Ministries and the Ralph Thorton Centre. The co-chairs will connect with local residents to engage neighbours in these activities.

## **6. Priority Setting Exercise**

The committee continued its priority setting work from last months' meeting. A. Nickel and J. Wilkie facilitated an exercise whereby members were put in groups and asked to work on identifying priorities under 5 Key Themes; Safety and Security for all, transparent community communications and concern resolution, authentic community engagement to rebuild trust, collaborative monitoring and enforcement, continuous quality improvement of client service delivery and care. At the end of the activity, each committee member indicated which key area they would like to support.

A potential conflict was identified prior to the exercise, as there were more staff present than staff votes allowed on the committee. This was resolved before the exercise began, 1 staff participated and other SRCHC staff consulted.

Themes and Change Items were organized as follows:

Key Themes	Change Item	Committee Support
Deliver Safety + Security for all	<p><b>TPS to maintain 8 Community Neighbourhood Officers for 55 Division</b> Patrol in 8-9am and 315-415pm to help support community safety as kids get out from schools. Consistent presence of TPS around SRCHC CTS</p>	Michael Hayles, Dorothy Quon, Andrea Nickel
	<p><b>Identify Illegal Activity Hotspots in Leslieville to Reanimate + Increase Community Use/Vibrancy</b></p>	
	<p><b>Explore Relocation Due to Proximity within 150 metres of Primary Schools and Daycares</b> Out of recommended compliance to current CTS location guidelines.</p>	
Transparent Community Communications + Concern Resolution	<p><b>Concern Submission Channel (SRCHC)</b> Channel for local community members (residents and businesses) to share concerns, issues and experiences.</p>	Cathy Quinton, Andrea Nickel
	<p><b>Concern Submission + Resolution Workflow</b> <b>Establish SLA (service level agreement) for concern resolution.</b> <b>Identify workflow of receiving concerns, assigning responsibility and identifying resolution approach and timeline.</b></p>	
	<p><b>Transparently and Consistently Communicate SRCHC and CTS</b> Identify what, how and where to share information on the SRCHC and CTS. Will include how community members can contact SRCHC or CTS managers for support on overdoses in public, unsafe drugs or harm reduction supplies left out etc.</p>	
	<p><b>Communications to Encourage Compassion for All Clients of SRCHC (CTS)</b> Identify what concerns there are from clients and how to solve for any concerns.</p>	
	<p><b>Transparently and Consistently Communicate CLC</b></p>	

<p>Authentic Community Engagement to Rebuild Trust</p>	<p><b>Identify community programming in and outside the SRCHC that is:</b></p> <ul style="list-style-type: none"> <li>- relevant for variety of community members (especially young families)</li> <li>- increases community engagement and perceived vibrancy</li> <li>- uses a variety of spaces both inside SRCHC and outside (lawn area) to reclaim vibrancy for all in the community</li> <li>- focus on placemaking and transforming community engagement</li> </ul>	<p>Ben Vozzolo, Naureen Choudhry</p>
	<p><b>Authentic Community Engagement by SRCHC to Rebuild Community Trust</b> Identify (surveys?) ways that community would like to engage with SRCHC.</p>	
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	<p><b>Small engagement sessions with residents and then business owners who are within ~200 metres of SRCHC.</b> (AMA or mini townhall Q&amp;A &gt; information shared but primarily to hear and address concerns)</p> <p>Reflects experiences of those within the zone of impact differs from others within the neighbourhood. The voice of these community members is so key to understanding how and what concerns to resolve.</p>	
<p>Collaborative Monitoring + Enforcement</p>	<p><b>TPS &lt;&gt; Community Concern Resolution Workflow</b> <b>TPS to share with community and SRCHC the concern resolution workflow and SLAs</b></p>	<p>Michael Hayles, Naureen Choudhry, Andrea Nickel</p>
	<p><b>Set clear KPIs and protocols aligned with zero drug selling tolerance, safety of young families and safety of students of nearby daycares and schools.</b></p>	
	<p><b>SRCHC CTS Leadership &lt;&gt; Client Collaboration for Community Safety</b> Identify engagement strategy to encourage behaviours for community safety for all including:- zero tolerance of drug buying/selling close to SRCHC- violent/aggressive behaviour and language- illegal drug use outside SRCHC (why not inside?)- proper disposal of drugs and drug paraphernalia (needles etc)</p>	

	<p><b>Measurement of perception of community safety, security, communication and engagement (SRCHC).</b> To support KPI measurement and success.</p>	
	<p><b>SRCHC CTS Success KPIs and Compliance.</b> Identify and align SRCHC and CTS Success KPIs including measurement, monitoring and implementing ongoing optimizations. At minimum, compliance to the requirements by MOH and TPH for operations of CTS including community safety and engagement.</p>	
Continuous Quality Improvement of Client Service Delivery and Care	<p><b>Optimize Client Service Delivery</b> Adapt best practices and leverage voice of client (VOC) or insights to optimize. Identify gaps in service delivery to maximize success against KPIs.</p>	Allison Alexiou, Dorothy Quon
	<p><b>SRCHC Outreach workers</b> identify how this may encourage use inside CTS at SRCHC to protect clients May support mental health challenges Identify the objectives/goals.</p>	
	<p><b>Address and Deter illegal drug use happening within 50 feet of SRCHC.</b>  Identify why this is happening and how to optimize client service delivery to minimize this issue.</p>	

**7. Membership discussion**

The committee discussed committee membership and doing potential outreach in order to recruit individuals from the community for greater representation.

Staff will also be consulting the client advisory group on the work plan finalized by the CLC, in order to identify gaps and potential changes.

**8. Date for May CLC**

A doodle poll will be circulated to the committee.

**9. Motion to Adjourn**