

# 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**

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# 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.

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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.

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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).

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## 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

1. **Safer communities and lower crime rates.** 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.
2. **People experiencing homelessness will not be seen in the downtown core.** 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.
3. **Less interaction of Living Space clients with the discriminatory members of the community.** 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.
4. **People experiencing homelessness may get their needs better met and have better outcomes.** 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.
5. **Easy access to land-based programming.** 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.

*There were participants who said there are **no advantages to an out-of-town location.***

### Disadvantages participants shared

1. **Moving the shelter doesn't mean that people will move with it.** 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.
2. **The shelter is not accessible and deters people from accessing it.** 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.
3. **It segregates people who are already marginalized and feeling left behind.** 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.
4. **Safety concerns for people experiencing homelessness.** 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.
5. **Higher costs.** Costs of providing transportation and other services such as police, medical, mental health, groceries, were identified, along with the cost of moving the shelter.

*There were participants who said there are **no disadvantages to an out-of-town location.***

## 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.