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| **Coordinated & Informed Response to Homeless Encampments** |
| **Version:** 1.0 DRAFT**Date:** June 27, 2019**Completed by:** Housing Services |
| **Purpose:** To **formalize coordination** between departments so that all unsheltered people are engaged with services and offered low-barrier shelter and housing in a respectful and trauma informed manner. |
| **Guiding Principles:**1. Outreach is committed to working with people experiencing outdoor homelessness to respond to their individual needs on a base by case basis by assisting them to access services and supports, including permanent housing.
2. We will use a coordinated approach between City departments, police, by-law and outreach in responding to the needs and issues related to people experiencing outdoor homelessness. Activities will also be coordinated with community agencies to access a mix of supports and resource, streamline access to services, and avoid duplication of effort.
3. Outreach will engage in ongoing proactive communication with people experiencing outdoor homelessness , the public, service providers, community agencies and other groups to assist in the successful implementation of the protocol.
4. **The priority is to assist people experiencing homelessness to access safer, sustainable, and healthier alternatives than living outside**, not enforcement. **Enforcement will occur after all support efforts have been attempted without success**, provided that the person has been notified that they are required to vacate a public space. In the event of exceptional circumstances, however, intervention may be required to address immediate public safety concerns.
5. **All parties acknowledge that people experiencing homelessness cannot be forced to accept services and supports**. The refusal of a person to accept services and supports is not a sufficient reason to prevent the enforcement of City by-laws prohibiting camping in public places and erecting structures.
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| **Out of Scope:** 1. Encampments in Private Spaces, enforcement supersedes this protocol
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| **Department/Entity – Contact Person** | **Roles and Responsibilities** |
| Housing Services |  |
| Fire |  |
| Police |  |
| By-Law |  |
| Parks & Culture |  |
| Income Maintenance / Ontario Works |  |
| 211 |  |
| Family Services |  |
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| **Assessment, Notification & Enforcement** |
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| **Planning for Closure** |
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| **Pre-Closure Engagement** |
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| **Enforcement & Closure** |
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| **Resources & Other Considerations** |
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| **Data, Debrief & Accountability** |
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