

# Memo



To: Committee of the Whole  
From: **Bylaw Services – Transient Liaison**  
Date: 2022-05-09  
Subject: Monthly Report – Transient Liaison

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## Purpose

To provide a summary of activities undertaken by the position of Liaison – Transient Population for the period of April 1, 2022 to April 28, 2022.

## Background

Activity	Apr 1 – Apr 28	2022 Year To Date	2021 Nov 8 – Dec 31
Calls for Service	13	47	17
Shelter Removal	4	20	3
Clean-up	6	28	7
Building Secure	3	12	19
Person Checks	39	148	70
Referrals to Services	7	18	7

Time Utilization		Apr 1 – Apr 28		YTD 2022		2021	
Administrative		30%		25%		46%	
Field (Day)	Field (Eve)	46%	15%	41%	26%	30%	14%
Liaison w/ Agencies		9%		8%		7%	

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### Local Population

For this reporting period, staff had 39 points of contact with homeless individuals in the community. With warmer weather, several local homeless individuals returned to seeking shelter outdoors. As for numbers, a few individuals have left the community, including one with prospect of employment and housing, but just as quickly, there are new arrivals from outside the community accessing the shelter and services available.

### Needs / Barriers

In speaking with several individuals, the inability to find affordable housing is a common barrier. Several expressed frustration that they want to get off the street (with the limited income they have) but no rentals are available and when anything comes up, it is not being made available to the local vulnerable population. It is apparent that the vulnerable population are not aware of current market conditions where housing and rental availability is scarce and there is very limited access to affordable housing, especially for low income

families, including the vulnerable population. Through discussing the situation, there seems to be better recognition that it's a broader issue, beyond just housing availability for their needs.

Other barriers identified included meals not available on weekends and individuals being banned from the shelter. Whispers of Hope is heavily relied upon during the week but there are no meal services on weekends, other than food available at the shelter. With respect to the bans, the one individual has left for an employment opportunity elsewhere and the other described circumstances that justified their removal from the facility. The individual was referred back to shelter management should they wish to reconsider their behaviour and request access to the shelter in the future. Likewise, the shelter was contacted to indicate the individual may ask for reconsideration, if the shelter is willing.

### Services In The Community

The shelter continues to be well utilized according to individuals accessing the facility. This past month, staff met with the ANKORS outreach coordinator as well as shelter management to support continued communication on service. In the few days prior to preparing this report, staff were also in contact with the Natural Resource Officer and Conservation Officer Service respecting areas where refuse and debris from transient activity within City limits may require clean-up in advance of freshet and rising river levels.

### Monitoring Activity

During this reporting period, there has continued to be an increase in complaints, clean-ups undertaken, and shelter removals as individuals seek spots outdoors, creating some challenges, including:

- a couple of occupied camps are now present
- recurrent fires in several areas (often unattended)
- refuse and debris left in public areas
- unlicensed trailers/vehicles parked with intent to camp on city lands

Greater presence was provided during the day, than at night, to address safety concerns, remove debris, deal with shelters and deal with unlicensed vehicles to have them moved and/or towed as there have been two recent instances of attempted sheltering in a trailer/vehicle.

Complaints from the public continue to be received about two locations where occupied shelter have been established. There has been some hostility from one individual towards staff and the RCMP have been engaged to address the situation. Neighbourhood concerns in these areas continue to be nuisance behaviour, accumulation of refuse, and recurrent fires.

### Programs / Policies

Clean up of the Moto property has been completed now that the snow has melted. Staff coordinated disposal of the dilapidated trailers and vehicles that had been on the site, except for one trailer remaining in storage. With the approach of freshet, staff are now assessing areas adjacent to the rivers for needed debris removal and safety considerations for transients occupying shelter in at risk areas.