

Transforming 236 First Street



WELCOME

December 1st 2021

Community Information Session #3



Land Acknowledgement

We gather (virtually) today from many parts of what's now called Ontario.


We would like to begin by acknowledging the land on which Services and Housing In the Province operates, which is part of the Treaty Lands and Territory of the Mississaugas of the Credit. In particular we acknowledge the territory of the Anishinabek, Huron-Wendat, Haudenosaunee and Ojibway / Chippewa peoples; the land that is home to the Metis; and most recently, the territory of the Mississaugas of the Credit First Nation who are direct descendants of the Mississaugas of the Credit. We further acknowledge that Dufferin County resides within the traditional territory and ancestral lands of the Tionontati and Attawandaron. SHIP operates on lands covered by Treaties 13, 18 and 19. We are grateful to have the opportunity to work on this land, and by doing so, give our respect to its first inhabitants.

Ways to engage this evening

If you have any questions during this evening's Information Session, we will respond to them during the Q&A following the presentation where you can:

 Use the **chat feature** to ask questions

 Raise your **hand** if you would prefer to comment verbally

 In support of community engagement this evening, we ask that you turn your **camera** on when speaking where possible

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 **Important Note:** This presentation will be recorded and made available on our website.

Agenda | Speakers

Lesley Nagoda

Shirley Hannigan

Thomas DiCarlo

Cory O'Handley

Cindy Larocque

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- Introductions
 - November 10 Meeting Reflections
 - Previous Poll – Update
 - About SHIP
 - SHIP Approaches
 - Project Updates
 - Community Engagement
 - Tonight's Takeaways

Session 2 Summary

| Date | November 10 2021 |
|-----------|--|
| Objective | <ul style="list-style-type: none">• Increase Community awareness of the project and of SHIP as the owner and operator• Address community concerns |
| Takeaways | <ul style="list-style-type: none">• Learned about SHIPs many funders and 5 year growth• Shared SHIPs Philosophy & Approach• How SHIP supports being a Good Neighbour• SHIP services and supports• Redevelopment process & design plans* shared• Outreach for Advisory Committee Members |

*subject to change

Poll Results

1. Were your Concerns addressed this evening?

| | |
|-------|---|
| ● Yes | 5 |
| ● No | 2 |



71% said yes

2. What section did you find the most interesting this evening?

[More Details](#)

| | |
|--------------------------|---|
| ● Session #1 Recap | 0 |
| ● About SHIP | 0 |
| ● Philosophy & Approach | 1 |
| ● Design of the Property | 2 |
| ● Community Engagement | 5 |



Most Interesting Community Engagement

3. Share your idea for the name of the new building.

- Beginnings
- The Dufferin House
- Orangeville Community Care Housing

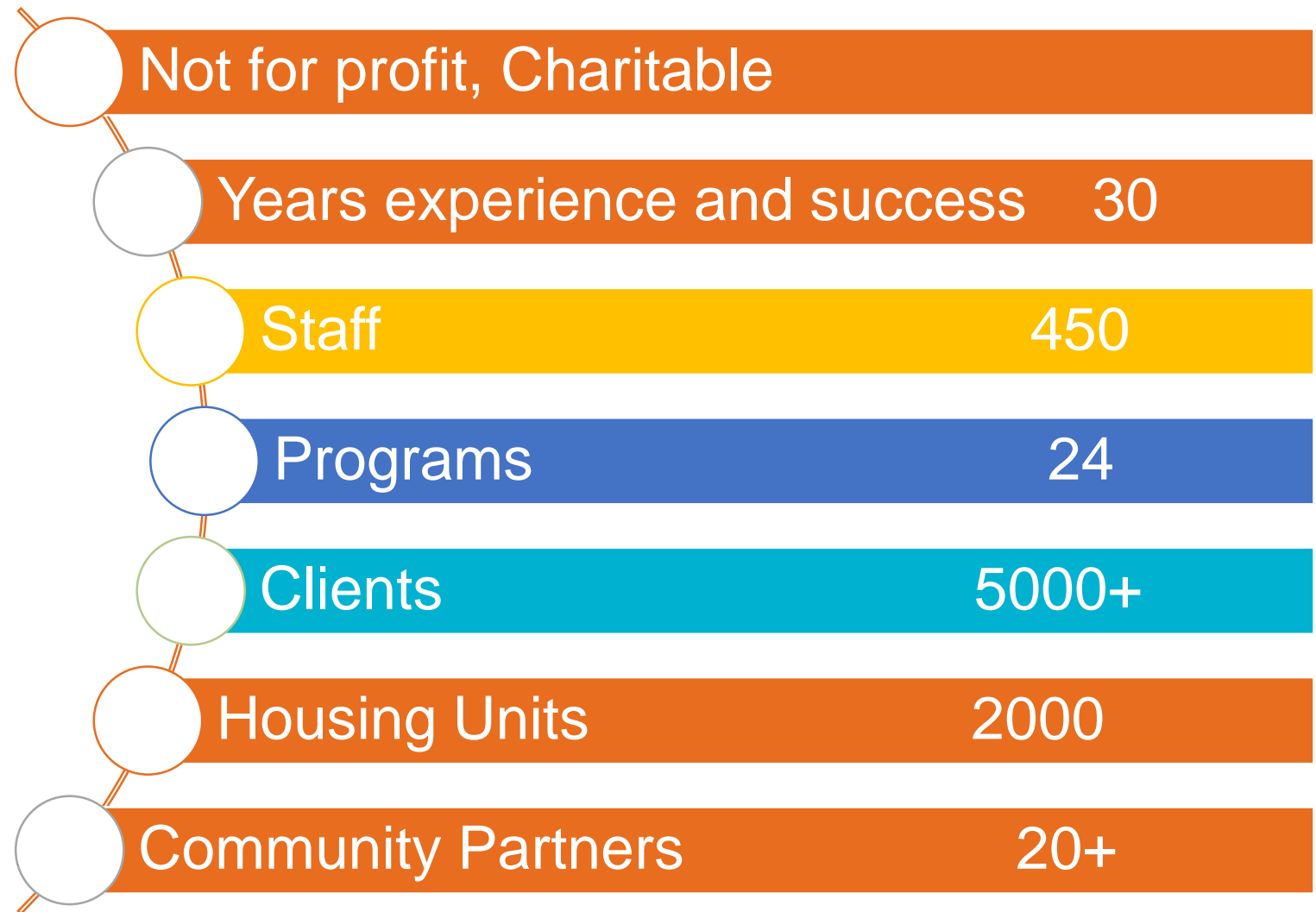


SHIP

About Us



About SHIP



SHIP APPROACHES

Service Integration
Client & Family Engagement
Property Services
Community Development

Service Integration



Property Services - OVERVIEW



We are experienced in all aspects of day to day operations of residential, commercial retail buildings and community rental spaces varying in size from 8-237 units including:



- Routine and preventative maintenance
- Security
- Pest control
- Long term capital planning & Building Condition Assessments
- Managing retail/condo spaces with shared facilities agreements
- Project Management

Staff training is provided around emergency procedures and fire drills.

Routine & PREVENTATIVE Maintenance

Standard monthly and day to day building inspections

HVAC – heating & cooling systems

Life Safety – fire monitoring, smoke detectors

Security

Tenant maintenance requests

Environmental and safety scans, daily

All contracts to be tendered as per Broader Public Sector Procurement Directive Policies and Procedures.



Routine and REQUESTED Maintenance

HOW



WHEN

A coordinated system is in place to capture, monitor and track all routine and requested maintenance requests.

- ✓ Written maintenance request forms
- ✓ A dedicated phone line
- ✓ Maintenance only email address

Response times range from 24-72 hours depending on the nature and urgency of the request.

- ✓ Emergencies are responded to immediately.
- ✓ On call is available after hours and on weekends for any requests that require immediate attention.

Client & Family Engagement



Adapted from: Cancer Care Ontario: Person Centered Care

SHIPs Client and Family Engagement model supports the **outcome** of enhancing the client and family experience and introduces the **philosophy** of people-centered care.

The **approach** to achieving this is through client and family engagement.

Client and Family Engagement is the cornerstone of a people-centered care approach. It is about building strong, sustainable partnerships between clients, family members, health professionals and community groups to plan, deliver and evaluate health services.

“Nothing about me, without me”

Source: Picker Institute

INVESTMENT

ENGAGEMENT

PARTNERSHIPS



Food Security



Safety



Wellness



Community

Community Development at SHIP



15
INDIVIDUALS



16
ORGANIZATIONS



27
BUSINESSES

Community donations support SHIP clients by:

- enhancing wellness through self-care kits
- decreasing isolation through virtual connections
- providing positive financial impact through the reduction of higher cost food purchases

5,493

CLIENTS
SUPPORTED

7,771

FOOD SECURITY
KITS

COMMUNITY SUPPORT



FRUITS &
VEGETABLES



BREAD



MEALS

1,400

WELLNESS KITS
PROVIDED

1,122

MASKS PROVIDED



MASKS &
SANITIZERS



SCHOOL
SUPPLIES

3,379

FAMILIES
ENGAGED

379

CLIENT PETS



Community Development in Dufferin

Wellness

Food Security

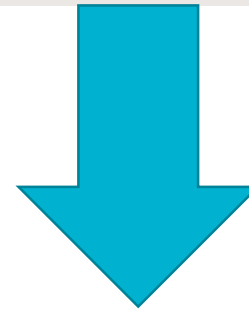
Engagement

SHIP

Project Updates

Re-development

Application Update



Council Meeting – December 6

Community Questions & Responses

- Accountability
- Safety
- Building Plan
- Traffic, Road / Pedestrian Safety

Community Polls



- A poll is a quick survey to hear from you, our valued community
- Your input helps to provide important feedback and provide SHIP with opportunities to focus on areas important to you
- Polls will happen at each Community Information Session
- Results will be shared in upcoming communications



How to Participate:

1. A link will be shared in the chat of today's Information Session
2. Submit your choice/response
3. You're done!

This Meetings Poll

It's time to start our Poll. The poll link will be posted in the chat. Please open your chat, click the link, and complete the questions. **All answers are anonymous.**

1. Over the next 12 months, how many community info sessions would you like to attend:

none 3 6 9

2. What would you like to see more of in future communications?

Staying Connected

Learn More About the Project
& Stay Connected

236FirstStreet@shipshey.ca
www.shipshey.ca/housing

Community Advisory



An opportunity to

SHARE, LEARN and **INFORM**

The collage features three main documents from SHIP (Services and Housing In the Province):

- Transforming 236 First Street:** A newsletter titled "Transforming 236 First Street in Our Community" (Volume 3, November 2021). It includes an architectural rendering of the new development, a table of project status, and survey results from community information sessions held on November 3, 10, and December 1. The survey results show that 100% of respondents had a better understanding of the project and SHIP, and 100% were interested in the project. The most interesting sections were identified as "About the Project", "SHIP in the Community", and "Community Information Sessions".
- SHIP in the Community:** A report titled "SHIP IN THE COMMUNITY. Our experience" detailing SHIP's work in supporting vulnerable populations. It includes photos of buildings at Queen St E, Brampton and Main St N, Brantford.
- Community Advisory:** A document titled "Community Advisory" with contact information for Cory O'Handley and Cindy Larocque.

At the bottom of the collage, contact information for SHIP is provided: 969 Derry Road East, Unit #107, Mississauga, Ontario L5T 2J7 Canada. Phone: 905-795-6742, Fax: 905-795-1129, Email: info@shipshey.ca, Website: www.shipshey.ca.

Any
Questions?



SHIP

Closing

Tonight's Takeaways & Next Steps

- Client & Family Centred Approach
- Property Services is a strength
- Share your interest in becoming a member of the Community Advisory
- Continue to share your questions to 236firststreet@shipshey.ca
- Monthly newsletters to keep the community informed

Permanent
Quality,
Safe
Places
to Live **25**

Years of
experience **30**

Years of
Investment
in the
Dufferin
Community **10**

Thank you for coming tonight

Supporting the well-being of residents in our communities is the foundation by which SHIP guides the development of housing and services. Our strong community presence, responsiveness, varied housing and service options, commitment to diversity, quality and safety allow us to take a stance and has earned us credibility in the various communities we serve.