

Salvation Army New Facility Development Application As We Heard It Report – September 2017



As of August 31, the City received a total of 347 comments from respondents as follows:

- 310 respondents were opposed and/or had concerns
- Five (5) were in support and 32 requested more information or to be kept informed, and
- 334 names were included on submitted petitions of opposition with some overlap of written comments

The report is themed into the following issues:

1. Facility location, built form and programming
2. Safety and Neighbourhood Impacts
3. Transportation
4. Zoning and Policy Context
5. Process
6. Non-related land use questions

Issue 1: Facility Location, built form, and programming

- The location is not central to Ottawa
- The site location is in an area rife with temptations for those with addictions
- The site is an excellent choice and will provide services to those in need
- The shelter should remain in their current location
- Moving the shelter out of the market area and into Vanier is long overdue

- The Booth facility lands should be sold to rebuild a larger facility in Vanier and help many more people
- The facility is too large and there are too many beds with 350
- Issues experienced at the Booth facility will be amplified with a larger site
- Preference for decentralizing services with smaller sites
- Concern with potential expansion of emergency beds within the building
- Preference for affordable or supportive housing
- The western wing of the development is too tall abutting an R4 zone
- Beautiful building
- Courtyards will not keep clientele from wandering the neighbourhoods
- Smoking is not permitted so people will smoke elsewhere
- Garbage should not be stored outside the building
- Lack of servicing to women, youth, indigenous peoples, LGBTQ community, francophone community and families
- The proposal does not reflect community culture
- The facility should provide programming for youth, seniors, and others
- Short term/emergency housing does not provide solutions to homelessness
- This is an outdated model of service delivery with a low success rate
- Lack of drug/alcohol onsite monitoring programs means that consumption will be done off site
- Combining a rehabilitation centre with an emergency shelter will put those trying to rehabilitate themselves at increased risk of failure
- This proposal duplicates many services already being offered in Vanier
- There are no precedents for this facility
- The tree conservation report doesn't include the access point from Montfort
- The servicing report is based on an outdated concept

Issue 2: Safety and neighbourhood impacts

- Concern with potential increased drug trafficking, drug abuse, break-ins, panhandling and homeless people on private property
- Studies of similar shelter projects demonstrated that violent crimes rose
- Since the announcement of the project, criminal incidents have increased
- Vanier already has issues with crime, gangs, drugs, arson, poverty, prostitution, graffiti, violence, and panhandling
- The Wabano Centre already creates nighttime violence and noise
- Women, seniors, children will feel unsafe because of the male-only clientele
- Concern with proximity to elementary schools
- The proposal does not include security off-site
- The shelter incorporates secure perimeter fencing and surveillance, but this will not keep residents in and is disrespectful to them
- The proposal should include an 8' to 10' wall to separate the facility from abutting residential backyards for privacy and safety
- Concern for diminished property values

- Concern with increased noise, emergency vehicles and traffic
- There will be increased visits to the Montfort Hospital
- The proposal will not contribute to the financial, social and economic well-being of the community
- The proposal is not an appropriate anchor business for Montreal Road
- Welcome addition to the Montreal Road Streetscape
- The proposal will negatively affect the rehabilitation prospects for people in pre-existing community support services in Vanier
- This facility would be convenient for drug users
- The City should distribute service delivery equally among communities
- This move would prioritize one neighbourhood over another
- Vanier has its share of affordable city housing options
- Vanier will be further stigmatized by crime, poverty, and violence
- The proposal will drive out existing community businesses and deter new ones
- It makes no sense to have all our homeless shelters in and around the market, which is the most visited and high-profile neighbourhood in the city
- The development will encourage more money lenders, pot shops, drugs, sex trade workers, an above average level of refugees that are not yet stable, and more rental accommodations
- The facility would cause an area of dense urban poverty
- Individuals will loiter and litter on Montreal Road

Issue 3: Transportation

- Transit on Montreal Road will be overloaded
- Homeless people don't take the bus
- Side streets should not be used for commercial deliveries
- Montreal road is too narrow for this many new people in the community
- There is already too much traffic on Montreal road
- Concern with increased traffic on Montfort
- More parking should be provided, or people will park on surrounding streets
- Not enough room for access from Montfort
- Concern with loading on St. Anne where there is no traffic light and minimal room

Issue 4: Zoning and policy context

- The City report from 2008 speaks to locating shelters in locations other than Traditional Mainstreets and to negative impacts of shelters
- Shelters are not permitted or appropriate on Traditional Mainstreets
- This would set a precedent for other Traditional Mainstreets
- This type of shelter was not proposed in the Montreal Road Secondary Plan
- The proposed site is incompatible with local commercial uses
- Vanier already has more than four/more than four shelters
- The proposed facility is not consistent with complete street designs

- This proposal is not in keeping with the public health and safety objectives under the Planning Act and Official Plan
- This proposal is not in keeping with Ottawa's 10-year Housing Plan

Issue 5: Process

- It is unfair the Salvation Army has been working on the project for seven years and people are just finding out now
- The City should accept feedback after July 27th, 2017
- The City Auditor should conduct an internal audit of the project and the Provincial Auditors should also be paying attention
- Documents prepared by the Salvation Army should be available in French
- There has been no community discussion or engagement
- Toronto has implemented an engagement and planning process for the development of shelters. The City should consider adopting a similar approach
- Suggestions for alternative uses for the site
- Alternative location suggestions
- Concern with location and format for open house

Issue 6: Non-related land use questions

- Did the Salvation Army consult its clients on the location?
- Is there a plan for when clients reach the end of their permitted stay?
- Will the shelter be permitted to allow drug and alcohol consumption on site?
- Ottawa has a plan to eliminate homelessness in 10 years. If the city achieves that target, what then will be the use of this new facility?
- Has any research been done into the success rate of these types of large centralized facilities? Are there any precedents?
- If men are turned away from the shelter for being violent, drunk, disorderly, or miss curfew, where will they then go?
- Where will the Salvation Army clientele go during the day?
- What community amenities can the Salvation Army bring forward?
- How many beds will actually be provided?
- Can the Salvation Army provide evidence the majority of clientele is from Vanier?
- Will the City and/or the Salvation Army conduct a Risk & Impact Analysis for Vanier residents and businesses?
- Will the Thrift Store be lost?
- Will there be underground parking?
- What is the financing arrangement for the Salvation Army?