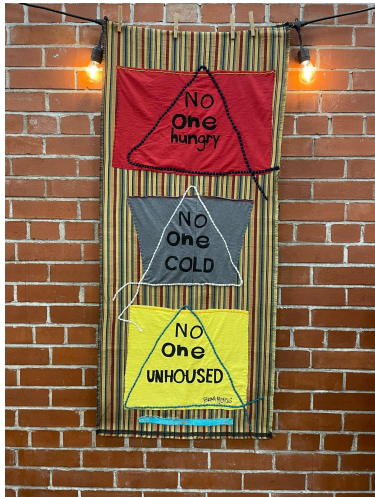




April 10th, 2023

Report of Services at the Stopgap 2023



About the Program

The Stopgap was an overnight drop-in center, operating from January 16th to May 1 2023, whose main directive was to provide a warm space for people living outside. It did not have beds and was therefore not a shelter. The program ran 7 days a week from 8pm - 8am, without any closures or reduction of services. The program had at least 2 staff from 7pm - 10am. Stopgap guests also had access to washrooms, survival gear, and food.

Program Purpose: Warmth, Food, Gear, Connection

The main directive for the Stopgap program was to provide a warm space for people to access overnight. The program's capacity was set at 25 for our program space, based on staffing and the size of the hall. Staff greeted everyone who came to the door, utilizing a small vestibule space for support when someone arrived in emergent conditions.

Intake

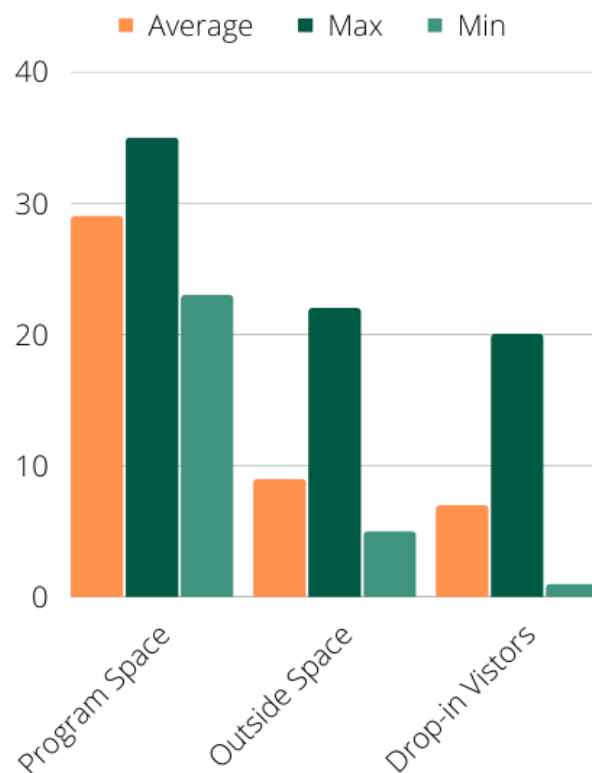
Guests arrived at our Simcoe St. entrance each night, lining up as early as 6:30pm to ensure they would have a spot in the program space. At 8pm, staff would inform guests waiting outside of available beds at Brock, Cameron, YES, and Overflow. Guests who stated they

had nowhere else to go because of lack of housing or shelter access would be welcomed inside one at a time, their name or identifier would be noted on a sign in sheet. When we reached capacity in our program space, additional guests would be put on a waiting list to access the program.

Stopgap Capacity

Staff tracked all visitors to the program based on three categories: guests that stayed in the program space for extended periods of time (5+ hrs), guests who sought access to the program space but remained outside for extended periods of time (5+ hrs), and guests who accessed resources but who only stayed a short while (1-2 hrs).

On any given night, an average of 29 guests accessed the program space, 9 guests remained outside (either on the waiting list or remained close by), and 7 guests accessed resources but stayed less than 2 hours.



Managing Capacity

The main directive for Stopgap staff was to refer people (as appropriate and possible) to shelter services in Peterborough. **The Stopgap reached capacity within the first 10 minutes of opening, and remained at capacity until close in the morning, every night of operation.** Staff worked tirelessly to support each and every individual who came to the door. Guests unable to be in the program space were offered use of the washroom as they became available, served hot drinks and food, and given survival gear such as hand warmers, dry clothing/boots. **At any given point in the night, the Stopgap had 25-30 persons in the program space, and on most nights, an additional 10 were supported outside the door.**

35-40 GUESTS AT THE STOPGAP AT ANY TIME.

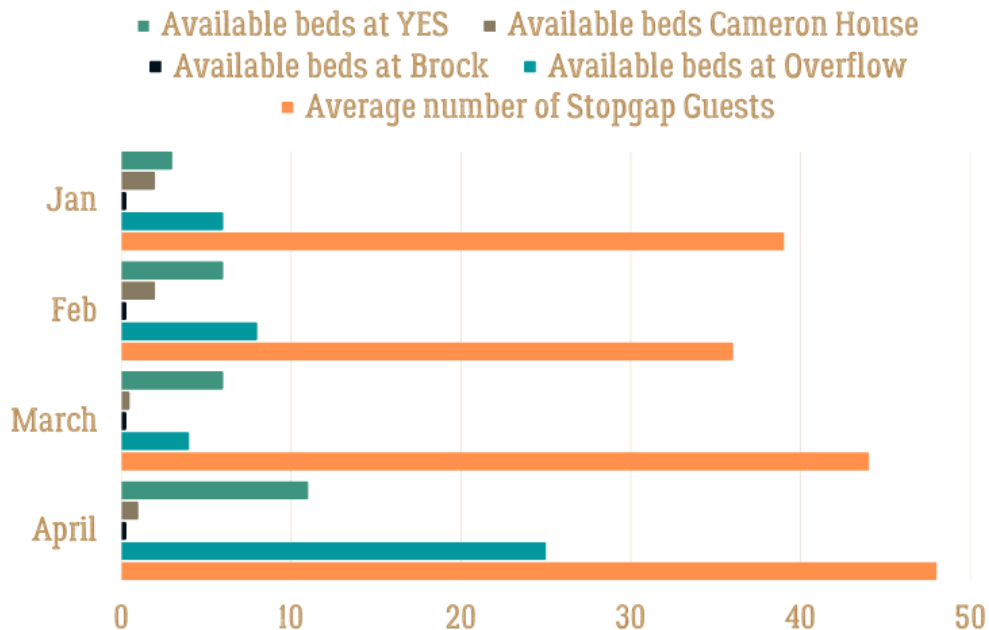


To refer guests to shelter services, staff called After Hours with or on behalf of a guest, to inquire about their eligibility to access shelter space. When a guest arrived at the Stopgap who was new to staff or the program space, staff would assist them in making a plan for shelter and survival.

Staff utilized cab service when cold weather or the guests' physical ability was a deterrent to walking to a shelter. Cab service was used over 60 times.

Shelter Capacity

YES, Brock St., and Cameron House remained at 93% capacity throughout Stopgap's operation. This meant that the Stopgap relied heavily on Overflow Shelter as the primary source of shelter for those who arrived at the Stopgap. Staff documented the number of available beds at all shelters each night, and these numbers are shown below alongside the number of Stopgap guests.



Based on our data:

- An average of **24 guests** at Stopgap each night could not access shelter due to a lack of shelter beds in Peterborough.
 - On over 21 nights, **30 guests** could not access shelter due to a lack of shelter beds in Peterborough.
 - On March 23, this number rose as high as **48**.
- Each night, more than **12 guests** would not be able to access shelters given their restrictions and/or demographic eligibility (gender and age).

Food

The Stopgap initially provided minimal food and drink. Snacks were limited to sandwiches, granola bars and noodle packets (which could be prepared in a microwave), and coffee, tea and juice were served all night. Very soon after opening staff advocated to increase the provision of warm food, as food insecurity was high and weighed heavily on the program. The decision was made to offer a warm food item in the evening and in the morning, in addition to a variety of cold snacks. Interactions between guests, and guests and staff, were kinder and more engaging with the presence of hot soup, pasta, and baked goods. Staff reported that guests were more open to speaking about their needs when offered coffee and food first. The need for food (specifically dinner) was greater than the program could provide. The Stopgap worked alongside organizations such as One Roof, Kawartha Food Share, Food Not Bombs, Nourish (YWCA), and outreach programs from One City and local church groups to distribute and exchange food where appropriate, and to ensure no food went to waste during the Stopgap's operation.

Survival Gear

The Stopgap stocked a variety of survival gear for distribution. The rental space included several storage rooms which held blankets, mats, hand warmers, socks, underwear, hygiene products, and a small selection of clothing intended for emergency use. Items were



distributed by staff on an as needed basis, often running low or out of supplies during the night. In addition, the entryway held a small inventory of donated coats, boots, hats and mitts for guests to use as needed. For several weeks the program received numerous donations from the community each weekday from 1pm-3pm. The Stopgap worked closely with outreach programs from One City, PARN, Elizabeth Fry Society, Fourcast, Community Counseling and Resource Centre to collect and distribute survival gear in the community. At the Stopgap, the most accessed and highly anticipated resources were blankets, mats, and socks for warmth.

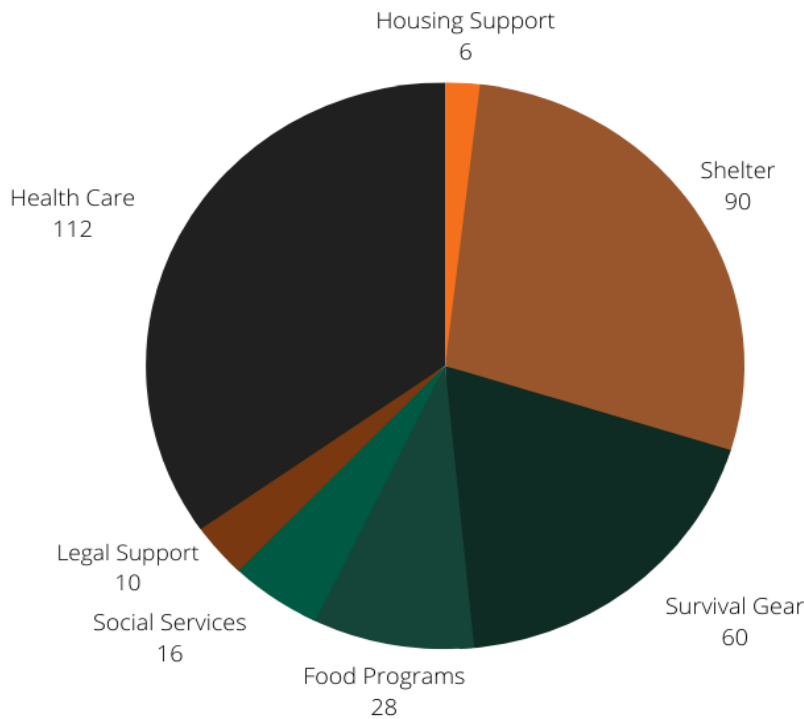
Referrals

As an outreach-based program, the Stopgap operated as an access point for many people in need of community resources. By word of mouth, community members both living outside or in precarious housing sought out the program for a variety of supports. Guests' most common needs were access to shelter, food, survival gear, and system navigation. Other needs included access to a phone and shower, as well as social needs of emotional support, legal advice, and visits with staff and other guests. Stopgap staff utilized a community resource board to refer guests to appropriate organizations, based on need, location and hours of operation.

Each night staff completed an average of 4 phone calls to and from the Brock Mission, Crossroads, YES, and other organizations such as out of town shelters, Peterborough Social Services, and Peterborough Regional Health Care Centre. The nature of these phone calls included the release of information pertaining to the number of available beds at Peterborough shelters, and system navigation at night. Staff would connect with AfterHours at 8pm, and again at 1am, to inquire about available shelter beds. **On average, staff supported and advocated for 5 guests each night to access shelter.**

Staff tracked significant referrals where a new connection was made between a guest and a local organization. Referrals were made to PRHC, Brock Clinic, RAAM Clinic, 360 NPL Clinic, CTS, Elizabeth Fry Society, PCLC, John Howard Society, Coordinated Access (City), CCRC, One City Housing Program, One City outreach, PARN, One Roof, Salvation Army, All Saints, local businesses, Food not Bombs, and YES food boxes.

Stopgap staff made 322 referrals in total.



Daytime Outreach Support

When guests required more complex support, staff would obtain required consent and would submit a form to be received by a One City outreach worker the following day. The outreach worker would connect with community partners as needed on behalf of the guest, and follow up with the guest and Stopgap staff as needed. In total, **One City connected 22 individuals with daytime support** workers via the consent form and follow-up survey.

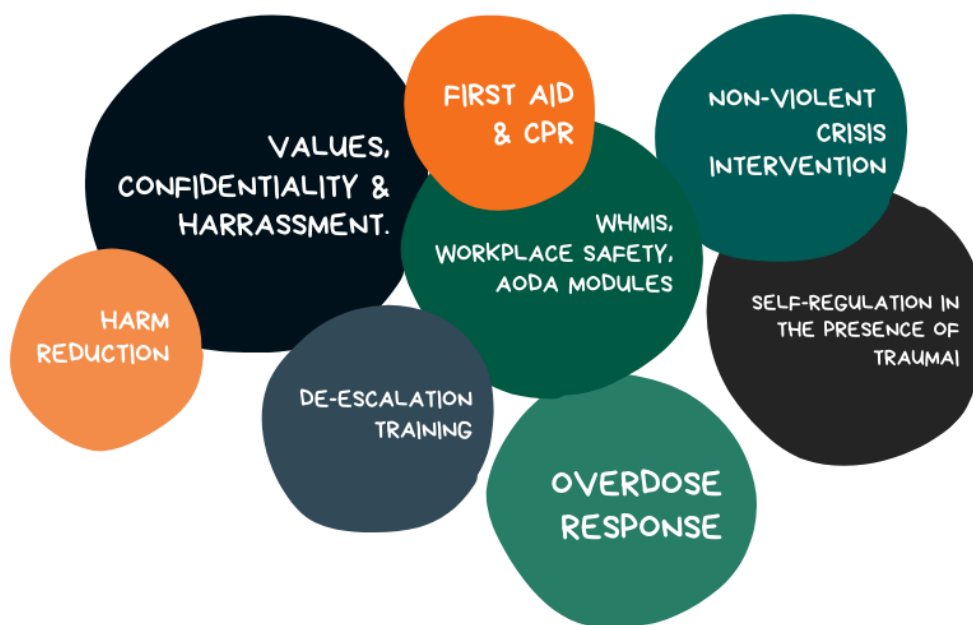
Program Stability: Staffing, Training, Policy, Guests

One City Peterborough hired and trained 1 coordinator and 26 staff to open and operate the Stopgap. Each night, the program was staffed between 7pm - 10am, and additional staffing was provided onsite between 8am - 4pm on most weekdays. When the program was open to guests there was a minimum of 2 staff on site, and in busy times (program open and closure) 3 or 4 staff members were required.

One City relied heavily on community partnerships and compassionate volunteers to maintain a high standard of service provision at the Stopgap. Twelve volunteers were trained to support the program during the day, Monday through Friday. Supervised by staff and students, volunteers received donations, maintained a clean and tidy program space, and organized and prepared food/snacks/drinks. Additionally, volunteer collectives from local churches and youth groups organized weekly clean-ups of the property. 2 students from Trent University supported the coordinator and volunteers during the day, and worked with staff on shift at night.

Staff Training and Support

Staff received an average of 15 hours of training prior to the start of their employment with the Stopgap program. As new staff came on board, they received additional on shift training with the supervision of lead staff. Lead staff were selected towards the end of February to lead in policy revision and peer support on shift. The necessity for lead staff arose due to ongoing complaints of program inconsistency from both staff and guests. 6 lead staff ensured the same rules and expectations applied to every shift, with at least one lead staff scheduled to work each night.



One City Peterborough prioritized the care of staff over the duration of the program. Weekly staff meetings were held to discuss program difficulties and strategies for improvement. The program coordinator was available full time for regular debrief and check-ins during the week, and On Call support went beyond taking emergency calls to include support for staffing difficulties, decision making, and individual debrief during shift, throughout the night and on weekends. **A wellness fund was established so that contract staff could access benefits such as psychotherapy and RMT services – each staff member was credited \$400 for this purpose.**

Stopgap Policy

The Stopgap program presented an opportunity for policy revision and development within the shelter system in Peterborough. Staff worked closely with similar local programs and grassroots organizations to build policy and learn about harm reduction within the context of social services.

The safety and security of Stopgap guests was of paramount importance to staff. Staff balanced the individual needs of guests with the stability and sustainability of the program. When policy did not support this balance, it was challenged by staff and guests alike. For example, policy around bathroom use was adapted to suit the current program: the time limit for guests to be in the bathroom was removed during hours of less use, meeting guest's need for extended time in the bathroom for personal hygiene and washing, as the Stopgap did not have showers.

Guests supported staff during program hours in conflict resolution, first aid/overdose response, cleaning and maintenance, food/drink prep and distribution. Guests often requested to share in the workload, and staff were trusting and grateful for their help.

In April, staff worked to create posters for the program space. The purpose of the posters was to obtain staff and guest feedback of the program, and encourage staff's continued accountability.

What Staff Do



Speak with Compassion

You are intentional, generous, and compassionate when you speak to and about coworkers, guests, and volunteers. You hold no judgement or assumptions of others, and you are empathetic in difficult times.

Uphold Confidentiality

You prioritize confidentiality when speaking to coworkers, volunteers, guests, and community partners. This includes not sharing any guest's name or identifying information without prior consent.

Promote Peace

You have a calm and capable presence in the program space, prepared to intervene effectively and appropriately in times of conflict or crisis.

Honour Lived Experience

You seek out opportunities to connect with guests, and you are committed to ongoing learning about harm reduction. You always respond to guests with patience and respect. You recognize guests' unique experiences as true and important.

Challenge Scarcity

You work hard to remain knowledgeable about resources in the community, and you refer guests as appropriate. You think creatively when supplies are limited, while also ensuring the program's sustainability.

Be Vigilant

You remain vigilant while in the program space, and do your best to prevent overdose and reduce theft.

What Guests Do



Share Resources

You share space with other guests while in the program. You are considerate of other's needs when you use chairs, tables, floor mats, and blankets. You use the drop-in and stay elsewhere when you are able to do so, as this space is for people with nowhere else to go.

Help Tidy and Clean

You keep your belongings together and do not leave anything behind that you wish to keep. You dispose of garbage in the large black bins, and place sharps in the biohazard containers.

Do Not Use in the Space

You keep drugs and drug paraphernalia in your belongings and out of sight. You recognize that the program is available to those who are under the influence of drugs and alcohol.

Show Respect

You do your best to lower your voice and you take space when in conflict with staff or another guest. You show respect for the unique identities, personalities, and situations of other guests, staff and volunteers.

Aid in the Safety of Others

You support the physical safety of yourself and guests, staff, and volunteers. You do not threaten the safety of other guests, staff or volunteers physically or verbally. You stow away weapons while in the space or you ask staff to hold them until you leave.

Policy for Belongings

The most pressing issue for guests was the security of their belongings. Storage of belongings during the day was frequently sought and asked of the Stopgap program to provide. The program lacked laundry and cleaning services to accommodate this request. Gear and clothing was left behind when guests were unable to carry/cart their supplies due to difficult weather conditions, or physical mobility. The most common issue creating conflict was the accusation of theft. Guests could not leave their belongings unattended for even a moment without fear of losing them.

Restrictions at the Stopgap Program

In 4 months, 6 restrictions were given to guests of the Stopgap program. Restrictions involved temporary loss of access to the program space. The longest restriction was 72 hrs in one case. Restricting a guest for longer than a few hours required supervisor communication and approval. In 3 cases, the reason for restriction was primarily for the safety of the guest who was restricted – the restricted guest's continued disruptive behavior (loud, in conflict with others) put themselves and others at risk. A single restriction was

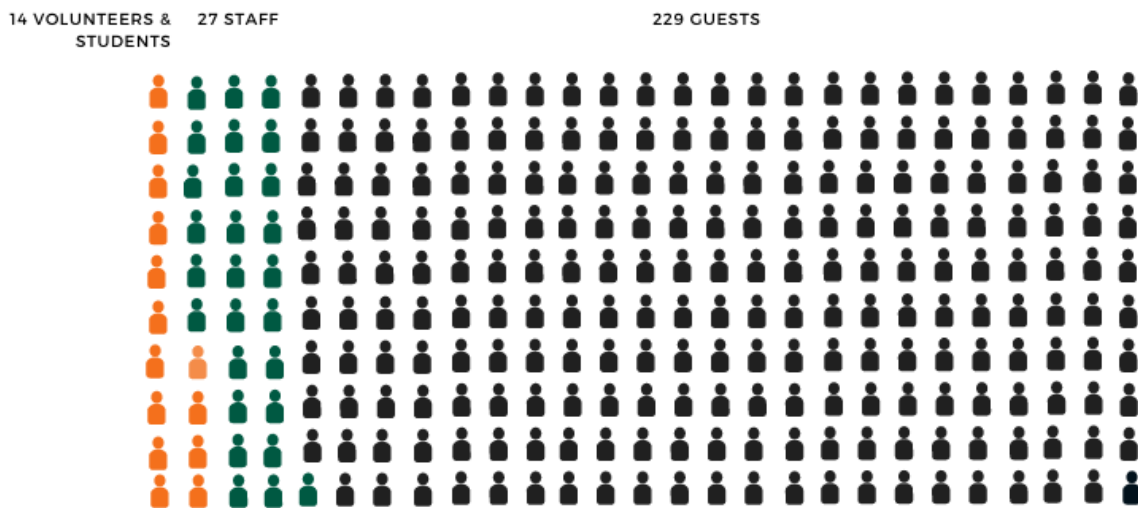
given based on continued verbal harassment of other guests and staff, for the length of one weekend, and 2 other restrictions were given because of physical violence.

In each case, the Stopgap coordinator investigated events, ensured the restricted guest had either access to shelter for the nights they were restricted from the program, and that their case was identified with One City management for increased community support.

Restrictions at the Stopgap acted as calls for individual support and for the re-evaluation of policy, in addition to a temporary reprieve and reset.

Stopgap Guests: Unique Individuals

Over the duration of the winter, **229 unique individuals** accessed the Stopgap Program. Of the 229 guests, **34 guests stayed at the Stopgap (in the program space, longer than 5 hrs) for more than 24 nights.** During the Stopgap's operation, **106 unique individuals reported restrictions to shelter services, and over 15 guests had not accessed shelters at all.**



Program Safety: Harm Reduction and Emergency Services

The Stopgap program **facilitated the training and distribution of harm reduction supplies to nearly 200 individuals.** Supplies included naloxone (nasal and injection kits)

and refills, short and long injection kits and refills, pipes, and wound care kits and refills. **65 nasal naloxone kits were distributed, 35 intramuscular kits, and 48 refills.**

Staff supported conversations with guests specifically regarding drug use, safe supply and resources, on an average of 25 interactions each night. Staff administered first aid and wound care over 50 times in the program space.

Drug Use

Guests were not permitted to use drugs or alcohol in the program space. Should a staff observe open drugs/drug paraphernalia, staff would alert other staff members (particularly a lead staff), engage the guest in a conversation about visibility, and agree to a safety plan with the guest for that night. If the guest was repeatedly unable to follow the safety plan (smoke outside, check-ins with staff), they may be directed to leave the space for a designated period of time. Time outside of the space did not necessarily mean that guests lost their space inside the program, but it gave guests the opportunity to have a smoke break and remove items that caused an issue in the program space. In general, guests took what opportunities they could to use drugs, but were respectful and receptive to staff intervention.

Violence

In 105 days of operation, Stopgap staff never had to call EMS due to injuries obtained by violence or weapons in the space. Guests were encouraged to keep space between themselves and those they were in conflict with, and staff worked hard to mediate wherever possible.

The Stopgap operated with 2 gender neutral washrooms for the duration of the program. No gender-based violence occurred in these spaces, and guests were accommodating of other's privacy.

Weapons

Staff never completed a bag or person search. Guests voluntarily handed over weapons to staff to lock away for the duration of their stay at the Stopgap, staff held over 15 weapons for guests over the duration of the program. Firearms were strictly prohibited on site.

EMS Calls

EMS was called 16 times over the duration of the program. 10 calls were made on behalf of guests based on emergent medical needs. 6 calls were made as part of an overdose response. Staff were required to call EMS if naloxone was administered on site, accounting for 4 out of 6 calls. 2 calls were due to suspected overdose, and EMS arrived in time to provide the necessary care.

Overdose Response

Staff reported an increase of poisoned drug supply, based on guest's concern and the amount of monitoring and overdose response required. The Stopgap worked closely with TweakEasy on over 25 nights, supporting the needs of guests who use drugs in a respectful and supportive way. Staff completed verbal bathroom check-ins every 5-15 minutes, used pulse oximeters and breath checks to monitor guest's breathing in the main space, and worked with guests to follow safety plans to ensure their continued safety in the program space.

Police Calls

Police were called 7 times over the duration of the program. 3 calls were made due to a guest's continued disruptive and dangerous behavior in the program space, and they were removed from the program. 3 times police were called to support the resolution of conflict between guests. Once, a neighbor caused significant conflict and disruption during program hours, and police were called to escort them off property.

Advocacy for Change: Collaborations, Stories of Impact

The Stopgap program relied on strong communication between staff and local shelters. Centralized Intake After Hours staff were helpful to notify the Stopgap of available beds (typically twice per night), and confirming or denying restrictions of Stopgap guests trying to access shelter. **Over 50 guests were able to get information about their eligibility to access shelters by coming to the Stopgap.** Social services were crucial to support guests in unique circumstances, whether they were from out of town, or had particular

vulnerabilities or needs. 5 guests were uniquely supported to access shelter through a coordinated effort between the Stopgap and social services Peterborough.

4 guests were housed based on connections made within the Stopgap program.

Stories of Impact

Throughout the Stopgap program, the experiences of Stopgap guests were documented by One City. Documentation allowed One City to identify gaps in services for both individuals and on a larger scale.

The stopgap organized stories of impact into 4 categories:

- Restrictions to shelter service
- Reasons for not using shelter services or the Stopgap program
- Positive interactions at the Stopgap
- Community resources that impact guest's shelter (and the Stopgap) experience

Restrictions to Shelter Service

Guests report a lot of uncertainty about their eligibility to access shelter in Peterborough. On several occasions guests were not informed of their shelter restriction, or they assumed they had a restriction although it had been lifted. The requirement for sobriety leaves many guests unable to access shelter, and puts them at risk for a restriction.

“Sometimes I'm allowed at Overflow, sometimes at Brock, sometimes not.”

3 people were turned away from shelter at Cameron House and Overflow because they reported that they were fleeing violence, and were deemed too high risk to stay with the Brock Mission, even when Crossroads had no space available.

Many Stopgap guests reported restrictions based on non compliance with housing search efforts. At one time, more than 5 Stopgap guests said they were restricted from Brock Mission for 15 days because they did not follow up with Brock or Cameron House after staying at Overflow, or were restricted for 15 days when beds became available at Brock or Cameron House because they did not show up for intake. Further, many guests reported

that they were given restrictions (as long as 15 days) for missing curfew. Restrictions given at Brock or Cameron House almost always resulted in a restriction to Overflow.

"The more you try and control, the more rules, the more people will rebel."

A huge barrier for many Stopgap guests to access shelter was based on Peterborough Residency. On multiple accounts, guests were told they must go to social services before completing intake at the Brock Mission. On 3 occasions, people were redirected to the Stopgap because they were from out of town and had nowhere else to go.

Reasons for Not Using Shelter Services (including the Stopgap program)

Stopgap guests report a variety of strong aversions and barriers to accessing shelters in Peterborough. Most commonly, guest's commented on the negative experience of being restricted from shelters as their reason not to return. Poor relationships with staff and their inability to appeal was noted.

"Gotta give respect to get respect."

Further, conflict with staff and other members of the community largely influenced where guests chose to stay. Many said they wished to remain within circles of people they knew and trusted, and for this reason would not access shelter. Gendered services presented a huge barrier for guests to access shelter, as it limited their ability to remain close to family and friends. This included couples, who reported difficulty in maintaining close proximity at Overflow shelter.

The overall feel of shelters, including YES, Cameron House, Brock, and Overflow was said to be "too institutionalized". This, including an invasive intake policy, was a highly reported reason for not using shelter services.

"Feels like federal jail which just re-traumatizes me."

Guests at the Stopgap commented on their distaste and discomfort with the SPDAT assessment tool, bag checks and person checks which included touching ("pat-downs"), onsite security guards, medication lock-up, and the loss of belongings stored in lockers if issued a restriction.

"Why do you have to go through questions and searches everytime you go in?"

Further, Stopgap guests signaled their concern for bed bugs/ lice and theft at shelters and at the Stopgap. People moved locations as necessary to avoid these unfortunate occurrences.

Guests challenged the Stopgap program to provide consistent information and policy surrounding drug use, food distribution, space management and morning closure routine. Inconsistencies between staff and on different nights was a struggle for many people at the Stopgap.

"One staff in particular changed their mood depending on the shift."

Specifically, guests commonly expressed concern for drug use in and around shelters and the program space as a reason not to access the program.

Reduced hours at Overflow shelter meant that people could not arrive until 10pm, and this became a deterrent for many who would otherwise have accessed the shelter. Reports of inconsistent, and early morning wake-ups, following the reduction of hours at Overflow, were an added burden on people who stayed there.

"You can come and go from Stopgap, you can't at Overflow. Overflow was full when I tried to go. -30 is crappy weather to wait for midnight."

Positive Interactions at The Stopgap

The most strongly reported stories of positive interactions at the Stopgap were based on staff's availability and compassion. Guests reported that staff with lived experience and/or a trauma-informed approach was important. Many said they were appreciative of staff's availability for open and kind conversations and connection.

"They treated us like adults here, with respect."

Stopgap guests had autonomy in the program space – they were able to choose where and with whom they stayed and kept their belongings, they accessed food and coffee as needed and chose alternative food options when available.

The Stopgap also welcomed many guests who were new to accessing supportive programming. Staff report a lot of newcomers who they had not met in their previous work in the community.

“[Staff were] really helpful. Helped me get into the Brock.”

Community Resources that Impact Guest’s Shelter (and Stopgap) Experience

Almost all Stopgap guests utilized the same local programs daily; including the Salvation Army for breakfast, E-fry and PARN outreach (closet and safe supply), One Roof for lunch, and the CTS for safe consumption and wound care. Guests rely on the close proximity of these programs downtown for convenient access, and have advocated for increased hours.

“Make it year round so we always have a dry, warm place to relax”

Supportive neighbours and businesses in and around the former Trinity Church encouraged guests to respect and maintain the property. Guests reported feeling responsible for theirs and others’ use of the program, and frequently offered to clean and tidy inside and outside of the program space in a show of gratitude.

Over 15 times staff assisted guests to walk or cab to other programs open in the morning. Most often this required staff to go with guests for physical and moral support. Outreach volunteers and organizations were additionally called upon for transportation services at least 5 times. Guests expressed a need for increased outreach support onsite.

Staff noted the guests’ concern for the reduction of One Roof hours and the lack of community meals, particularly on weekends. This significantly increased the need for food overnight, where most people have no access to food in the evening. Guests reported the food available at the Stopgap was one of the main reasons they accessed the program.

“A place to access a prepared dinner consistently is really needed.”

Police presence on and around the property raised a lot of concern from both staff and guests. On a couple of occasions, police sought out guests for investigative purposes. Staff observed police in the parking lot, spoke with them at the program entrance, and mediated their interactions with guests. Staff were retrained in confidentiality, to uphold the security of personal information of guests while being respectful of police obligations.

Lastly, many guests struggled with the inconsistency of Peterborough programs – not knowing what supports would be available, and would remain available for their use. **Upon the closure of the Stopgap, almost all guests report they will stay in tents outside.**

“Housing is a right - Why did you stop funding hotels and are instead relying on this?”

Strengths, Challenges and Recommendations

Strengths

- 229 unique individuals, of whom at least 106 are unable to access shelter services due to restriction, capacity, or other barriers were able to access a warm space and some level of night time support.
- Harm reduction supplies, training, and wound care were made available at night.
- Guests reported that not having security guards or bag checks lessened the institutionalized feeling of the program. Violence was mitigated within this model and guests named this as a major reason why they accessed the program.
- Guests specified that being able to access food and drink through the night, and choosing who to stay with and where they stayed in the space supported their autonomy in the program.
- Generally, guests felt welcomed and supported by staff at the Stopgap.
- 322 referrals were made to connect guests to shelter, healthcare, social services, housing, legal, and food programs, and outreach support.

Challenges

- The need for the program far outweighed the program’s capacity. The number of guests exceeded capacity every night of operation.

-
- While important to operate both as a drop in space and as an overnight outreach center, this increased demands on staff.
 - Guests' main complaint was that theft was rampant and caused much conflict between guests and between guests and staff.
 - A recurring complaint from guests was staff and policy inconsistency.
 - It was incredibly difficult to support those who use illegal substances and keep them safe at night.
 - Due to how quickly the program was created and implemented, staff required more comprehensive training than they were provided, and effective policy was not in place prior to opening.
 - There was never enough food to go around, and food was difficult to obtain due to the high cost in store, and the limited food supply of local non-profit distributors.

Recommendations

- Access to food was a primary concern for guests, and a reason many accessed the Stopgap program. **Any plan must prioritize food access.**
- An overnight, low barrier, drop-in space which offers food, outreach supports and a place to rest is clearly needed. Though absolutely necessary in the winter months, guests expressed the need for such a space year round. This program would be best paired with an overnight consumption and treatment site so that the program would not be at odds with guests who depend on illegal substances – and so that staff are more capable of providing wraparound support and space management. This sort of program needs to be well planned and cannot be thrown together quickly. **Planning for implementation next winter needs to be started immediately.**
- Our current shelter system needs to be community informed. It is clear that policies meant to increase safety such as bag checks, client searches, security guards and thorough intake processes become such significant barriers that many will choose to sleep outside rather than utilize the shelter system. **Training shelter staff on a relational model is also a clear way forward to creating a shelter system that is more connected to the needs of those living outdoors.**

-
- **Access to washrooms, showers, laundry, and storage facilities is severely limited for those living outdoors.** There needs to be a serious focus on making these services available to those who are unhoused.
 - **We heard many stories of guests who, while trying to survive outdoors, received tickets and had their belongings disposed of as a result of the Parks and Facilities By-law.** This By-law and its enforcement is causing very real trauma in the lives of those living outdoors and needs to be rescinded immediately.

A huge thank you to our funding partners and community supporters.

Appendix A

Responses to Guest Surveys:

Question 1: Why did you use Stopgap

- I was stuck in limbo, just released from incarceration, and I didn't have anywhere to go
- Sometimes I'm allowed at Overflow, sometimes at Brock, sometimes not. It's about respect; they treat you like a donkey. Privacy is another issue. Stopgap is the Sheraton in comparison.
- Other shelters are too institutionalized. We all have our fingers and toes, I am thankful for that.
- I'm homeless, knowing the people who were working here and other guests staying here, I knew I'd be supported and feel safe.
- I'm banned from all other shelters.
- Having issues at home - safety concerns and loneliness.
- Because Overflow is terrible and we had no other options.
- Family is moving out of town and I pissed them off.
- Too cold to be outside
- Mom is sick, and then lost my housing. Drugs and stuff
- I was banned from all shelters. Probation order means I can't go to a shelter.
- Because Overflow was full when I first started being homeless. I didn't feel safe at Overflow because of the staff. Stopgap staff are friendly.
- Came with boyfriend to Peterborough and had no place to stay
- Don't like any other shelter. Close to stuff I need to do.
- Didn't have anywhere to go. Heard from people at Overflow. Staff really cared. Felt like home.
- Damn cold winter. Couldn't afford to heat the tent.
- Got out of Jail and got kicked out of Brock and Overflow. I blame myself
- Homelessness. Not enough room at shelter. Like to be able to come and go.
- Lack of place to live.

-
- Convenient. Inside and safer
 - A good place to warm up when it's cold. Now a comfortable place to come and get coffee. I don't sleep here, but come to get warm and connect with community
 - Homeless. Liked staff. Comfortable. Love everyone here.
 - No where else to go
 - Heard about it through PARN etc. Comfy, warm, people to talk to
 - Nowhere else to go

Question 2: What worked about the program?

- Convenient location
- The atmosphere. Food is great too.
- Access to food and drink throughout the night, not only at specific times. We get to pick our own bedding and where we sleep and who we sleep beside, including next to a partner.
- Support from staff. Knowing I'd have somewhere to sleep reduced my stress and anxiety.
- All good.
- It fed me - obtaining food is a big issue for me. Hard to get food to take home. It was somewhere warm and safe to be.
- Staff are awesome, they didn't kick us out. They were more flexible and understanding. We are drug addicts and they get that. It was comforting knowing it was available. When they were full you could still warm up in the vestibule. The staff care. We are like family here.
- It helped a lot of people who don't have other places to go. Staff made sure people were comfortable.
- It's somewhere to sleep indoors. It is better that you can just walk in
- Food, staff are alright.
- The street community is like a family. They treated us like adults here with respect. You could pick where you sleep. They started from a place of trust. Most places automatically don't trust you and the rules show that.
- Staff found solutions rather than just enforced rules. There was a better relationship between staff and guests. Staff are personable. They treat people who are wasted as

equals. Food was good. Really helpful. Helped me into the Brock. There was a vibe of everyone helping each other. It was like one, big family. Including staff.

- The staff don't judge and are nice. The people feel like a big family.
- Show up and walk in and no questionnaire and can sleep, eat, wake up and repeat. Liked the blanket program where they got washed, but they were stolen.
- Felt staff were good. Hours were decent. Food- Breakfast and supper and coffee. Provided pillows, blankets, mats, clothing and socks
- Let people do their own thing. Get along with staff better, seems like one of us. Get to stay with girlfriend
- The staff care more than at other shelters. There is a different atmosphere. We engage more with staff because they walk around the space. Brock staff don't want to deal with you.
- Staff are friendly. Snacks and food. Roof over head, able to come and go.
- The staff were incredible. Professional, they go out of their way to make us comfortable, open doors on time.
- Good time (8-8). Food (sometimes only meal). Staff and atmosphere feels good.
- They treat people like people. Staff are kind and relaxed. Make you feel welcome. There isn't a list. Work to make you feel comfortable. Haven't slept but come for community and warm up and head back to my tent. Staff do want to help. There are real relationships with staff.
- Staff are positive. Want to make sure we're ok. Staff will ask guests for advice. Laid back. Not punished for being late. Feels like family because staff care. Trying to move forward on housing. Come to stopgap even when you don't have to for food and community.
- Somewhere to sleep/food/somewhat safe
- Everything. The staff, space is comfy
- Didn't stay hungry, got to help others, others helped me. "I could write a fucking book about what worked".

Question 3: What would you change about Stopgap?

- Some workers are stubborn and arrogant. I'd want to make sure everyone was an empathetic worker.

-
- It needs to be open longer. We need another place for the community. Otherwise people are going to set up tents. We're addicts. We're wild. We need cots. Tone down the noise.
 - Stricter smoking rules so the smoke alarm doesn't go off. I appreciate staff not kicking people out for using or being high, so people should respect that and use outside.
 - Some of the rules should be better enforced, for example waking up to a smoke alarm, fights in the morning, and theft. Physical barriers to prevent break ins during the day.
 - Should be year round.
 - Theft is a big issue - but I don't know what the solution is here. We need more blankets, mats, and pillows. Capacity to have more people. One staff in particular changed their mood depending on the shift. More outreach to help solve problems and navigate a very complex situation.
 - Actual beds for those who are here everyday. Assigned spots would help so you could be in the same spot every night.
 - Make it year round so we always have a dry, warm place to relax
 - Shelter beds instead of a warming room. Not for people with homes and especially not dealers. It's a drug haven. I got booted for being sloppy with my words but people can sell drugs.
 - You have to leave too early. There needs to be a place you can hang out during the day. More things to do like cards and games. Blankets are dirty.
 - People have to walk through the sleeping area to get to the washrooms from the vestibule.
 - Cots instead of mats for better sleeping
 - Stop the stealing. More funding. Open during the day.
 - Stop stealing.
 - Nothing. Movies were good, but they stopped. People walking in and out can be disturbing.
 - Deal with stealing
 - Be more strict on drug use in the bathroom. Staff should be more equipped and better trained for overdoses (they couldn't do CPR so I had to). Maybe there should

be more male staff to look over the space. Could have a councilor that you could talk to.

- Have a secure place to store stuff. More staff so more people can come in. Facilities with showers.
- Not enough staff so some people couldn't come in
- Stealing. Staff should speak up and say more about the drugs and the stealing. There was a lack of consistency among staff (some gave cigarettes and some didn't). More narcan training for staff so they are more comfortable with overdoses. Staff need to monitor washrooms. There should be a list so people don't get multiple smokes. More things to do like craft making and games so that I won't want to use.
- Staff that are compassionate are great but some are just here because they have to, they set a different tone.
- Favoritism. People bully other people, they should have to leave. No saving spots or blankets, first come first serve.
- better sleep setup - privacy. Lockers for belongings
- Nothing - it's not perfect but I wouldn't have made it through winter. This is my first time being homeless and it's scary.
- Running year round. Security guard/buddy system for staff. Blankets, mats, showers, more space, mandatory british days, lockers/safe storage.

Question 4: Other shelters, especially Overflow, often had beds. Why didn't you access them?

- Too young for overflow. I don't want to go to YES because the others there are too immature.
- I saw security going through my bag. I have to leave for several hours if I ask for my bag back. Staff attitude at Stopgap is better.
- Having to give my lighter to staff, and sometimes they get lost. I don't like being searched, or kicked out if I am caught using drugs, even if it's outside.
- YES - Certain people staying there have threatened my life verbally and physically. I know I won't stay every night and don't want to take someone else's spot.
- I'm banned.

-
- Lack of safety. I have been tenting near there for about two years. Someone was stabbed in my tent. Being near there is traumatic.
 - Because the tents outside made us feel unsafe. Theft is worse at overflow. Don't feel safe there. Stopgap staff get to know you and pay attention. Overflow doesn't care.
 - You can come and go from Stopgap, you can't at Overflow. Overflow was full when I tried to go. -30 is crappy weather to wait for midnight.
 - Barred from overflow when they went through my stuff and I got mad (90 days). Feels like federal jail which just re-traumatized me. I refuse to go to Brock. Nowhere to put my stuff.
 - Stopgap is closer to family. Never really thought of going to overflow. I am settled here.
 - They have such strict conditions. At Stopgap you can pick where you sleep, you can sleep next to your spouse and there aren't so many rules. "We are human beings. When we are treated as a human it's refreshing."
 - Didn't know what it was. Heard it was dangerous. Adapted to people at Stopgap
 - Everytime I went to Overflow I was sent to Cameron House. "If I wanted Cameron House I would go to Cameron House." Choice of shelter is important. Cameron is far and people aren't helpful. I feel judged there. Don't feel judged at Stopgap.
 - Didn't know there were beds. Didn't like how strict it sounded. It was like open custody, they searched you and checked your bags.
 - A lot of people around overflow that I don't get along with. Staff more laid back at stopgap, more rules at Overflow.
 - Don't want to wait until 10pm. They were more courteous at the Stopgap
 - You have to be searched to come in. You lose bed if you leave. Banned if caught with Tin Foil. Variables to getting in.
 - Doesn't let you in until 10pm.
 - Got jumped there.
 - People are treated like a burden. Lost their compassion for humans. Signing yourself into jail. Fail any rules and you are banned. Staff are so worn down they turn into robots. People make mistakes but there isn't room for that. They feel like you owe them if you are there. Didn't feel right there. At one point half the list was banned. Staff hold themselves as greater than others.

-
- Didn't feel comfortable. Couldn't be with my boyfriend. Heard about Cameron. Felt easier because you could come and go.
 - Violence and lack of safety. Bugs and illness
 - Staff are kinder, more flexible, and let people exist at the stopgap. Overflow staff are not kind. Act like cops.
 - Staff. security, no lived experience. Power. No autonomy, not allowed to stay with a partner. Assigned spots. Bag searches, intrusive.

Question 5: What would need to change at other shelters in order for you to access them?

- Nothing really.
- Gotta give respect to get respect. They look at us like we're just a bunch of drug addicts. I feel surveilled.
- Same as last question.
- Those people are not there. Allowing different rooms for separation.
- burn it down
- No
- Staff from Stopgap work there. It doesn't have the same feel, no food, no coffee. "Treat us like dogs. Come in, lay down, get out."
- Would rather be with family and friends in housing
- "Why do you have to go through questions and searches everytime you go in?"
- Planning on getting an apartment
- Have to be 24 hrs and housing resources. Try harder to support people.
- Have to go there. Not wanting to be homeless this long.
- If I could stay there and not be forced to go to Cameron House. Timing doesn't work, you have to come at a certain time.
- Never spent the night there.
- Food makes me sick. Talk more with us (work with us not against us)
- Bend on curfew and leave rules. Allow people to go to the store and still have a bed.
- If they changed times, I would go in. They are hard on people, and often get bans. Brock you can be during the day, but easy to get kicked out.
- Been once and felt alone.

-
- << Fix previous
 - I have accessed them and do in an emergency, but prefer not to. Doesn't feel like I'm wanted there
 - Staff. Treating guests as human, not a burden

Question 6: Where do you think you will sleep when Stopgap closes?

- Streets, try to find a tent.
- I hope in bed, but don't want to jinx anything.
- No idea
- Hoping to go back to my parents' house, but I have to be sober for that. Maybe in a tent.
- I need a tent.
- Don't know. No where that is safe.
- Tent
- I don't know. A tent.
- Sleeping outside because there is nowhere else to go. I am going to rehab soon.
- Hopefully a new apartment
- Don't know. Going to rehab in August. I am scared about what I am going to do until then.
- Brock
- Don't know. Hopefully victim services will have a place.
- Hopefully have a tent
- Planning on getting a tent. Maybe stay with our brother, but don't get along with his wife. Maybe go to overflow. On Indigenous housing list.
- Probably a tent.
- Go to overflow so I can get back into Brock. I don't want to do that, but I have to. I call Brock everyday to see if there is a bed.
- Tent or try brock mission.
- Go to overflow and hopefully back to brock once 15 day ban ends.
- Tent
- Tent
- Tree fort.
- Tenting

-
- Tenting at Overflow encampment
 - Tenting

Question 7: What do you want to say to the City council and staff?

- Nope.
- Cots. Follow up on promises. If you tell someone you'll do something, you should actually do it. I've come a long way, people should realize that.
- When we're given some freedom and autonomy, I can relax, and I'm much more likely to use a program.
- We need more affordable housing, and the help to find that housing. A place to access a prepared dinner consistently is really needed.
- a lot.
- What is wrong with the City? In a nice way. We feel like we're less than, like you don't care about us. How can you sleep at night?
- We are ordinary people with struggles. We don't want to live this way.
- People need help. Stopgap has a good thing going on here.
- Housing is a right. Why did you stop funding hotels and are instead relying on this?
- If you can spend 6 million for an ice rink you should be able to care for the homeless. What if it was you or your family?
- You would be surprised if you gave us the chance to prove ourselves. When we were getting respect we started to work together. Tiny homes are great.
- Minimum barrier shelter is beneficial. It felt safer at Stopgap. Brock and shelters feel like a trap. Three days at Brock and no housing support.
- If they don't want us sleeping in the streets why is there no place to go? Why are they taking Stopgap away?
- "Please don't think we don't want help. We do." Keep Stopgap going, I would still come during the summer. Even when tenting I would connect here.
- "You need to experience homelessness before you can think you know what you are talking about. Homelessness isn't easy. We have lost a lot of stuff.
- "open stuff like stopgap year round". More of a day place to hang out. Chance to lay down during the day.
- Homelessness is a struggle. Everyone is looking at you and judging you.

-
- Food comes from the community, not the city. They should fund the program. Not everyone is homeless by choice. Can't afford a place. You care so much about how bad it looks but not about how it affects us.
 - Build affordable homes. Lack of money is a barrier to housing. When you do find housing it is run down and you are out within a month, rather be homeless than go through that. Good and affordable places are already taken, landlords would rather students.
 - People automatically judge people who are homeless.
 - "A place like this (Stopgap) is awesome. It feels more like a team." "The more you try and control, the more rules, the more people will rebel."
 - Don't judge us, give us a chance. We are going to struggle but don't judge.
 - Drop-in space. Low Barrier shelter.
 - Housing, more shelters, warming room
 - Training for city-run shelter staff on compassion, trauma. Low barrier shelter all-year. "Unicorn poop"