How the City and its partners respond to encampments on public land

**STEP ONE**
Citizens call 311 or use 311 App to report an encampment.

**STEP TWO**
Peace Officers are notified by 311 to investigate site and determine level of risk.*

**STEP THREE**
The inactive site is added to the clean-up schedule.

**STEP FOUR**
City crews clean up site as soon as possible.

**STEP FIVE**
Peace Officers assess the active encampment to have a low-level of risk and determine closure and clean-up date (within a few weeks of investigation). Agencies are notified.

**STEP SIX**
Peace Officers facilitate closure, as needed. City staff clean up site on the date provided in Step 5.

**LOW-RISK – HOUSING FOCUSED**

**STEP THREE**
Peace Officers assess the active encampment to have a low-level of risk and determine closure and clean-up date (within a few weeks of investigation). Agencies are notified.

**STEP FOUR**
Agency staff visit site to connect people with essential services, resources and housing, where possible.

**HIGH-RISK – ACCELERATED RESPONSE**

**STEP THREE**
Peace Officers assess the active encampment to have a high-level of risk and determine an accelerated closure and clean-up date (within 1-3 days of investigation).

**STEP FOUR**
On closure date, Peace Officers communicate shelter and transportation options to encampment occupants and facilitate closure.

**STEP FIVE**
City staff clean up the site on the same day as closure.

**RESOLVED**

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Agencies include Boyle Street Community Services, Homeward Trust and Bissell Centre. EPS provides stand-by support for active encampment closures and leads the response as required.

*Closure and clean-up is prioritized by level of risk posed to the health and well-being of people in the encampment and the surrounding community.*