



# Hopping Timmy's: a social & economic hub



#nowhere else to go #habit/routine #entertainment #sociality (connection, meet friends)

This Timmy's opens onto the southeast leg of the mall - the counters are at the back and there are three rows of tables up front, so there's no staff blocking access to the comfortable bench seating. Everyone who is seated looks like they've planted themselves for a while. No one suggests it's time to move on, and nobody offers a refill, it feels like we could stay here forever.

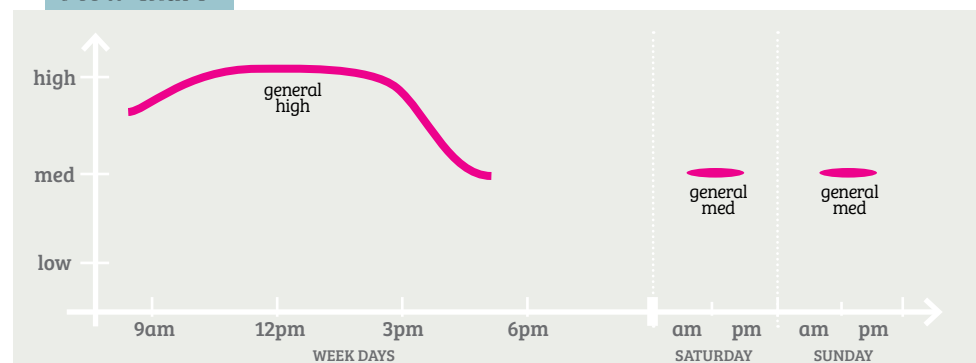
## Who uses it?

- Families & friend groups
- Regulars, spending the day,
- Marketplacers waiting for a deal
- Singles, come straight from shelter
- mall employees
- professionals

People like:

**Tim's Crew** **Curtis** **Dennis**  
**Dark Destiny** **Karbear**

## Flow chart



### More information

Bathroom *open to anyone*  
Seating *comfortable, available,  
no time limit*  
Good for *groups, meeting  
with someone*  
Ambience *casual, busy*

### What people are saying

visit **central**  
**MEET FRIENDS**  
busy **COFFEE**  
**racist** overdose

### Comments

**Roger**

*Now, at least three times a week he hops a bus from the west end hotel he's currently calling home, to get to this Timmies. It's where his people connect. He says the price of admission is a price of coffee, and after that you're good to stay.*

**#meet my people #indigenous**

**Linda**

*"I didn't know that a lot of native people gathered here. So I was really happy when I moved from the west end to downtown here and I didn't have anyone."*

*"I've had to help because I knew how to use the Narcan pen...I am tired of doing CPR and stuff because you'd think they'd know how to do it"*

**#indigenous #Cree #nurse #meet my friends**

**Morgan**

*"If it's too quiet one of the crew member would pretend to be cleaning so she could listen to our conversation"*

**#indigenous #visit my friends**

**Fawzi**

*"I don't go there because it's too hectic".  
I don't like the other Tim Hortons. It's small and congested.*

**#Somali #looking for something to do #Green Timmy's**



## Green Tree Timmy's: a place to chill & hang out



#nowhere else to go #sociality #habit/routine #entertainment #make own purpose

This Timmy's is flanked on one side by several big green leafed trees, and on the other side by high windows overlooking a busy street. It is quieter at this Tims than at the other one. People linger, reading, listening to music, or just lounging. A few regular groups of friends meet and gather every afternoon. Staff don't seem to ask folks to move on.

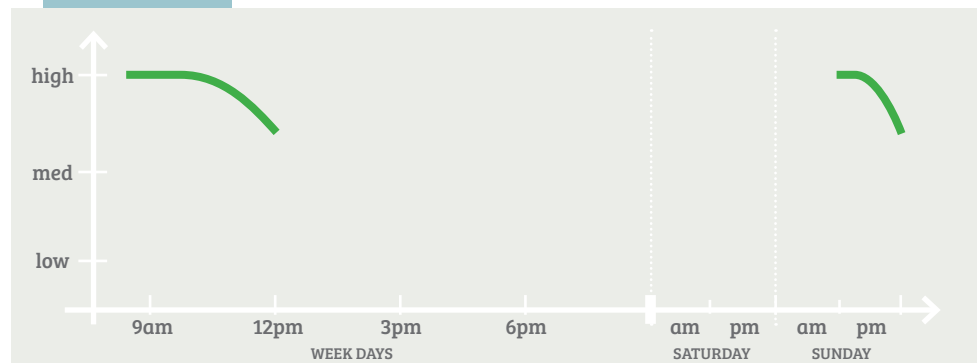
### Who uses it?

- People passing time
- People eating/drinking something
- professionals, buy to go
- work/project meeting
- small groups of friends

People like:

**Codi** **Calee** **Fawzi**

### Flow chart



#### More information

Seating *comfortable, limited,  
chairs can be moved.  
Seating away from line*

Good for *singles, groups,  
meeting someone,  
random conversations*

Ambience *open, plants & light,  
street view, lingering*

#### What people are saying

wifi light  
**PEACEFUL**  
**sitting** Politics  
music

#### Comments

Fawzi

*"I choose this Tim's because of the window overlooking the street, it's a better view."*

#Somali #looking for something to do #meeting friends

Codi

*"I came for the free Wifi"*

#keeping busy #novels



## Foodcourt: can come & go, there's always space



#sociality (meet friends, not be alone, connection) #habit/routine #dignity

Located on the top floor of the mall, the sun-bathed foodcourt is described as a “palace” compared to the pre-renovation “dungeon” in the basement. A row of single, older men often sit lining the wall, nursing a coffee while groups fill the main area. A&W and KFC are always busy. There is a 1 hour limit to sit and it requires proof of purchase. So people tuck their receipts into the coffee cups.

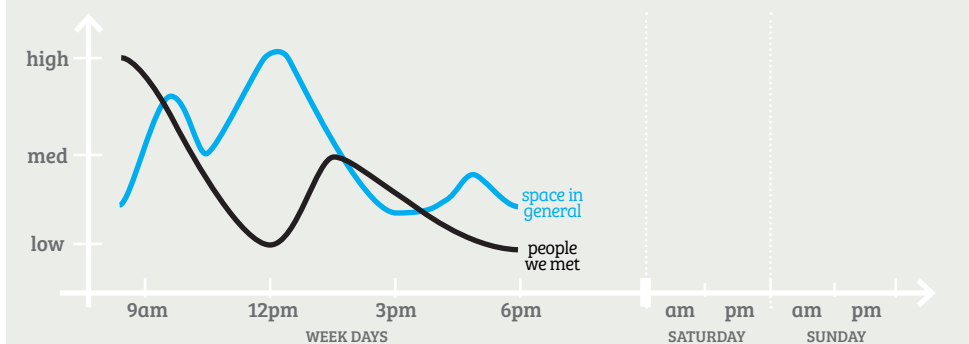
### Who uses it?

- Higschoolers looking for adventure
- groups of friends
- off-duty workers
- older adults
- professionals during lunch break
- young families
- singles.

People like:

**Pat** **Frank** **Jason**

### Flow chart



#### More information

Seating *comfortable, available,  
1 hour limit with proof  
of purchase*

Good for *meeting friends,  
people watching,  
charging phone*

Ambience *fluctuates, casual,  
relaxed & controlled,  
lingering.*

#### What people are saying

**clean**  
**ONLY 1 HOUR**  
**central**  
**LOT OF LIGHT**  
**bigger than before**

#### Comments

D

*"How's it going today? I'm going for a smoke, time for another coffee"*

Pat

*"This one is much much better. Oh, Gosh. First of all people, it was gloomy down this, this one is brighter. Plus new furniture and tables, and also it's bigger."*

*"I am not that kind of a person that is very particular about space. Just as long as it's clean I am good."*

*"Last time was really that bad hey you know, it was like all corners with bums. ...Here I think that's their idea of not letting people stay. But I don't think people like us would be a problem but still in general they want everybody to leave."*

**#go to church #cooking #meeting friends**

Morgan

*"We used to meet at the other foodcourt...cause look upstairs, you don't see natives go to the foodcourt upstairs cause overtime you go up there you are told to sit for 45min and you have to leave"*

**#indigenous #visit my friends**



#sociality (not be alone) #dignity #habit/routine #not be surveilled #survival (warmth)

The fireplace on the second floor is a relative quiet spot in the mall. The narrow ledges on all 4 sides of the fireplace serve as seating, as do the benches that surround it. Nobody hangs out standing. A conversation is rare.

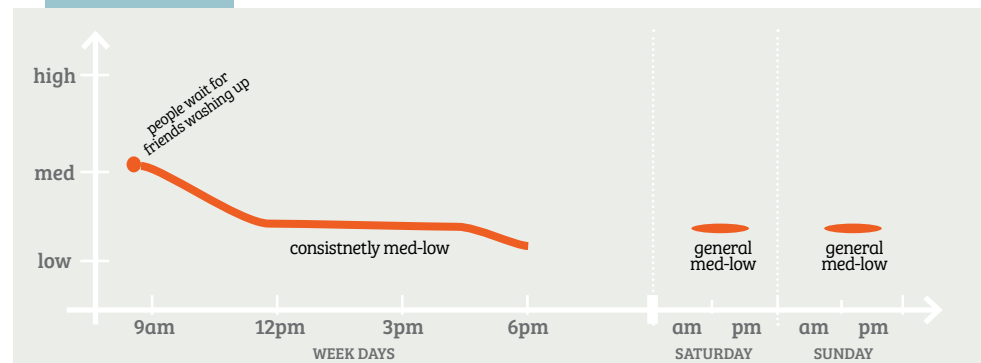
### Who uses it?

- Single people often sitting for a long while
- waiting for a friend or event
- people passing time

People like:

**Adam**

### Flow chart



### More information

Seating *available, not comfortable seating*  
Good for *laying low, keeping warm, passing time, people-watching*  
Ambience *sometimes subdued, sometimes busy*

### What people are saying

move around  
**sitting**  
**WARM** waiting  
**ALONE**

### Comments

Adam

*"If something's bothering around here, I just go."  
Security start harassing me without nothing."*

#passing time #on my own

Guy

*"I am just waiting for my girlfriend that is getting ready"  
waiting next to the bathroom, early morning. His Brother  
passes by with a group of friends and stops to say hi to him.*

#waiting #white #recently out of jail



# Marketplace Alley: Where it all goes down



#business (drugs) #entertainment

The hallway and doors between Urban Greek and Tim Horton's hosts a revolving door of people looking to buy, sell, and trade a variety of goods and information, including drugs. Pass by to hear who's been arrested, released, or roughed up recently. Be careful not to stand out too much from the crowd.

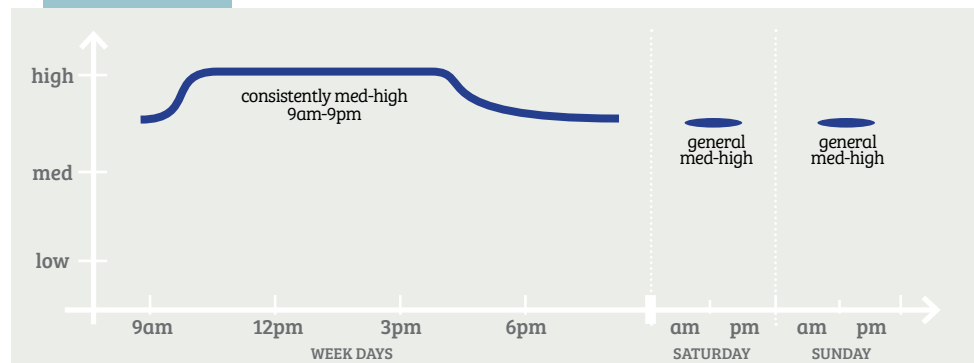
## Who uses it?

- Black- and grey-market entrepreneurs
- teens to seniors
- groups and singles

People like:

**Dark Destiny** **Karbear**  
**Dennis**

## Flow chart



### More information

Seating *none*

Good for *buying/selling,  
gossip, news*

Ambience *restive, buzzing*

### What people are saying

fight **unsafe**  
**MAKING MONEY**

waiting for something  
I'm looking for  
**go for a smoke**

### Comments

**Dark  
Destiny**

*"This right here, this is my area these are my doors, ya understand?"*

*#Somali #living day by day #these are my doors (alley)*

**Dennis**

*"I don't blame them for not wanting bunch of bums hanging around here, people come in with their children."*

*#Hopping Timmie's regular*

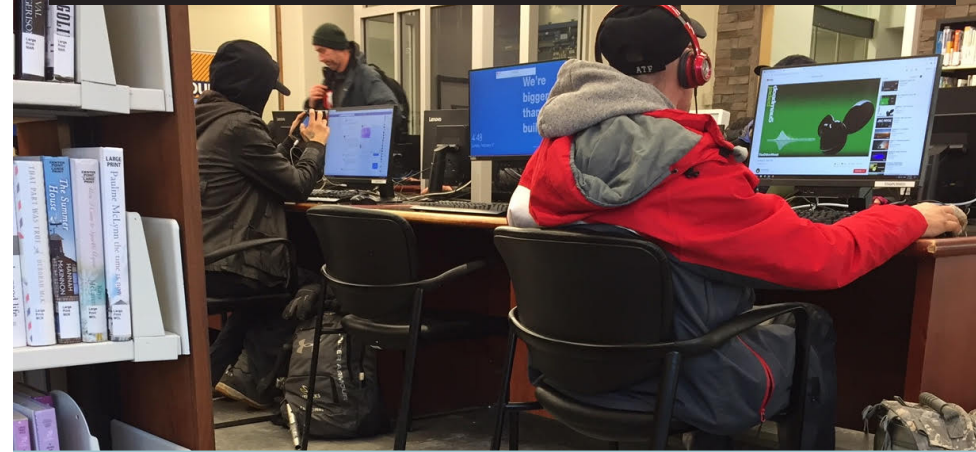
**Stephanie**

*"I have no choice, I call security 3 or 4 times a day when a fight breaks out because I don't feel safe to go intervene."*

#



## Library: a space with high resources & surveillance



#sociality (to not be alone) #entertainment #survival (warmth) #make own purpose

While the full-sized library is under construction, folks can visit this smaller replacement. The study rooms are filled with people who have set up for the day, surrounded by bags, coats, snacks, and magazines. Rows of computer screens show youtube videos and social media profiles while staff and security roam and supervise.

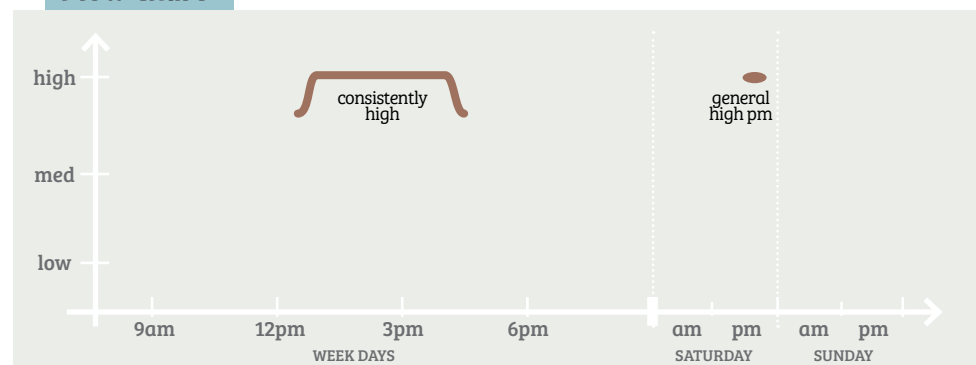
### Who uses it?

- Groups of teenagers and younger adults (younger average than Tim's), mostly male.

People like:

**Codi** **Fawzi** **Calee**

### Flow chart



#### More information

Seating *comfortable, available  
no limit*

Good for *using the internet  
(1hr limit), reading.*

Ambience *packed, silent, well  
surveilled*

#### What people are saying

**SURVEILLANCE  
MOVIE RENTAL**

job search    smells  
**internet**  
seats are always taken

#### Comments

**Curtis**

*"Not really for me, I would really just go to use the computer  
sometimes."*

**Fawzi**

*It's part of my daily routine, I use the computers to check  
for jobs."*

#Somali #meeting friends #Green Tree Timmy's regular

**Library  
staff**

*"Our recording studio is always booked weeks in advance."*

#



# Mall Benches: Somewhere to perch for a while



#nowhere else to go #dignity #sociality (to be alone)

Benches are scattered throughout the mall, often outside stores like Winners, David's Tea etc. While some people try to linger for hours, on occasion lying down, security moves them along frequently. Professionals and street involved adults share the benches.

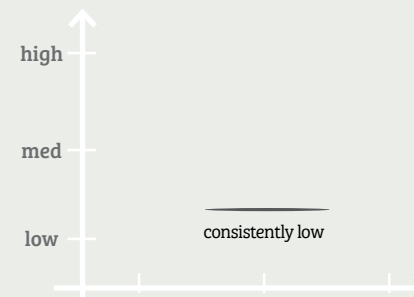
## Who uses it?

- regulars that roam around the mall
- people briefly waiting

People like:

no one we met

## Flow chart



## More information

Seating *few seating available, people respect and maintain distance. No backs to benches*

Good for *Singles, friends. Shoppers taking a break.*

Ambience *regularly patrolled by security. People sit in quiet*





## West Side: a different feel

#

The West side of the mall has a completely different feel to the East side. Holt Renfrew and another food court are the attractions. The area appears extra clean and grand with different lighting. Benches scattered in the hallway are unoccupied for most of the day, and the food court seating appears hardly used as well. There is less foot traffic, noise and visual stimulation than the East side of the mall.

### Who uses it?

People like:  
no one we met

### More information

Seating ***abundant seating in food court seating area***

Good for ***people who want to sit in quiet, don't want to run into people they know.***

Ambience ***affluent, empty, surveilled.***

