# 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.

# LOW-RISK - HOUSING FOCUSED

**INACTIVE** 

#### **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.

#### **STEP FIVE**

Peace Officers provide closure and clean-up date to people at the encampment.

#### **STEP SIX**

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

# RESOLVED

RESOLVED

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

#### **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