



The Parks Ambassador Program

Parks Ambassador EOI 2020-02-PKS-PA

Experience in **dealing with the public in conflict resolution situations** with the ability to **de-escalate potentially volatile situations**.

Knowledgeable with Parks, Forestry and Recreation's policies and protocols; Homelessness & People Living in Poverty Policy, Suspension & Ban Policy & Response to Homelessness Decision Tree.









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For the purposes of this presentation, homelessness and people living in poverty is defined as characteristic of people who:

1. Live outside (on the street or in ravines and parks);
2. Stay in emergency shelters;
3. Spend most of their income on rent or
4. Live in overcrowded, substandard conditions and are therefore at serious risk of becoming homeless.

Source: *The Toronto Report Card on Homelessness 2001*









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BACKGROUND









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EXPECTATIONS
















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HOMELESSNESS & PEOPLE LIVING IN POVERTY POLICY

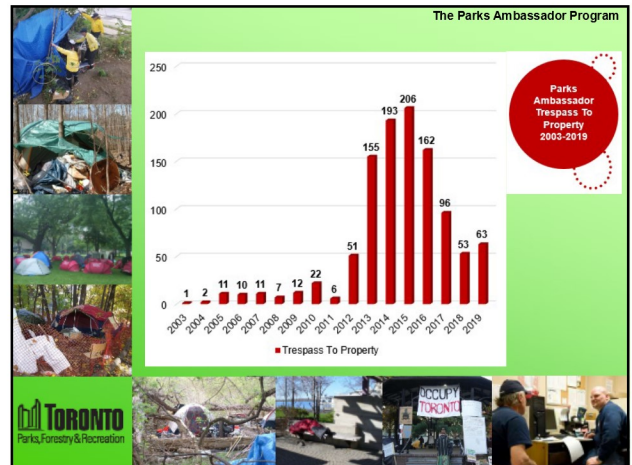
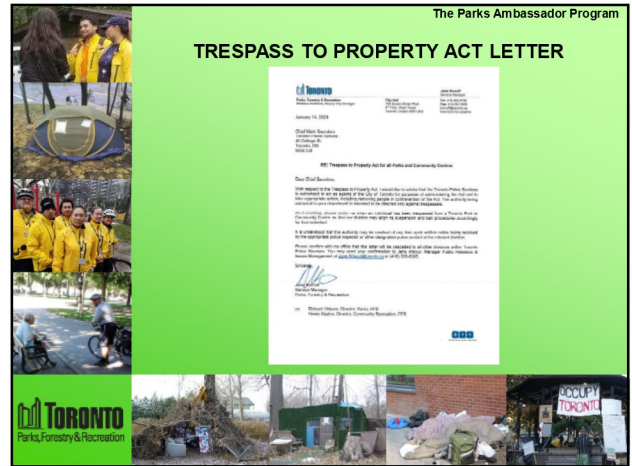
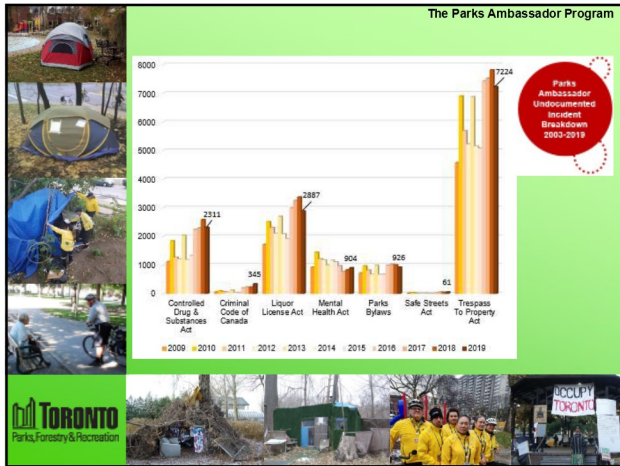
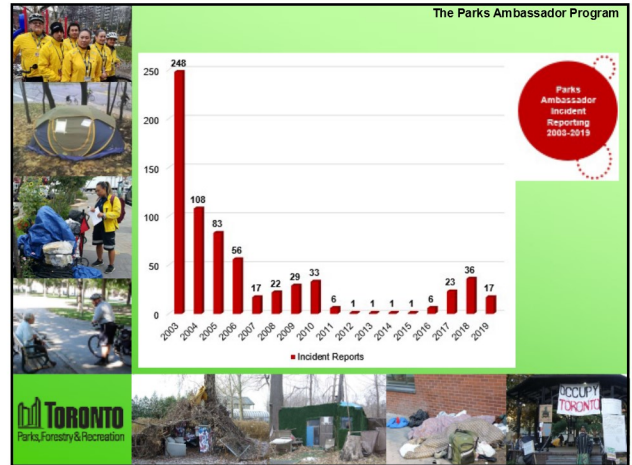
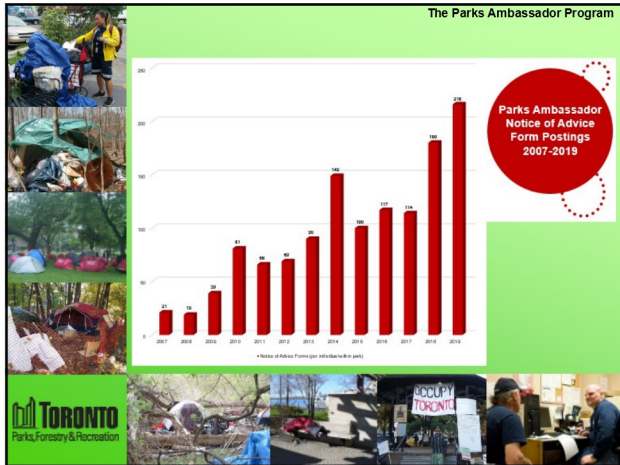
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RESPONSE TO HOMELESSNESS DECISION TREE







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CITY-WIDE RESPONSE TO HOMELESS TRENDS MAP 2019



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THE PARKS AMBASSADOR TRACKING MODULE



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Update: Alexandra Park (Encampments x28)

Jamie Henning
Tue 4:00 PM - 4:00 PM

Hi everyone,

The Team Cunningham, Tara Fletcher, Carol Camper, Ayubade Hughes, encampments, michaelschiffman, Christopher Graham, Oly Ryan Shaw, Lou To, Lucie Williams, Jamie Henning, Troy Ford, Nadia Pellegrini, Rishon Alkal, Stephen Dacic, Kyle Symonski, Paul Oshelley, Esther Alkal

Hi everyone,

Hello Streets To Homes,

Parks Ambassadors visited Alexandra Park and recorded 28 encampments.

5 encampments on the north end of the park and 23 on the south end of the park.


Safety/wellness checks completed to all encampments.

A few encampments located on south end of the park asked for bottled water, but unfortunately our team ran out.

Please send an outreach team to engage.

For any questions and/or concerns please feel free to contact Troy Ford 416.771.3842 or Lou To 647.212.7951


Jamie Henning
Parks Ambassador
City of Toronto



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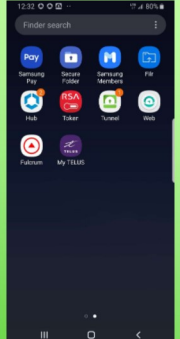
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FULCRUM REPORTING



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Encampments


STATUS: PENDING REFERRAL

SAVE

Status

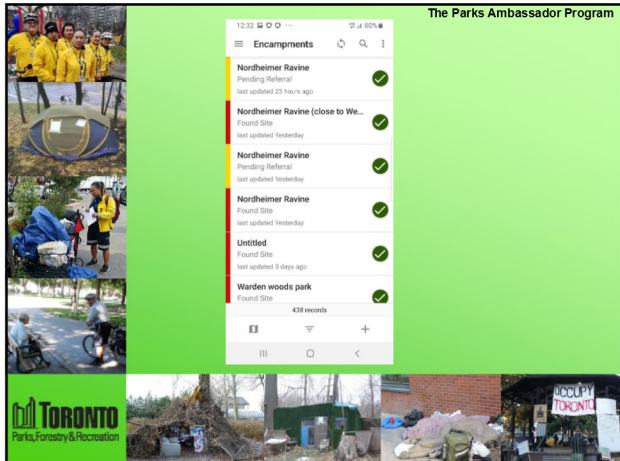
- Found Site
- Pending Referral
- Clearing Approved
- Site Cleared
- Urgent Removal Site

Toronto Ontario M5R 3P9
Canada



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Encampments

- Nordheimer Ravine
Pending Referral
last updated 23 hours ago
- Nordheimer Ravine (close to We...
Found Site
last updated Yesterday
- Nordheimer Ravine
Pending Referral
last updated Yesterday
- Nordheimer Ravine
Found Site
last updated Yesterday
- Untitled
Found Site
last updated 3 days ago
- Warden woods park
Found Site

438 records

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OFFENCES AND VIOLATIONS

Controlled Drug & Substances Act	Mental Health Act
Criminal Code of Canada	Safe Streets Act
Liquor License Act	Trespass To Property Act

Toronto Municipal Code



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OFFENCES AND VIOLATIONS

Controlled Drug & Substances Act.

- Possession of an illegal substance.

Criminal Code of Canada.

- Assault.
- Assault with a weapon.
- Uttering Threats.



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OFFENCES AND VIOLATIONS

Liquor License Act.

- Being intoxicated in a public place.
- Consumed liquor in other than licensed premises, residence or private place.
- Drinking alcohol in a form that is not liquor.
- Having liquor in open container in other than licensed premises, residence or private place.

Safe Streets Act.

- Solicited in an aggressive manner.



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OFFENCES AND VIOLATIONS

Trespass To Property Act.

- Engaged in prohibited activity on premises.
- Entered premises when entry prohibited.
- Failed to leave premises when directed.



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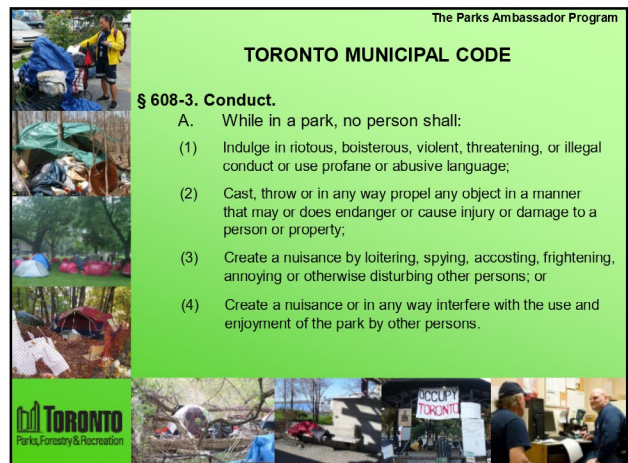
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TORONTO MUNICIPAL CODE

§ 608-3. Conduct.

A. While in a park, no person shall:

- (1) Indulge in riotous, boisterous, violent, threatening, or illegal conduct or use profane or abusive language;
- (2) Cast, throw or in any way propel any object in a manner that may or does endanger or cause injury or damage to a person or property;
- (3) Create a nuisance by loitering, spying, accosting, frightening, annoying or otherwise disturbing other persons; or
- (4) Create a nuisance or in any way interfere with the use and enjoyment of the park by other persons.



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TORONTO MUNICIPAL CODE

§ 608-10. Campfires and barbecues.
While in a park, no person shall:

- A Light, build or stoke an open fire or bonfire unless authorized by permit;
- B Use any portable barbecues unless authorized by permit or where posted to allow use;
- C Use fuel other than charcoal or briquettes in permanently fixed barbecues; or
- D Leave a barbecue or campfire without extinguishing the fire and ensuring that the embers are cold.






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TORONTO MUNICIPAL CODE

§ 608-13. Camping and lodging.
Unless authorized by permit, no person shall dwell, camp or lodge in a park.

§ 608-14. Tents and structures.
Unless authorized by permit, no person shall place, install, attach or erect a temporary or permanent tent, structure or shelter at, in or to a park.

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TORONTO MUNICIPAL CODE

§ 608-53. Enforcement.
A. Any provincial offences officer or employee of the City designated by the Commissioner is authorized to inform a person of the provisions of this chapter and to request compliance with it.






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TORONTO MUNICIPAL CODE

§ 608-53. Enforcement.
B. Any provincial offences officer or employee of the City whose duties include the enforcement of this chapter is authorized to order a person believed by the officer or employee to be contravening or who has contravened any provision of this chapter to:



- (1) Stop the activity constituting or contributing to the contravention;
- (2) Remove from the park any animal or thing owned by or in the control of the person which the officer or employee believes is or was involved in the contravention; or
- (3) Leave the park.

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TORONTO MUNICIPAL CODE

§ 608-53. Enforcement.
E. If a person encroaches upon a park and fails to comply with a notice given under Subsection F, the Commissioner, or persons acting upon his instructions, may remove the encroachment, install appropriate fencing and recover all expenses associated with the removal, including, but not limited to, soil testing, disposal fees, park restoration and fence installation.






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TORONTO MUNICIPAL CODE

§ 608-53. Enforcement.
F. Notice to comply.

- (1) The notice to comply shall require compliance with this chapter within a specified time period but no sooner than 72 hours after the notice is given.
- (2) Notice to remove the encroachment may be served personally on the person to whom it is directed or sent by registered mail to the last known address of that person, in which case it shall be deemed to have been given on the third day after it is mailed.

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TORONTO MUNICIPAL CODE

§ 608-53. Enforcement.

F. Notice to comply.

(3) If there is evidence that the person in possession of the land is not the registered property owner, the notice shall be served on both the registered property owner and the person in possession of the land.

(4) If the address of the owner or occupant is unknown or the City is unable to effect service on the owner or occupant under Subsection F(2), a placard stating the terms of the notice and placed in a conspicuous place upon the property shall be deemed to be sufficient notice.

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People want to be treated with Dignity and Respect!





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People would rather be asked than told what to do!

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People would rather have options than threats!





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People want to know why they are asked or told to do something!





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People want a second chance to make matters right!





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Styles make fights!



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Engaging Safely



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DISCLAIMER:

These scenarios, within this training course, are reenacted Parks Ambassador engagements.


While the language and themes are highly inappropriate, they are, sadly, interactions that you, as Parks Ambassadors, are going to deal with.

This conduct is inappropriate and as we have these engagements with the public, it is important that we are always professional and respectful towards the public, one another and we do so safely!




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Scenario #1

Asking a homeless person if they need assistance.



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Scenario #2

Asking an individual to leave the park with their open alcohol.




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Scenario #3

Asking an individual to leave the park because a Parks Gardener called you and said that he or she had been drinking alcohol.



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Scenario #4

Engaging an encampment.



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Scenario #5

Posting a Notice of Advice Form.

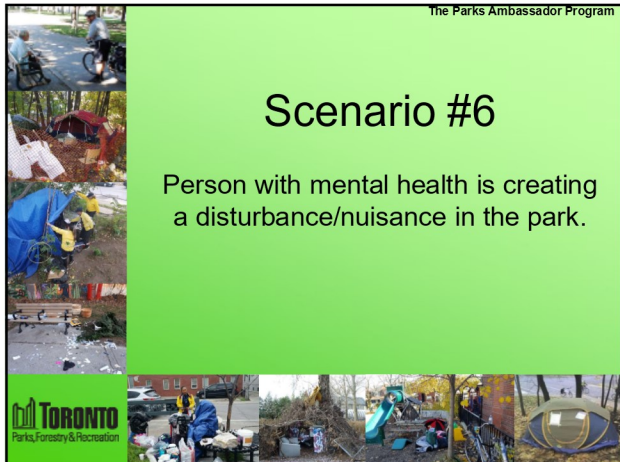


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Scenario #6

Person with mental health is creating a disturbance/nuisance in the park.



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PARKS AMBASSADOR FLASHBACK
(Public Sector Quality Fair - July 18th, 2008): With their excellent tracking and diligence towards customer service, the Modernization Division, Government of Ontario awarded the Parks Ambassador team with an "Award of Excellence - Gold".




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WELCOME TO THE TEAM!