



Vault Mental Health Services Inc.
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(705) 503-9699

To Whom It May Concern,

My name is Jessica O'Connor, and I am the owner of Vault Mental Health and a long-term visitor of the Town of Cobourg. My parents moved to Cobourg when I was 17, and I have spent every summer and holiday there since. It was a natural decision for me to open my fourth location in a town that holds so many cherished memories. I've always loved walking downtown and have felt safe and comfortable in the community.

I chose 304 Division St. for my fourth office location, a beautiful space in the Grand Hall. The building has long been respected, as have its landlord and neighboring businesses. However, just one month into my lease, the neighboring buildings became severely mismanaged. This has led to ongoing safety concerns, with homeless individuals struggling with serious mental health and addiction issues creating an unsafe environment.

As a result, both clients and therapists have terminated their services and employment at Vault Mental Health due to the constant anxiety and disruptions. Therapists have been followed to their cars, and we've had to ask individuals not to smoke crack on the steps. The loud disruptions and concerning behavior from individuals who are clearly unwell have created an untenable situation.

While I have deep compassion for those facing such difficult circumstances — especially in light of the ongoing economic downturn and lack of community resources for displaced or homeless individuals — the unmanaged nature of this situation forced me to make a difficult decision. I had no choice but to relocate my office to Port Hope at 11 Mill St., where we now feel significantly more supported and secure thanks to the presence of effective community resources and leadership.

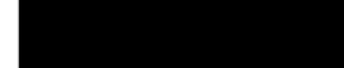
It saddens me that we could not stay in Cobourg, especially since available downtown spaces unaffected by these challenges are so limited. I am writing to express my strong support for the hardworking local businesses that continue to suffer under these conditions. It is my hope that the town and its community can come together to provide real solutions — not simply to place people, but to care for and support them in meaningful ways. Small businesses should not bear the burden of managing this complex issue alone.

Thank you for your time and attention to this matter.

Sincerely,

Jessica O'Connor

Personal privacy (MFIPPA s.14)



Owner, Vault Mental Health

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