

310 Division Street Community Liaison Committee

Meeting Minutes

Date: April 1, 2025

Time: 5pm- 7pm

Location: 600 William St Cobourg, Boardroom

Attendees:

Facilitators:

- Beth Bellaire
 - o Participation in all Subcommittees
- Chloe Craig
 - o Participation in all Subcommittees

Community Members:

- Bob LeDrew
 - o Subcommittee - Communications
- Erisa Katona
 - o Subcommittee - Community and Safety
- Hillary Allen
 - o Subcommittee - Community and Safety
- Kendra Simmons
 - o Subcommittee - Resources
- Kim Gay
 - o Subcommittee - Education and Learning
- Liz Greaves
 - o Subcommittee - Education and Learning
- Rob James
 - o Subcommittee - Resources
- Shari Syer
 - o Subcommittee - Community and Safety

County Representatives:

- Rebecca Carman

Delegates:

- Chris Challenger, Town of Cobourg
- Ike Nwibe, Executive Director, Transition House
- Carolyn Rutherford, Community Health Centres of Northumberland
- Emma Taylor, Northumberland Hills Hospital Community Mental Health
- Kim Wilkinson, Northumberland Paramedics
- Jennifer Bogart, DBIA
 - o Subcommittees – Community and Safety & Education and Learning

Regrets:

- Daniel Gaito, Trinity United Church
- Meaghan Macdonald, Board Chair, Transition House

- Janice MacDonald, Cobourg Police Services
- Brenda Whitehead – Subcommittee – Education and Learning
- Catherine White
- Bill Smith, County Representative
- Chris Gorman, OrgCode Consulting Inc.

Welcome and Opening Remarks

- Beth Bellaire called the meeting to order
- Land acknowledgement – Beth acknowledged the Skootamatta River which flows through Bon Echo Park
- Roundtable discussion
 - Chloe made reference to a letter from the Vault which has representation on one our business's that left 304 Division St.
 - Approval of prior Meeting Minutes (March 4, 2025) – Minutes approved

Shelter Updates

- Transition House Updates (Ike Nwibe)
 - The Shelter saw 63 unique Clients
 - One person was diverted to reunite with their support system
 - 3 new individuals were added to the by-name list
 - Canada Ontario Housing (COH) does not have funding, however 3 more opportunities were added and being explored
 - Wrap-round services are being provided by 12 Partners and 2 more services received additional funding and are finalizing the process
 - Humane Society for animal services
 - Wellness Clinic – ensure vaccinations are up to date and complete and other support resources as necessary
 - Ike shared the need for recognizing the positive.
 - There is no one size that fits all
 - Need to focus on the unique successes of the individuals
 - Beth prompted a discussion to ask Ike what we can do to help.
 - The Resource Committee made a visit which was very helpful and Ike likespr that he can go to them directly
 - A discussion ensued regarding animals at the shelter and were they up to date on vaccines for Health and Safety reasons. Ike indicated that he works closely with the Northumberland Humane Society on a case-by-case basis to ensure this

County Updates

- Rebecca Carman indicated that the Social Services Committee Agenda for April 2 will include full reports for 310 Division of which include 310 Division Street Data Updates and Police Services data from March
 - The Police Services data indicates:
 - There were 57 calls of which most were property checks which are not initiated by calls from the community
 - More information will come later

- In addition, the above reports and CLC Committee Meeting Minutes will be shared with the Council who are meeting April 16
 - Agenda can be located here for reference: [Regular Council Meeting - April 16, 2025](#)
 - Rebound had a youth homelessness presentation which will be shared with Council
- Transition House, Police Services, Contracted Security and County Initiative:
 - Suggest these stakeholders meet monthly to address concerns related to call responses
 - Always a focus on wellness and safety for all stakeholders concerned
 - Often Police Services are onsite and offer their introductions to create trust within the Community

Subcommittee Reports

Resources Subcommittee Report:

- Rob James reported on the database inventory which will help organize all of the known resources in an easier environment to search and track things such as:
 - Transition House services and information
 - Donations
 - How to get access to supplies and resources needed
 - To cross over all aspects of the County – what is actually needed?

Community Safety Subcommittee Report:

- Hillary Allen shared that a rough draft of contact names and numbers has been put together to provide a list of resources to contact for concerns over community safety
 - The list has been sent to be vetted through By-law
 - Question arose in regard to who administers the ECE mailbox
 - Rebecca receives these emails however there was only that was related to the CLC
 - It was suggested that the email address should go on the newsletters and posters in production now via other CLC subcommittees
- Hillary mentioned that some businesses are reporting a disruption and even employees leaving their jobs
 - Erissa mentioned the development of the poster's. The intention for a positive focus and successful outcomes. A "Let's be good neighbours" title
 - Ike commented and shared a recent experience at Transition House where the Clients named the commercial kitchen after a dear Client who had recently passed away
 - Shows empathy and good intentions and is especially important to the Clients who are clearly interacting and establishing bonds with others

Education and Learning Subcommittee Report:

- Brenda Whitehead was unable to attend but did send a message asking the CLC to send her ideas for organizations to which Ike and/or the CLC should make presentations
 - End of the week responses would be appreciated
 - Brenda will compile a list of all the suggestions

Communications Subcommittee Report:

- Bob LeDrew provided updates
 - Newsletter in production for Community within the 500 m radius
 - Planned to be an offline weekly newsletter

- Considering Substack as the technology

Community Feedback/ Group Education

- Homeless Hub – a website and online newsletter housed at the Faculty of Education, York University: homelesshub.ca
 - Recommended the committee sign up as it holds valuable information and education
- Community Matters Event – Reducing Poverty in Northumberland (March 26) – feedback from attendees
 - The event was in partnership with United Way and The Legal Centre
 - Beth Bellaire, Liz Greaves, Bob LeDrew and Kendra Simmons all attended
 - Observations and comments:
 - Remarkably diverse attendance which presented different perspectives on issues – saw feedback from service providers and community connectors
 - Much concern was raised to Bob LeDrew but as an observer, not much can improve without affordable housing
 - Liz also commented on the fact that affordable housing simply does not exist right now
 - Learned about other Organizations/Agencies that were in place to help overcome barriers and see better outcomes
 - Kendra reported that the need for housing is so overwhelming
 - Need a navigation system to get through all the services
 - Habitat for Humanity are looking at existing and new programs
- Summary of feedback from CLC email system
 - Only one request which was not related to the committee

Review of Method of Distribution of CLC minutes and committee news

- Kim Gay continues to work on a centralized environment for the committee
 - MS Teams presented issues so has been abandoned to be developed in Google Workspace
 - Google Calendar will be used for all CLC monthly meetings and invitations will be disseminated via email and that platform
 - A video link will always be included for members who are unable to attend in person
 - The Executive Team will all have access to all areas of the environment so that there will always be a backup resource to administer the space
 - Subcommittee Teams will be created in the Google environment where documents can be shared and worked on collaboratively
 - Timeline for initial set up – To be completed by the next meeting in May

Unfinished Business

- Terms of Reference - complete
- Bios of CLC members – This will be a one liner indicating why they joined the Committee. It will be anonymous
- Insurance Coverage (reminder – going to County Council in April as required under the County's indemnification By-law) - complete

Final Discussion & Next Steps

- Open discussion about concerns over public and community safety (ad-hoc):

- Numerous committee members raised concerns over some observations around the community and the impact both on the businesses and Transition House
 - Drug use was reported
 - This cannot be solely blamed on Clients of Transition House
 - Many are outsiders that have no business there
 - Business is reporting that Transition House is impeding their ability to do business – employees are leaving
 - Numerous members commented and agreed that it is a complicated and demanding situation without much of a buffer zone
 - Everyone wants a solution
 - Suggested by Beth regular stakeholder meetings with everyone at the table to present experiences, solutions and ideas
- What to do?
 - Rebecca Carman indicated that the County is seeking 3rd party support and that there are so many variances:
 - Abuse
 - Family trauma
 - Injury
 - There are more functional individuals than we know of but not enough help to solve all the issues
 - There must be an element of choice as well – the individuals must want to receive the help
- Emma Taylor commented on the health problems that can arise
 - Using dirty supplies, etc.
- Beth Bellaire mentioned the amnesty lockers on the main floor which are to be used for any drug supplies and kept locked and monitored
 - Ike Nwibe interjected when about a rumour that these lockers had been broken into, and he confirmed that this is untrue
- It was reported that the community were frustrated, and many businesses were very frustrated
 - Ike felt it was not for one organization to resolve – must be a systemic approach that needs full engagement from all stakeholders
 - Transition House stands behind the no drug use policy
 - Room checks happen on a regular basis
 - Code of conduct is displayed in obvious locations for Client's to refer to
- Kendra Simmons shared the issues in the last month which prompted her to ask about who to contact for these issues? Who do we call?
 - Consensus from the committee is that the process needs to be refined and documented
 - We know that there are roving guards but the public at large do not know who to call for various issues: Is it the police, security or the County? For immediate safety fears it should always be the Police but often security can aid for issues related directly to onsite behaviour that is not threatening. The process is not clear and needs to be found to allay community concerns and direct calls to the appropriate Teams
- The discussion ended with an acknowledgement that there are many ongoing issues that relate directly to the community but to also keep in mind the Clients of Transition House also
 - They deserve to have their voices heard
 - There is and should be a place in the community for them

- Clients should not be fearful and feel ashamed or embarrassed – they deserve respect also
- Request subcommittee completes the Subcommittee Action Planning Worksheet
 - Will assist in providing updates on activities and Leadership plans
- CLC Executive Team will outline timelines and activities that remain in their area of responsibility
 - Next meeting to be scheduled for May 6
 - Unless otherwise indicated, 600 William will be home to all CLC monthly meetings moving forward
 - Chloe Craig asked about the 4th floor and it was indicated that it was to be completed next week
 - Also, is the Hub report only for the warming room? It was confirmed the majority of the report was data for the warming room with ECE Security and Occupancy analysis on the last few pages

Closing Remarks & Adjournment

- Final reflections from members
 - General discussion amongst the committee about how we can further engage Clients of Transition House in community initiatives such as tending to gardens, helping around the neighbourhood, volunteer opportunities?
 - To be revisited as there were many suggestions
- Acknowledgement and thanks to everyone

310 Division Street Community Liaison Committee

Terms of Reference

Transition House Mission

Transition House's mission is to provide services that alleviate individuals' immediate housing crises as a first step toward being quickly and permanently re-housed with the right supports. To achieve this, Transition House is committed to the following principles:

- **Quality Service:** Meeting community needs by demonstrating openness to input from stakeholders.
- **Strong Partnerships:** Building trust, clarity of purpose, and mutual benefit with partners.
- **Increased Community Impact and Visibility:** Responding to community partners' requests for information and clarification about services.
- **Accountability:** Ensuring the integration of the new emergency shelter at 310 Division Street into the neighbourhood with minimal impact to Cobourg community members.

The Community Liaison Committee (CLC) will support these goals by serving as an advisory body, not a decision-making body with supervisory authority over the shelter. Members are encouraged to discuss concerns, ideas, and perspectives, seeking to develop common ground. The guidance and feedback provided by the CLC will inform Transition House's decisions regarding the shelter's integration with the community.

Purpose of the CLC

The CLC exists to:

1. **Foster Positive Relationships:** Build and maintain positive relationships between Transition House, the shelter's neighbours, and the broader community.
2. **Facilitate Two-Way Communication:** Serve as a platform for the community to share concerns and feedback while receiving updates on shelter operations and initiatives. It is critical that the CLC helps ensure that concerns are acknowledged and directed appropriately to the relevant individuals or organizations.

3. **Ensure Challenges Are Directed to the Right Authorities:** The CLC does not enforce rules, implement policies, or directly intervene in shelter operations. Instead, it serves as a conduit to help bridge communication gaps, ensuring that community concerns are heard, acknowledged, and brought to the appropriate decision-makers.
 4. **Promote Transparency and Trust:** Enhance transparency and build trust through ongoing dialogue and engagement. By facilitating regular discussions between the shelter, stakeholders, and the broader community, the CLC helps ensure that concerns are met with informed responses.
 5. **Education & Awareness:** The CLC will support efforts to improve public understanding of homelessness, shelter operations, and the broader system of care. This may include developing community presentations, fact sheets, or participating in public forums.
 6. **Time-Limited Operation:** The CLC is planned to operate for one year, after which its effectiveness and continued need will be evaluated.
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Group Expectations and Operating Principles

CLC members are expected to uphold the following principles to ensure effective collaboration and meaningful outcomes:

- **Foster Respect:** Treat all members, stakeholders, and community perspectives with dignity.
 - **Seek Consensus:** Aim for agreement through open dialogue and shared understanding.
 - **Promote Collaboration:** Work collectively to identify solutions and elevate concerns.
 - **Encourage Inclusivity:** Ensure diverse voices and perspectives are heard and valued.
 - **Build Active Listening:** Engage in thoughtful, empathetic communication.
 - **Commit to Accountability:** Take responsibility for actions and decisions.
 - **Maintain Focus on Advisory Role:** Remain within the CLC's purpose as an advisory body rather than assuming operational or enforcement roles.
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Meeting Schedule and Administration

- **Frequency:** Meetings will occur monthly, with flexibility to adapt based on the needs of the shelter and community.
- **Initial Meetings:** OrgCode will facilitate the first three meetings to establish group dynamics and provide orientation.
- **Community Feedback:** Meetings will incorporate feedback gathered through the established CLC email system, ensuring that all community members have equal opportunities to be heard.
- **Standing Data Agenda Item:** Regular data updates, including shelter operations and community concerns, will be a standard part of meetings.
- **Periodic Review of Effectiveness:** The CLC will periodically evaluate how effectively concerns are being addressed and whether adjustments are needed to improve communication and responsiveness.

Administration

- Meetings will follow a structured agenda, distributed in advance.
- Minutes will be recorded and shared with members for review.
- Provisions will be made for onboarding new members as needed to ensure continuity and representation.
- The CLC will periodically review its composition to ensure balanced representation of perspectives and local stakeholders.

Member Roles and Responsibilities

CLC members will:

1. **Abide by the Terms of Reference:** Participate in discussions constructively and collaboratively.
2. **Attend Meetings Consistently:** Provide insights, expertise, and feedback to assist Transition House in its operations and programming.
3. **Respect Confidentiality:** Uphold the confidentiality of materials flagged as confidential.
4. **Promote Transparency:** Share non-confidential updates with their networks to promote transparency and awareness.
5. **Collaborate on Solutions:** Develop solutions that support the shelter's positive integration into the Cobourg community.
6. **Act as Community Liaisons:** Share accurate, non-confidential information about the shelter to counter misinformation and build trust.

Succession Planning

To ensure the Community Liaison Committee (CLC) maintains its effectiveness and continuity:

1. Identifying New Members:

- Open calls for new members will be conducted as needed through public channels, including local media, social media, and community newsletters.
- Prospective members will submit an Expression of Interest (EOI) form, detailing their qualifications, availability, and motivation for joining the CLC.

2. Selection Process:

- Applicants will be evaluated using a predefined scoring rubric based on communication skills, cultural competency, knowledge of homelessness, and ties to the community.
- An interview panel, including current CLC members and Transition House leadership, will assess shortlisted candidates to ensure alignment with the CLC's objectives and values.

3. Onboarding New Members:

- New members will receive an onboarding package with an overview of the CLC's purpose, recent meeting minutes, key ongoing issues, and the finalized Terms of Reference.
- A mentorship system may be established, pairing new members with experienced members to ensure seamless integration into the group.

4. Transition of Departing Members:

- Outgoing members will provide a brief summary of ongoing priorities, community concerns, and recommendations to facilitate continuity.
- Departures will be announced at meetings to ensure transparency and allow time for recruitment, if needed.

5. Ensuring Balanced Representation:

- The CLC will periodically review its composition to address gaps in representation, prioritizing lived experience and local stakeholder perspectives.

Member Role Development and Assignment

To ensure the Community Liaison Committee (CLC) operates effectively and capitalizes on members' skills and expertise, ongoing roles will be identified and assigned after the initial meetings:

1. Role Identification:

- During the first few meetings, the CLC will collaboratively determine key roles needed to support its objectives and address emerging priorities.
- Examples of potential roles include:
 - **Chairperson:** Facilitates meetings and ensures agenda adherence.
 - **Secretary:** Records minutes and manages meeting documentation.
 - **Community Outreach Representative:** Liaises with the broader community to gather and relay feedback.
 - **Evaluation Lead:** Tracks progress on CLC goals and prepares reports on success indicators.

2. Role Assignment:

- Members will have the opportunity to express interest in specific roles based on their skills, experience, and availability.
- Roles will be assigned by consensus, ensuring alignment with individual strengths and the CLC's needs.

3. Periodic Review of Roles:

- Assigned roles will be reviewed periodically to ensure they continue to meet the needs of the committee and to allow for rotation or reassignment if necessary.

4. Role-Specific Support and Training:

- Where needed, members will receive support or training to fulfill their assigned roles effectively.

5. Maintaining Flexibility:

- The CLC will remain adaptable, allowing for the creation of new roles or reassignment as priorities evolve.

Decision-Making Process

The CLC operates on a consensus-based approach to decision-making, ensuring all voices are heard and respected.

1. **Consensus-Based Approach:** Decisions will be made collaboratively, with the aim of reaching agreement through open dialogue and shared understanding.
2. **Contingency for Non-Consensus:**
 - **Transition House-Directed Decisions:** For issues directly impacting shelter operations or policies, unresolved matters will be referred to Transition House leadership for final consideration, with the CLC's input documented as advisory recommendations.
 - **CLC or Community-Focused Decisions:** The committee may utilize the Fist to Five consensus model to reach consensus on a decision, working toward

high degrees of agreement. If consensus cannot be reached, the issue may be delegated to a subcommittee for further exploration.

3. **Commitment to Advisory Role:** The CLC is an advisory body focused on fostering dialogue and providing constructive feedback. Final decisions on shelter operations and policies remain the responsibility of Transition House leadership.
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Roles of Shelter Leadership and Facilitators

- **Shelter Leadership:** Transition House leadership will share updates on shelter operations, programming, and community impact while also committing to actively listening to the concerns, suggestions, and perspectives of CLC members and the broader community. This includes fostering open, empathetic dialogue to address issues and strengthen relationships with the community.
 - **Facilitators:** Ensure meetings remain focused, productive, and aligned with the group's purpose and principles. Facilitators will promote inclusivity, ensure all voices are heard, and provide guidance to navigate complex or contentious issues constructively.
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Communication Protocol

A communication protocol is in place for the CLC and attached as an appendix to the Terms of Reference. All members of the CLC commit to adhering to the protocol.

Success Indicators

The effectiveness of the CLC will be evaluated based on:

1. **Actionable Recommendations:** Constructive collaboration resulting in recommendations, such as enhanced neighborhood engagement strategies, shelter policy adjustments, or the introduction of new community programs.
 2. **Increased Awareness and Understanding:** Measured through feedback from community members and stakeholders, highlighting improved understanding of homelessness and shelter operations.
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3. **Enhanced Community Trust:** Demonstrated by reduced concerns and improved perceptions of the shelter. A **pre- and post-community survey** may be considered to measure this impact.
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Amendments to the Terms of Reference

The Terms of Reference will be reviewed periodically to ensure they remain relevant and effective. Amendments can be proposed by any CLC member and will require consensus for approval.

Date of Approval: April 1, 2025