

Appendix II
Housing Services 2020 Annual Update

COVID Response for the Homeless

Response	Description	Outcomes
Downtown Brampton Drop-In Centre	Drop-in centre for individuals who are unstably housed or experiencing homelessness. Social service supports, medical services, harm reduction supports, housing supports, access to food, water and the internet and a place to rest and relax are available.	Between February – April 2021: <ul style="list-style-type: none"> • 3600 visits were made to the drop-in centre • 44% of the visits were made by individuals who are housed • Most visits were for access to the medical services, harm reduction supports and for access to food and water
Reduction in Shelter Capacity	The occupancy of Peel's emergency shelters was decreased to a maximum of 50%. Staff moved 50% of shelter clients into local hotels that provided private rooms for everyone. Cleaning protocols in shelters were improved to meet Public Health's infection prevention protocols	<ul style="list-style-type: none"> • From March 2020 to April 2021 there were only 60 COVID-19 positive cases associated with shelter outbreaks in Peel.
Support for Community Housing Providers	COVID-19 emergency funding provided to support additional costs associated with the pandemic for community housing providers.	<ul style="list-style-type: none"> • 41 housing providers in Peel were allocated funding to increase onsite cleaning protocols and to provide technology for staff to work remotely during the multiple lockdowns.
Out of the Cold Programs	2 Out of the Cold overnight programs were set up and operated from November 2020 – March 2021 in Brampton and Mississauga.	<ul style="list-style-type: none"> • Average per night occupancy levels close to 70%. • Unlike Montreal and Toronto, the Region of Peel had 0 deaths in Peel's homeless population due to hypothermia in 2020/2021 winter.
Voluntary Isolation Housing	Staff from Housing Services led the creation of isolation centres to provide space for Peel residents who needed a place to safely isolate. Additional health and housing supports were also made available.	<ul style="list-style-type: none"> • From March 2020 to June 2021, 2619 individuals were admitted to an isolation site. • 34% of individuals who were not stably housed improved their housing status from intake to discharge.