

Appendix II

A Coordinated Encampment Response for Peel Region, the City of Brampton, the City of Mississauga, and the Town of Caledon

Encampment Response Teams and the Encampment Response in Peel

Encampment Response Teams

Each municipality has established an Encampment Response Team comprised of municipal and regional staff as well as police, Peel Outreach, and other community agencies as appropriate. Table I outlines the role of the Encampment Response Teams in Peel.

Table 1

Member	Role(s)
City of Brampton, Town of Caledon, City of Mississauga	<ul style="list-style-type: none">• Participate in weekly meetings and encampment site conferences• Weekly visits to encampment sites to perform wellness checks and ongoing monitoring• Assess encampment sites for health and safety risks• Develop action plans to mitigate and reduce risks• Support encampment residents• Support councils and the surrounding community
Peel Region	
Peel Outreach	
Peel Regional Police	

Coordinated Encampment Response

Every time someone calls 311 to report a complaint or concern about an encampment in Peel the following process is followed. Depending on the situation, not all steps are always necessary. Table 2 outlines the steps that are taken when an encampment is reported and the applicable protocol(s).

Table 2

Step		Description	Applicable Protocol(s)
1	An encampment related complaint or concern is reported to 311	311 logs the complaint and informs municipal staff, as appropriate.	Service Requests & Complaints Protocol
			Roles & Responsibilities Protocol
2	Encampment Response Team is notified	The team is made up of municipal (City of Brampton, City of Mississauga, or Town of Caledon, including local fire and emergency services) and Peel Region employees, Peel Regional Police, and Peel Outreach.	Service Requests & Complaints Protocol
		<ul style="list-style-type: none">• Regional and Municipal Coordinators are notified.	Roles & Responsibilities Protocol

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		<ul style="list-style-type: none"> • Coordinators ensure relevant partners are informed and attend the encampment as required. • Coordinators log complaints, service requests, and inquiries received through all channels in comprehensive logs for each municipality. 	Measurement & Reporting Plan
3	Security Services go to the encampment to gather information	Security Services visit the location to confirm there is an encampment, collect relevant information, and shares this with the Encampment Response Team.	Encampment Policy & Protocols Glossary of Terms
		<ul style="list-style-type: none"> • Coordinates are obtained to determine Custodianship. • Custodianship determined. • If private property, Coordinators notify property owner. • Coordinators log relevant details in comprehensive logs for each municipality. 	Roles & Responsibilities Protocol Measurement & Reporting Plan
4	Peel Outreach connects with encampment residents	The Peel Outreach team develops relationships to connect encampment residents to supports and services, including emergency shelter.	Supporting Encampment Residents Protocol
		<ul style="list-style-type: none"> • Complete Encampment Needs Assessment. • Share information with Regional and Municipal Coordinators as needed. • Develop individual case plans, complete referrals as required. • Mitigate assessed risks where possible. 	Measurement & Reporting Plan
5	Encampment Response Team site assessment	Peel Regional Police and fire and emergency services build relationships with encampment residents and assess health and safety. Any health and safety hazards are reduced through several actions by the Encampment Response Team to support community safety and cleanliness.	Encampment Clean-Up Protocol Encampment Site Conferencing Protocol
		<ul style="list-style-type: none"> • Complete Site Assessment. • Support site, mitigate risks, consult and engage partners. • Share information with Regional and Municipal Coordinators as needed. 	Measurement & Reporting Plan
6	Site is monitored and supported	<ul style="list-style-type: none"> • Health and safety risks are managed and reduced. • Litter clean ups are completed as needed. • Encampment residents are encouraged to access appropriate shelter options. 	Supporting Encampment Residents Protocol

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		<ul style="list-style-type: none"> Attend weekly meetings. Attend Encampment Site Conferences as needed. Prepare encampment profiles as needed. Prepare Encampment Site Recommendation Template as needed. Execute Encampment Clean-Up Protocol as needed. Collect data, share information, respond to community and councillor inquiries. Determine if site is in a 'No Encampment Zone'. Ongoing monitoring to determine if encampment becomes inactive. 	<p>Encampment Clean-Up Protocol</p> <p>Encampment Site Conferencing Protocol</p> <p>Inactive Encampment Protocol</p> <p>Removal & Enforcement Protocol</p> <p>Measurement & Reporting Plan</p>
7	Enable encampment residents to be successfully housed and restore public spaces to their intended use	<p>Encampment Response Teams use a balanced, human rights-based approach to help encampment residents transition to appropriate indoor housing options. When this happens, public spaces can be restored to their intended use. This can happen for several reasons, including:</p> <ul style="list-style-type: none"> Residents have moved to emergency shelter or other housing options, and the encampment has become "inactive" (no one is living there). The encampment is removed because it is in a "no encampment zone". No encampments are permitted in these zones because of significant health and safety concerns. The encampment is removed because of other high risks that cannot be safely reduced. 	<p>Supporting Encampment Residents Protocol</p> <p>Encampment Site Conferencing Protocol</p> <p>Inactive Encampment Protocol</p> <p>Removal & Enforcement Protocol</p> <p>Measurement & Reporting Plan</p>
		<ul style="list-style-type: none"> Attend weekly meetings. Ongoing monitoring to determine if encampment becomes inactive. Attend Encampment Site Conferences as needed. Prepare encampment profiles as needed. Collect data, share information, respond to community and councillor inquiries. Prepare Encampment Site Recommendation Template as needed. Execute Inactive Encampment Site Protocol as needed. 	

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		<ul style="list-style-type: none">• Execute Removal & Enforcement Protocol as needed.• Remediate site as needed.	
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