

May 15, 2025

## City of Toronto's Enhanced Outreach Model Dufferin Grove Park

### City of Toronto's Approach to Encampments

The City of Toronto is committed to a people-first, human rights-based approach to help connect those living outside and in encampments with shelter and housing. Outreach efforts at these locations focus on engaging with individuals to build trusting relationships, help address immediate health and safety needs and find permanent housing.

The City uses a multi-divisional approach to respond to the complex needs of those living outdoors. Outreach staff work to facilitate access to indoor spaces, housing and wrap-around supports while clean-up crews remove waste and debris and ensure parks and other shared-use spaces are accessible to all. This work is guided by the City's [Interdivisional Protocol for Encampments in Toronto](#) (IDP), which was approved by City Council in June 2024.

### Enhanced Outreach Model at Dufferin Grove Park

- In line with the IDP, the City's Encampment Steering Committee approved the Enhanced Outreach Model (EOM) at Dufferin Grove Park on December 20, 2024.
- The EOM was implemented on February 1, 2025, when more than 28 encampments and approximately 13 people were living in encampments in the park.
- As of May 9, 2025, the City has led 98 days of intensive engagement through the EOM, which includes 24/7 monitoring, enhanced outreach, encampment prevention measures, daily garbage collection, and fire safety education.
- Before EOM implementation:
  - 41 individuals were referred to shelter
  - 1 individual moved into permanent housing
  - In November 2024, the park had a peak of 46 encampments
- Since EOM implementation (February 1 to April 30, 2025):
  - 8 individuals were referred to shelter
  - 5 individuals moved into permanent housing
  - 39 encampments were reduced and/or prevented
- A total of 9,254 kgs of debris has been removed from encampments in the park in 2025.

## **Resources Allocated to the EOM at Dufferin Grove Park**

- To support the EOM, the City has invested staff, security, sanitation and other services at Dufferin Grove Park.
- This coordinated effort is led by Toronto Shelter and Support Services (through its Encampment Office) and includes security and bylaw enforcement staff, and staff with expertise in community development, outreach, and fire safety education from the following City Divisions:
  - Parks and Recreation
  - Toronto Fire Services
  - Corporate Security
  - Municipal Licensing and Standards
- From March 27 to April 27, 2025, security teams completed 802 patrols, averaging one patrol every 53 minutes.
- Between February 1 and April 30, 2025, staffing costs for the EOM totaled \$32,951.94, of which \$10,825.92 were for Corporate Security. An additional \$8,893.08 was spent on portable toilets.

For more information about the City's encampment response, visit:  
[www.toronto.ca/encampments](http://www.toronto.ca/encampments)