

May 20, 2025

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

***\*\*This document has been revised to include total staffing costs for the Enhanced Outreach Model (EOM) at Dufferin Grove Park, from February 1-April 30, 2025\*\****

***\*\*A previous version of this note, dated May 15, 2025, provided a weekly cost of the EOM from February 1-April 30, 2025\*\****

### 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.
- Before implementation of the EOM (January 1, 2024, to January 31, 2025):
  - 41 individuals were referred to shelter
  - 1 individual moved into permanent housing
  - In November 2024, the park had a peak of 46 encampments
- Since implementation of the EOM (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
- As of May 20, 2025, the City has led 109 days of intensive engagement through the EOM, which includes 24/7 monitoring, enhanced outreach, encampment prevention measures, daily garbage collection, and fire safety education.
- The City has also removed 9,254kg of debris 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.

### **Weekly and Total Costs for the EOM at Dufferin Grove Park**

- *From February 1 to April 30, 2025 weekly staffing costs for the EOM totaled \$32,951.94, of which \$10,825.92 were for 24/7 contracted security guards.*
- *From February 1 to April 30, 2025 (63 weekdays and 13 weekends), the total staffing costs totaled \$418,327.19. An additional \$8,893.08 was spent on portable toilets.*
- *Please see Appendix for breakdown of weekly staffing costs.*

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

Appendix  
Staffing Costs Per Week

Division	Staff Type	Shift Type	Number of Staff	Hourly/Pay Rate	Avg. Hrs/Day	Avg. Days/Week	Weekly Cost (Feb-Apr)
Toronto Shelter and Support Services	Community Development Officer (EO)	Weekday	1	\$64.88	6	5	\$1,946.40
	Street Outreach Worker (S2H)	Weekday	2	\$34.94	1.5	4	\$419.28
	Street Outreach Councillor (S2H)	Weekday	2	\$43.29	1	2	\$173.16
	Community Safety Teams	Weekday	2	\$48.27	24	5	\$11,584.80
	Community Safety Teams	Weekend	2	\$48.27	24	2	\$4,633.92
	Street Outreach Worker (S2H)	Weekend	2	\$34.94	1.5	1	\$104.82
Parks and Recreation	Park Ambassadors	Weekday	2	\$51.68	1	5	\$516.80
	Lead Hand	Weekday	1	\$47.83	3	5	\$717.45
	Parks Handy Worker 2	Weekday	2	\$42.28	3	5	\$1,268.40
Corporate Security	Garda Security	Weekday	2	\$32.22	24	5	\$7,732.80
	Garda Security	Weekend	2	\$32.22	24	2	\$3,093.12
Toronto Fire Services	Captain- Fire Education	Weekday	1	\$67.73	2	1	\$135.46
	Fire Educator	Weekday	1	\$49.56	2	1	\$99.12
Municipal Licensing and Standards	Bylaw Enforcement Officer	Weekday	2	\$58.49	1.5	3	\$526.41
<b>Total</b>							<b>\$32,951.94</b>
<b>Fixed cost expense</b>							
Portable Toilets		Per Month	2 units	\$2,964.36		3 months	\$8,893.08