

FAQ

Opening of Tom Brown Arena as a Respite Centre

Q. When will the McNabb Arena Respite Centre close?

A: The McNabb Arena Respite Centre will close on Friday October 9 at 4 pm.

Q. How many people used the McNabb Arena Respite Centre?

A. The McNabb Respite Centre received an average of 200 clients per day. Since April 24 to September 24, the following services/interventions were offered:

- 3057 showers
- 1487 restroom visits
- 1113 clients seeking cooling during summer heat warnings
- 7632 requests for food
- 138 harm reduction interventions

Q. When will the Tom Brown Arena Respite Centre open?

A: The upper level of the Tom Brown Arena will open as a Respite Centre by early November with projected hours of operation, Monday to Friday from 9 am to 3:00 pm (TBC)

Q. Why is there a gap between the closing of the McNabb Arena Respite Centre and the opening of the Tom Brown Arena Respite Centre?

A. We've augmented community services to meet the needs of our clients as we planned for the closure of the temporary McNabb respite centre. Shower services are available at Centre 454, Centre Espoir Sophie, St. Joe's Women Centre and The Well.

Examples of expanded services to day programs include:

- Centre 454: expanded hours of service from 8 am to 3 pm and will open on Saturdays as of October 3 (adding 17 hrs/week)
- Centre 507: extended drop-in hours into early evening on Mondays and Wednesdays 1:30 pm to 6:45 pm and Sunday afternoons from 1:30 pm to 3:45 pm (adding 22.5 hrs/week)
- The Well: has extended their hours from 8 am to 3 pm and now offer services on Saturdays beginning October 3 (adding 17 hrs/week)
- Increased outreach services in Somerset West
- Service hours to now include Sundays and evenings for several community agencies

The clients who have been frequenting the McNabb respite centre were informed of the closure and have started using the community services listed above. They also received fact sheets listing all the information available to them.

We continue to assess their needs. In planning for the upcoming cold weather, which includes the opening of the Tom Brown Arena Respite Centre, we are in consultation with our City and community partners to ensure we are providing the best and most appropriate services possible. The planning includes:

- Site planning
- Consultation with our City and community partners
- Identifying Health and Safety protocols
- Building the staffing complement from current City employees
- Ensuring proper training for staff
- Security requirements
- Continued collaboration with Ottawa Police Service and Ottawa Public Health

Q. Are there programs available for the homeless in the interim until the new respite centre opens?

A. To prevent any projected service gaps with the McNabb Arena Respite Centre closing, the City is providing additional funding to four different day programs/community health and resource centres to allow community service providers to resume services safely as well as expand much needed services including showers and washroom facilities to people experiencing homelessness. Examples of the expanded services are listed above.

Staff are actively bridging clients to community service providers through information sharing and collaboration with service providers to ensure a warm transition of clients to available services.

Q. What services will be offered at Tom Brown Arena Respite Centre?

A: The Tom Brown Arena Respite Centre will offer numerous services to our most vulnerable residents, including a place to rest during the day, shower and use restroom services. The centre will also provide clients with essentials like towels, toiletries, food, clothing, and referrals to social programs and crisis intervention.

Q. Will the Tom Brown Arena Respite Centre include a supervised consumption site?

A. No, this is not a supervised consumption site. However, Harm Reduction staff from partner agencies will be on site to offer supportive counselling and case management.

Q. Why was the Tom Brown Arena selected for a respite centre?

A. Similar to the McNabb Arena selection process, thoughtful consideration was given to location and physical distancing measures. The site location also allows for separate

entrances and ease of traffic flow control. The site has a controllable internal infrastructure that provides for accessible use of bathrooms and shower facilities.

Q. How will the issue of discarded needles be addressed?

A. We continue to engage the services of Needle Hunters as part of the City's Needle Hunters Program. Other steps taken include staff performing perimeter sweeps multiple times daily as well as monitoring and coordinating disposal of sharps containers to be installed throughout the site.

Q. How will safety concerns be addressed?

A. The City will continue to contract a security service for regular monitoring of the Respite Centre during and after operational hours. The City will also continue to work with numerous partners including Ottawa Police Service for monitoring and patrolling. In addition, ongoing consultation with Ottawa Public Health are taking place to ensure current regulations are being met to keep patrons, clients and employees safe in the use of this facility during the COVID-19 pandemic. The safety and well-being of residents using the arena and those using the respite centre is of utmost importance to City staff.

Q. Will there be any impact on ice time?

A. Currently, Respite Centre hours will not impact or overlap evening and weekend ice time.

Q. Will there be information session opportunities for residents?

A. A town hall is being organized by Councillor Leiper the week of October 19 (TBC)

Q. When will the Tom Brown Arena Respite Centre close?

A. The centre will be open until the end of the winter at which time we will assess the need and state of the COVID 19 situation

Q. Will sport teams be in contact with clients of the respite centre?

A. As the site location allows for separate entrances and the hours of operations of the respite centre do not overlap the hours of operation of the rink, the sports teams should not be in contact with clients.

Q. What should residents do if they have any concerns?

A. Residents should contact the Human Needs Task Force at hntf@ottawa.ca or by phone at 613-580-2424 ext 26753. The Human Needs Task Force, which includes community partners such as Community Health Centres, the Ottawa Police Service, and Ottawa Public Health, will be actively supporting the respite centre and will answer residents' questions and concerns within 24 - 48 hours.