

Community and Social Services Committee (CSSC) Report: April 2024

1. April CSSC meeting cancelled

The CSSC meeting that was scheduled for April 9, 2024, from 6:30 p.m. to 8:30 p.m. was cancelled because the Chair was invited to an event related to safer supply on Parliament Hill. The committee supported this decision and will convene in May.

The next meeting of the CSSC is scheduled for May 16 from 6:30 p.m. to 8:30 p.m. at 140 Mann Ave.

2. Delegations at the City of Ottawa

The CSSC Chair intended to delegate at the City of Ottawa Planning and Housing Committee to support the motion by Councillor Plante to create an Acquisitions Fund/Strategy for small housing facilities. However, she was unable to do so because of scheduling conflicts at work.

Nonetheless, the motion passed and will be presented at City Council with small amendments. The motion as it was presented is in Appendix A.

2.1 Upcoming City of Ottawa Meetings

[eSCRIBE Published Meetings \(escribemeetings.com\)](https://www.escribemeetings.com)

- Emergency Preparedness and Protective Services Committee (Bylaw, EMS oversight) May 16, 9:30 a.m.
- Police Services Board (Police Oversight) *no meetings in May*
- City Council May 1, 10 a.m.; May 15, 10 a.m.; May 29, 10 a.m.
- Community Services Committee May 28, 9:30 a.m.
- Environment and Climate Change Committee May 21, 9:30 a.m.
- Community Safety and Well-Being Advisory Committee – *no meetings in May*

Agendas for some of these meetings are online. Unavailable agendas are usually available online the week prior to their occurrence. Based on the agendas, the CSSC Chair determines whether a delegation is needed in the context of the CSSC or not. Committee members are then informed of her assessment, invited to challenge that assessment and/or delegate as they see fit.

3. Community Liaison Committee Updates

This month, the CSSC Chair has attended 1 Community Liaison Committee meetings in person. The next meeting will be Tuesday May 21.

3.1 Administration

- The website is almost ready to launch! The SHCLC has approved the design and layout. The Planning Committee is working to update it and finalize some information before it goes live. Stay tuned!
- There are no new members to announce at this time; however, the planning committee continues to work to recruit business and other organization members. All of the other stakeholder representative groups have full membership at this time. We are still looking for 2 members in the business representatives group and 1 member in the other

organization group.

3.2 Actions

- SAVE THE DATE! SHCLC is holding its first community event! We will be participating in Clean the Capital (a little late) on June 8 from 1 p.m. to 4 p.m., starting at the Sandy Hill Community Health Centre. (Rain date: June 9 from 1 p.m. to 4 p.m.). There are three components to the event:
 - From 1 p.m. to 3 p.m. CLC members and all interested community members will be cleaning the area between Nelson St., Cumberland St., Rideau St., and Daly Ave. All streets within that area will be included.
 - From 2:30 p.m. to 4 p.m. Chef Ric's will be BBQing chicken dogs for us!
 - From 1 p.m. to 4 p.m. we will be inviting businesses, organizations, service providers, etc. to set up information booths.

The plan is to close the turnabout on Nelson St. to traffic and set up on the street, in the parking lot and in the Gazebo area. When you arrive, come to the SHCLC table and we will get you set up with gloves, pickers and bags for the clean up! Councillor Plante is helping us with permissions from the city and *everyone* will be invited. This event is an opportunity to meet members of the SHCLC and build community ties across the diverse stakeholder groups. More information will be made available as the event takes shape, but for now, SAVE THE DATE!!

- SHCLC has not yet heard from Health Canada with regard to the application for federal SUAP funding for the proposed CORE Team.
- Based on a conversation between the Director of the Oasis Program and the Executive Director of OICH, the Block Leaders are no longer being deployed to Sandy Hill. As such, they refused the invitation to present to the SHCLC.
- While the Block Leaders are no longer being deployed to the Sandy Hill area, the Byward Market District Authority is new and their operations may impact us in the future. As such, the SHCLC will be drafting a letter of introduction to invite them to collaborate and exchange as needed.
- Synapcity, Civics Booth Camp [Civics Boot Camp - Synapcity](#)

The final reports and products were provided to the full SHCLC ahead of the meeting. At the meeting, it was decided that a new working group for each of the case studies will be created.

The Good Neighbour Commitment working group will meeting and discuss what the commitment should look like based on the exceptional work of the Synapcity students. They anticipate presenting a draft for approval at the next SHCLC meeting.

The Strategic Priorities working group attempted to meet after the last meeting; however, that meeting did not happen. A new working group was formed and they are hoping to go

through the recommendations of the students and present ideas that are possible to implement to the SHCLC.

4. Meetings with Dr. Vera Etches

At the March 27 meeting with Dr. Etches, she updated us on a new collaboration between health services in the area in order to address the lack of health care options available to residents, especially in Lowertown, but also in Sandy Hill. Dr. Etches also present information about which prevention tools are already available. We provided feedback on each of these items.

LCA representatives highlighted the need to address the broken safe inhalation supplies are increasingly found in Lowertown while Sandy Hill representatives highlighted the lack of information about where people who are access shelter and substance use disorder services are coming from so that services can be targeted at those areas.

It was determined at the meeting that meeting bi-monthly is insufficient, so we agreed to increase the frequency to a monthly meeting.

The next meeting with Dr. Etches will take place on April 30, 2024. After providing Dr. Etches with updates from ASH and LCA, the discussion will focus on re-designing health service in the neighbourhoods and how to ensure that all area residents have access to health care.

5. Housing

5.1 Discussions with Housing Services at the City of Ottawa

The Chair of the CSSC reached out to Kale Brown on March 28, then followed-up on April 11. The meeting took place on April 24 at 9:30 a.m. at City Hall. Attendees were the CSSC Chair, a CSSC Committee member and Kale Brown. The outcomes of this meeting were:

- Kale agreed to provide the governing documents related to housing from all three levels of government as the programming at the City has to respond to all three. The CSSC Chair will then will be able to pinpoint opportunities, gaps, and problems, which can inform the ASH position on housing.
- Kale also explained to me how City supportive housing is determined. There is a tool called SPDAT - Service Prioritization Decision Assistant Tool - that is a starting point. Through that tool, the City is able to indicate what supportive housing needs are most urgent so that organizations can develop proposals to respond to the need. Following that initial search and expression of interest, there is a complex process to get the supportive housing up and running that includes CSSD, OPH and the provincial Ministry of Health and Long-Term Care.
- Kale is going to keep us in the loop on Kilburne campus (a City acquisition in Alta Vista) so that we are part of community consultations, While it is not located in our Ward, we all have an interest in safe and affordable supports for our community members, and the development of this campus will likely present such an opportunity. George has offered

his decades of experience and his expertise to the City to help ensure it can be used as quickly as possible.

- Kale requested that the CLC Good Neighbour Commitment be provided to him once it has been approved since it could help to inform a bylaw along the same lines in the future.
- The City just created a new program to manage housing capital. Kale provided the CSSC Chair with the name of the person who is responsible for that program. The CSSC Chair will be looking into setting up that meeting when she understand the scope of work better, and what influence we could have in that space

5.2 Supportive Housing

The CSSC Chair has done some research, and discussed supportive housing needs with Wendy Stewart and Dr. Lisa Bromley (addictions medicine) separately. Following those discussions, the research and the discussion with Kale, the CSSC Chair has separate ideas for dedicated supportive housing that would both reduce the need for day programs, including safer supply and safe injection sites, respond to the treatment services gap and allow for rapid detoxification services.

- The first approach is an intensive supportive housing facility dedicated to iOAT (injection Opioid Agonist Treatment), which combines witnessed prescribed alternatives, safe injection and housing in one approach.
- The second would be an interlinked treatment and supportive housing facility dedicated to mental health supports for those who choose to use the 24-hour detoxification medicine subclinic.

The CSSC Chair believes that in both cases, some of the highest acuity folks would be housed and treated quickly, which addresses so many concerns in this community from many different stakeholders. Kale supported these ideas. The CSSC Chair will therefore discuss with OPH and look at the options for housing. Councillor Plante has offered to build connections between the CSSC Chair and Options Bytown (a supportive housing organization).

6. Waste Management

Following a presentation by a representative of waste management street cleaning operations, the CSSC Chair reached out to request a meeting. She sent that email on March 28, the followed-up on April 11. The CSSC Chair will continue to follow-up.

7. Other Issues

7.1 Safer Supply Operations

Following the provision of publicly available information related to the ownership and/or leadership of Recovery Care Clinics, Respect Rx Pharmacies, and Pathways to Recovery, the

Conservative Party of Canada's Mental Health and Addictions Critic, MP Laila Goodridge asked a related question on the Order Paper at Parliament. The text of the question is in Appendix B.

A written question on the Order Paper is the equivalent of an oral question during Question Period in Parliament, but it requires more technical information to be provided. As with an oral question during QP, the Government has 45 days to provide a response to the MP.

7.2 Safer Supply Discussion on the Hill

The CSSC Chair and a committee member were invited to an event on Parliament Hill by Adam Zivo who made a presentation about the impact of safer supply alongside Dr. Lisa Bromley and David McEvoy, a peer support worker with lived experience. Upon arrival the CSSC Chair and the committee member were invited to join the discussion as well. This evening was a successful exercise in networking with multiple Independent, Liberal and Conservative Members of Parliament, including MP Laila Goodridge.

7.3 Temporary CTS Closures

In late February, peer workers CTSs located in community health centres reported negative health impacts from what they believe to be the fumes of the toxic drug supply when it is being prepared for injection. Upon reaching out to the Ministry of Labour and the Ministry of Health and Long-Term Care, the CHCs were instructed to cease services in the injection rooms, and in the washrooms at SHCHC until such a time as all measures could be implemented to keep staff safe.

Somerset West Community Health Centre has received and emergency, temporary exemption from Health Canada to operate a safe injection site in an outdoor space as they address the issues indoors. These operations continue.

Injection room and washroom services continue to be unavailable at Sandy Hill Community Health Centre. The SHCHC is working to re-open the injection room and washrooms as quickly as possible. Currently, orders for the required parts for the ventilation system they need have been placed; however, one crucial part is on backordered. They continue to wait for more information and for the work to start.

There is no intention to open an injection space outside at this time; however, should it become necessary, all discussions around doing so would be brought to the Community Liaison Committee, where the CSSC Chair and the ASH Chair are present.

OPH continues to gather information and provide updates on bi-weekly basis. The most recent updates, from March 25 to April 7 and from April 8 to April 21 are in Appendix C and D.

ASH Chair Louise Lapointe is the point of contact for OPH, so all observations from residents should be provided to her via email at llapointeash@gmail.com.

Appendix A: Motion to Investigate an Affordable Housing Acquisition/Preservation Fund

Members' Motion submitted to Planning and Housing Committee

Meeting date: 27 March 2024

Moved by: Councillor G. Gower (on behalf of Councillor S. Plante)

Motion Title: Motion – Councillor S. Plante - Affordable Housing Acquisition / Preservation Fund

ACS File No.: ACS2024-OCC-CCS-0035

Ward: Citywide

Motion d'un membre soumise au Comité de la planification et du logement

Date de la réunion : le 27 mars 2024

Motion de : Conseiller G. Gower (au nom de la conseillère S. Plante)

Titre de la motion : Motion de la Conseillère S. Plante – Fonds d'acquisition ou de préservation de logements abordables

Dossier no (ACS) : ACS2024-OCC-CCS-0035

Quartier : À l'échelle de la ville

Motion

WHEREAS, as highlighted in the *Loss of Affordable Rental Housing Report* received by the Planning and Housing Committee on March 27, 2024, the City of Ottawa is losing 31 affordable rental housing units for every affordable rental housing unit being built (based on a \$1,000.00/month or less in rent); and

WHEREAS the federal government is expected to announce within the upcoming federal budget a national acquisition fund to assist in housing affordability; and

WHEREAS the City of Ottawa in 2021 approved its first Long Range Financial Plan for Affordable Housing (LRFP) to plan and leverage any provincial and federal funds and “stack” suitable funds and grants from other levels of government or through partnerships, with City of Ottawa fund towards the building or acquisition of affordable housing.

WHEREAS staff in Community and Social Services, working with staff in Finance and Corporate Services, is currently refreshing the LRFP for Council consideration and approval in Q2 2024;

THEREFORE BE IT RESOLVED that the Planning and Housing Committee recommend Council direct staff to:

- 1. assess the merits of a city of Ottawa Acquisition/Preservation fund and/or strategy inclusive of a fund dedicated to acquiring affordable housing, and/or land that would be acquired/preserved for building affordable housing;**

2. evaluate the merits of such a fund and/or strategy, similar to the City of Toronto's Multi-Residential Acquisition Fund (MURA) and the City of Hamilton's Affordable Housing Funding (AHFP) Program; and
3. report back to the appropriate Standing Committee of Council with the findings of this assessment.

Motion

ATTENDU QUE selon le rapport *Perte de logements locatifs abordables* dont le Comité de la planification et du logement a pris acte le 27 mars 2024, la Ville d'Ottawa perd 31 logements locatifs abordables par logement de ce type construit (loyer mensuel de 1 000 \$ ou moins); et

ATTENDU QUE le gouvernement fédéral devrait annoncer, dans son prochain budget, la création d'un fonds national d'acquisition pour favoriser l'abordabilité des logements; et

ATTENDU QUE la Ville d'Ottawa a approuvé en 2021 son premier plan financier à long terme (PFLT) pour le logement abordable afin de prévoir l'utilisation des fonds provinciaux et fédéraux et d'obtenir ces fonds, ainsi que d'« accumuler » les subventions et fonds appropriés provenant d'autres ordres de gouvernement ou de partenariats, dans l'optique de les combiner à son financement destiné à la construction ou à l'acquisition de logements abordables; et

ATTENDU QUE les membres du personnel de la Direction générale des services sociaux et communautaires, des Finances et de la Direction générale des services organisationnels mettent actuellement à jour le PFLT en vue de son examen et de son approbation par le Conseil au deuxième trimestre de 2024;

PAR CONSÉQUENT, IL EST RÉSOLU QUE le Comité de la planification et du logement recommande au Conseil de demander au personnel :

1. d'évaluer le bien-fondé d'un fonds municipal d'acquisition ou de préservation, ou encore d'une stratégie prévoyant un fonds destiné à l'acquisition de logements abordables ou à l'acquisition ou à la préservation de terrains pour la construction de tels logements;
2. d'évaluer le bien-fondé d'un fonds ou d'une stratégie semblable au programme Multi-Unit Residential Acquisition de la Ville de Toronto et à l'Affordable Housing Funding Program (AHFP) de la Ville de Hamilton;
3. de présenter ses conclusions au comité permanent concerné du Conseil.

Community and Social Services Department

Community and Social Services Department staff will be available at the meeting to respond to questions if required.

FINANCIAL IMPLICATIONS

There are no direct financial implications.

LEGAL IMPLICATIONS

Legal Staff will be available at the meeting to respond to questions if required.

Disposition:

If carried at Committee, this motion will be submitted to City Council for consideration on 17 April 2024.

Staff in the Community and Social Services Department will implement the recommendations in this motion, as appropriate.

Appendix B: Order Paper Question: Q-2522 by MP Laila Goodridge

Q-2522 — April 9, 2024 — [Mrs. Goodridge \(Fort McMurray—Cold Lake\)](#) — With regard to funding allocated to Pathways to Recovery’s Safer Supply Ottawa Program through Health Canada’s Substance Use and Addictions Program (SUAP), since 2016: (a) what specific measures, if any, were implemented to ensure that companies owned or operated by members of Pathway’s board of directors did not financially benefit from the funding; (b) prior to receiving the SUAP grants, did Pathways disclose any conflicts of interest to the government, including whether or not any of their board of directors would profit from funding provided; (c) do any of the terms within the funding agreements include prohibitions on conflicts of interests and personal profit from the grants, and, if so, which agreements include such terms and what are their summary; (d) what are the details of all funding provided to Pathways, broken down by the (i) date, (ii) amount, (iii) project description; and (e) what specific safeguards, if any, are in place to ensure that substances provided by Pathways do not end up trafficked by drug dealers?

[House of Commons Order Paper](#)

Appendix C: OPH Surveillance Snapshot Mar. 25 to Apr. 7, 2024

Dear Valued Partners,

As part of Ottawa Public Health's enhanced surveillance due to service reductions at two of Ottawa's Consumption and Treatment Service (CTS) sites, please find this week's snapshot of indicators and inputs.

The purpose of this weekly report is to share with you a summary of what diverse partners – from first responders to residents, businesses, and those with lived and living experience – are seeing and experiencing on the ground.

In particular, this report aims to track any significant changes related to overdose and drug-use trends for as long as there is reduced access to supervised consumption services. The goal is to provide timely information for providers of harm-reduction and health services to adapt accordingly.

If you have any questions about this report, or would like to provide input, please contact OPHPartnerRelations@ottawa.ca.

As of March 15, Somerset West Community Health Centre has received an exemption from Health Canada to operate an outdoor supervised consumption site on its premises.

NOTICE: Starting March 27, the OPH Enhanced Surveillance Snapshot will be released every two weeks. The [Overdose Reporting Tool on Stop Overdose Ottawa Webpage](#) will continue to be updated weekly.

OPH's Enhanced Surveillance Snapshot - March 25 to April 7, 2024

What are the data about health harms telling us?	Harm data will be influenced by aspects of the overdose crises, such as changes in toxic supply. <ul style="list-style-type: none">• For the week beginning April 1, the number of suspected drug overdose ED visits is higher than the previous week and is within normal limits based on historical data.• For the week beginning March 25, the number of suspected drug overdose deaths is higher than the previous week and is within normal limits based on historical data.• For more details and additional data visit StopOverdoseOttawa.ca• For the week beginning April 1, the number of people seen with a suspected overdose by the Ottawa Police Service is lower than the previous week and is within normal limits based on historical data.
What are we hearing from health and social service partners?	Observations by service partners may be influenced by aspects of the overdose crises or seasonal changes such as increased outdoor gathering due to warmer weather. For the period March 25 to April 7, eight partners have reported the following observations :

- Increased substance use in public areas (i.e. sidewalks, back alleys, parks) leading to increased community complaints and increased unsafe disposal of substance use paraphernalia.
- Large crowds, especially at night, are increasing the difficulty of outreach engagement.
- One partner reported difficulty getting current information on CTS closures from OPH.
- Increase in outreach overdose responses.
- Decreased social supports for clients.
 - Difficulty finding subsidized housing and employment opportunities.
 - Decreased donations to food bank.
 - Increased number of clients coupled with decreasing supports and opportunities is leading to stressful conditions, decreased mental health and conflicts among clients.
- Needle Hunters reported normal levels of activity.
- Clients reporting increased incidents of assaults causing bodily injury.
- Increased use of outdoor CTS services and other harm reduction services. Clients are travelling to access available services.
- Clients missing appointments due to changes in daily routine cause by CTS closures.
- One community partner reported that there was an increased number of first responder responses to multiple overdoses on April 8.

Concerns from partners:

- Increase in deaths, overdoses, and impairments due to unsafe substance use and increase in discarded paraphernalia in public places.
- Increase in individuals sleeping outdoors, concerns of large tent cities forming as weather improves. This is made worse by the difficulties to secure housing.
- Overdose response is taking over most of the outreach work and causing delays in other services, such as housing supports.
- Lack of social supports and resources is impacting client mental health and may lead to decrease participation rates in community support programs.
- Some CTS clients report feeling excluded from conversations around service closures and would like more information on re-opening timelines.
- No access to public washrooms remains problematic.
- Increase in staffing needs to support overdose response, provision of services in outdoor environment, and prevent staff burnout.

	<p>Recommendations from partners:</p> <ul style="list-style-type: none"> • One partner noted that OPH needs to provide the latest information to all relevant staff and community partners. • Increased patrolling, by CTS staff, in areas surrounding closed CTS facilities. • Opening a CTS in Vanier and re-opening of downtown CTS. • Make Narcan easily available in common areas. • Advocate for services to meet basic needs for clients (e.g., food, clothing, housing supports). • Maintain/increase outreach presence in affected areas. • Increase the number of public restrooms in downtown core that are open 24/7.
<p>What are we hearing from local businesses, business improvement areas and community associations?</p>	<p>Observations in the community may be influenced by aspects of the overdose crises or seasonal changes such as increased outdoor gathering due to warmer weather.</p> <p>For the period March 25 to April 7:</p> <ul style="list-style-type: none"> • Respondents in Sandy Hill observed several gatherings where open substance use was occurring; trespassing and vandalizing private property; drug dealing and other forms of social disorder. • Respondents in the ByWard Market observed open substance use in public areas; increase in instances of social disorder, particularly around transit stations; visibly intoxicated individuals; and signs of people sleeping rough.

Data notes:

- This report depends on many sources outside of Ottawa Public Health, so not all information may be available at the time this snapshot is distributed.
- New sources for community feedback are added regularly and may not yet be featured in the latest snapshot.
- Sources may appear to conflict because experiences vary between individuals. For example, not all people experiencing an overdose may seek care so emergency department data may not mirror provider or community experiences.
- Not all measures are available for the previous week. This snapshot may not represent an up-to-the moment description of the situation in Ottawa.
- Additional data are available on StopOverdoseOttawa.ca and [Open Data](#).

Chers partenaires,

Dans le cadre de la surveillance accrue de Santé publique Ottawa en raison de la réduction des services dans deux des centres de consommation supervisée et de traitement d’Ottawa, veuillez trouver l’aperçu des indicateurs et des données de cette semaine.

L'objectif de ce rapport hebdomadaire est de partager avec vous un résumé de ce que divers partenaires – des premiers intervenants aux résidents, en passant par les entreprises et les personnes ayant une expérience vécue et actuelle – voient et vivent sur le terrain.

En particulier, le présent rapport vise à suivre tout changement important lié aux tendances en matière de surdoses et de consommation de drogues tant que l'accès aux services de consommation supervisée sera réduit. L'objectif est de fournir de l'information en temps opportun aux fournisseurs de services de réduction des méfaits et de santé afin qu'ils puissent s'adapter en conséquence.

Si vous avez des questions au sujet de ce rapport ou si vous souhaitez nous faire part de vos commentaires, merci de vous adresser à OPHPartnerRelations@ottawa.ca.

En date du 15 mars, le Centre de santé communautaire Somerset Ouest a reçu une exemption de Santé Canada pour exploiter un site de consommation supervisée en plein air sur sa propriété.

AVIS : À compter du 27 mars, l'aperçu de la surveillance accrue de SPO sera publié toutes les deux semaines. [L'outil de signalement des surdoses sur la page Web Arrêt Overdose Ottawa](#) continuera d'être mis à jour chaque semaine.

Aperçu de la surveillance accrue de SPO – du 25 mars au 7 avril 2024

<p>Que nous disent les données sur les méfaits pour la santé?</p>	<p>Les données sur les méfaits pour la santé seront influencées par les types de crise de surdose, par exemple les changements relatifs à l'approvisionnement toxique.</p> <ul style="list-style-type: none"> • Au cours de la semaine du 1^{er} avril, le nombre de visites à l'urgence liées aux surdoses de drogue soupçonnées est plus élevé que celui de la semaine précédente et se situe dans les limites normales d'après les données historiques. • Au cours de la semaine du 25 mars, le nombre de décès par surdose de drogue soupçonnés est plus élevé que celui de la semaine précédente et se situe dans les limites normales d'après les données historiques. • Pour plus de détails et des données supplémentaires, veuillez consulter le site ArretOverdoseOttawa.ca. • Au cours de la semaine du 1^{er} avril, le nombre de personnes soupçonnées d'avoir subi une surdose par le Service de police d'Ottawa est plus faible que celui de la semaine précédente et se situe dans les limites normales d'après les données historiques.
<p>Qu'entendons-nous de la part des partenaires de services sociaux et de santé?</p>	<p>Les observations des partenaires de service peuvent être influencées par les types de crise de surdose et les changements saisonniers tels que l'augmentation des rassemblements à l'extérieur en raison des températures plus élevées.</p> <p>Pour la période du 25 mars au 7 avril, huit partenaires ont fait les observations suivantes :</p>

- Augmentation de la consommation de substances dans les espaces publics (c.-à-d. trottoirs, allées arrière, parcs) entraînant une augmentation des plaintes de la communauté et augmentation de l'élimination non sécuritaire d'accessoires de consommation.
- Des foules nombreuses, particulièrement la nuit, augmentent la difficulté de la sensibilisation et de la mobilisation.
- Un partenaire a signalé de la difficulté à obtenir des renseignements courants sur les fermetures de centres de consommation supervisée et de traitement de la part de SPO.
- Augmentation des interventions de sensibilisation en cas de surdose.
- Diminution des soutiens sociaux pour les clients.
 - Difficulté pour trouver du logement subventionné et des possibilités d'emploi.
 - Diminution des dons aux banques alimentaires.
 - Le nombre accru de clients touchés par la diminution des soutiens sociaux et des possibilités entraînent des conditions stressantes, une diminution de la santé mentale et des conflits parmi les clients.
- Les équipes du Programme de ramassage des aiguilles ont fait état de niveaux normaux d'activité.
- Des clients ont signalé une augmentation des incidents d'agression provoquant des blessures corporelles.
- Augmentation de l'utilisation de centres de consommation supervisée et de traitement à l'extérieur et d'autres services de réduction des méfaits. Les clients se déplacent pour avoir accès aux services offerts.
- Des clients manquent des rendez-vous en raison des changements apportés à la routine quotidienne provoquée par les fermetures de centres de consommation supervisée et de traitement.
- Un partenaire communautaire a indiqué qu'il y avait une augmentation du nombre d'interventions de premiers répondants aux multiples surdoses le 8 avril.

Préoccupations des partenaires :

- Augmentation des décès, des surdoses et des troubles dus à la consommation non sécuritaire de substances et à l'augmentation d'accessoires de consommation abandonnés dans des endroits publics.
- Augmentation du nombre de personnes dormant à l'extérieur, préoccupations envers la formation de villes de grandes tentes à mesure que la température s'améliore. Ceci est aggravé du fait des difficultés pour trouver un logement.

	<ul style="list-style-type: none"> • Les interventions pour surdoses prennent la plus grande partie du travail de sensibilisation et provoquent des retards dans d'autres services, comme les soutiens au logement. • Le manque de ressources et de soutiens sociaux a des répercussions sur la santé mentale des clients et peut entraîner des diminutions des taux de participation dans les programmes de soutien communautaire. • Certains clients des centres de consommation supervisée et de traitement indiquent qu'ils se sentent exclus des conversations concernant les fermetures de services et aimeraient avoir plus d'information sur les dates de réouverture. • Le manque d'accès aux toilettes publiques demeure problématique. • Augmentation des besoins en dotation pour soutenir les interventions en cas de surdoses, fournir les services dans un environnement extérieur et prévenir l'épuisement professionnel du personnel. <p>Recommandations des partenaires :</p> <ul style="list-style-type: none"> • Un partenaire a noté que SPO a besoin de fournir les renseignements les plus récents à tous les membres pertinents du personnel et aux partenaires communautaires. • Augmentation des opérations de patrouille par le personnel des centres de consommation supervisée et de traitement, dans les secteurs aux alentours des centres fermés. • Ouverture d'un centre de consommation supervisée et de traitement à Vanier et réouverture du centre de consommation supervisée et de traitement du centre-ville. • Rendre le vaporisateur Narcan facilement disponible dans les secteurs communs. • Plaider pour les services pour répondre aux besoins de base des clients (p. ex. alimentation, vêtements, soutiens au logement). • Maintenir ou augmenter la présence des équipes de sensibilisation dans les secteurs touchés. • Augmenter le nombre de toilettes publiques ouvertes 24 heures sur 24, 7 jours sur 7 au centre-ville.
<p>Qu'entendons-nous de la part des entreprises locales, des zones d'amélioration commerciale et des associations communautaires?</p>	<p>Les observations dans la communauté peuvent être influencées par les types de crise de surdose et les changements saisonniers tels que l'augmentation des rassemblements à l'extérieur en raison des températures plus élevées.</p> <p>Pour la période du 25 mars au 7 avril :</p> <ul style="list-style-type: none"> • Les répondants de la Côte-de-Sable ont observé plusieurs rassemblements où de la consommation ouverte de substances avait lieu; de l'intrusion et du vandalisme dans des propriétés

privées; du trafic de drogues et d'autres formes de désordre social.

- Les répondants du quartier du marché By ont observé de la consommation ouverte de substances dans des espaces publics; une augmentation d'occurrence de désordre social, particulièrement aux alentours des stations de transport en commun; la présence de personnes visiblement intoxiquées; et des signes de personnes dormant dans la rue.

Notes de données :

- Ce rapport dépend de nombreuses sources externes à Santé publique Ottawa, de sorte que toute l'information n'est pas toujours disponible au moment où cet aperçu est distribué.
- De nouvelles sources de commentaires de la communauté sont ajoutées régulièrement et ne pourraient pas encore figurer dans l'aperçu le plus récent.
- Les sources peuvent sembler contradictoires parce que les expériences varient d'une personne à l'autre. Par exemple, ce ne sont pas toutes les personnes qui subissent une surdose qui demanderaient des soins, de sorte que les données des services d'urgence ne reflètent pas les expériences des fournisseurs ou de la communauté.
- Toutes les mesures ne sont pas disponibles pour la semaine précédente. Il est possible que cet aperçu ne représente pas une description à jour de la situation à Ottawa.
- Des données supplémentaires sont disponibles sur les sites arretverdoseottawa.ca et [Ottawa ouverte](#).

Appendix G: OPH Surveillance Snapshot Mar. 11 to March 17, 2024

Dear valued partners,

As part of Ottawa Public Health’s enhanced surveillance due to service reductions at two of Ottawa’s Consumption and Treatment Service (CTS) sites, please find the most recent snapshot of indicators and inputs.

The purpose of this report is to share with you a summary of what diverse partners – from first responders to residents, businesses, and those with lived and living experience – are seeing and experiencing on the ground.

In particular, this report aims to track any significant changes related to overdose and drug-use trends for as long as there is reduced access to supervised consumption services. The goal is to provide timely information for providers of harm-reduction and health services to adapt accordingly.

NOTICE: Starting April 24, the OPH Enhanced Surveillance Snapshot will be released every month. The [Overdose Reporting Tool on Stop Overdose Ottawa Webpage](#) will continue to be updated weekly. Qualitative data received by partners will be reviewed weekly and any items requiring immediate attention will be addressed accordingly.

If you have any questions about this report, or would like to provide input, please contact OPHPartnerRelations@ottawa.ca.

As of March 15, Somerset West Community Health Centre has received an exemption from Health Canada to operate an outdoor supervised consumption site on its premises.

OPH’s Enhanced Surveillance Snapshot - April 8 to 21, 2024

What are the data about health harms telling us?	Harm data will be influenced by aspects of the overdose crises, such as changes in toxic supply. <ul style="list-style-type: none">• For the week beginning April 15, the number of suspected drug overdose ED visits is lower than the previous week and is within normal limits based on historical data.• For the week beginning April 8, the number of suspected drug overdose deaths is lower than the previous week and is within normal limits based on historical data.• For more details and additional data visit StopOverdoseOttawa.ca• For the week beginning April 15, the number of people seen with a suspected overdose by the Ottawa Police Service is lower than the previous week and is within normal limits based on historical data.
What are we hearing from health and social service partners?	Observations by service partners may be influenced by aspects of the overdose crises or seasonal changes such as increased outdoor gathering due to warmer weather. For the period April 8 to 21, three partners have reported the following observations : <ul style="list-style-type: none">• Nothing out of the ordinary reported by Needle Hunters.

	<ul style="list-style-type: none"> • Outreach team responded to overdoses where most required transport to hospital. • Increased substance use in public spaces. • Diversion of resources from unhoused population to overdose response. • Clients are accessing CTS services and appreciate the return to normal CTS hours. • More opioid overdoses taking time to respond to Naloxone. • Clients are seeking basic needs such as food, income and employment. <p>Concerns from partners:</p> <ul style="list-style-type: none"> • Unmonitored substance use resulting in unsupervised overdoses and long-term complications for clients. • Higher staff burnout rate due to increased overdose response. Staff feeling tired and needing more time off. • Diversion of resources from unhoused population to overdose response. • Vicarious trauma among staff witnessing overdoses. <p>Recommendations from partners:</p> <ul style="list-style-type: none"> • One partner recommended OPH should host a community event to decrease community complaints and frustrations. • Training for staff in areas such as vicarious trauma, debriefing, and team building. • Need for new evidence-based knowledge for responding to overdoses in current context.
<p>What are we hearing from local businesses, business improvement areas and community associations?</p>	<p>Observations in the community may be influenced by aspects of the overdose crises or seasonal changes such as increased outdoor gathering due to warmer weather.</p> <p>No reports received for the period April 8 to 21.</p>

Data notes:

- This report depends on many sources outside of Ottawa Public Health, so not all information may be available at the time this snapshot is distributed.
- New sources for community feedback are added regularly and may not yet be featured in the latest snapshot.
- Sources may appear to conflict because experiences vary between individuals. For example, not all people experiencing an overdose may seek care so emergency department data may not mirror provider or community experiences.

- Not all measures are available for the previous week. This snapshot may not represent an up-to-the moment description of the situation in Ottawa.
- Additional data are available on [StopOverdoseOttawa.ca](https://stopoverdoseottawa.ca) and [Open Data](#).

Chers partenaires,

Dans le cadre de la surveillance accrue de Santé publique Ottawa en raison de la réduction des services dans deux des centres de consommation supervisée et de traitement d'Ottawa, veuillez trouver l'aperçu le plus récent des indicateurs et des données de cette semaine.

L'objectif de ce rapport est de partager avec vous un résumé de ce que divers partenaires — des premiers intervenants aux résidents, en passant par les entreprises et les personnes ayant une expérience vécue et actuelle — voient et vivent sur le terrain.

En particulier, le présent rapport vise à suivre tout changement important lié aux tendances en matière de surdoses et de consommation de drogues tant que l'accès aux services de consommation supervisée sera réduit. L'objectif est de fournir de l'information en temps opportun aux fournisseurs de services de réduction des méfaits et de santé afin qu'ils puissent s'adapter en conséquence.

AVIS : À compter du 24 avril, l'aperçu de la surveillance accrue de SPO sera publié chaque mois. [L'outil de signalement des surdoses sur la page Web Arrêt Overdose Ottawa](#) continuera d'être mis à jour chaque semaine. Les données qualitatives reçues par les partenaires seront examinées chaque semaine et tout élément nécessitant une attention immédiate sera traité en conséquence.

Si vous avez des questions au sujet de ce rapport ou si vous souhaitez nous faire part de vos commentaires, merci de vous adresser à OPHPartnerRelations@ottawa.ca.

Depuis le 15 mars, le Centre de santé communautaire Somerset Ouest a reçu une exemption de Santé Canada pour exploiter un site de consommation supervisée en plein air sur sa propriété.

Aperçu de la surveillance accrue de SPO — du 8 au 21 avril 2024

<p>Que nous disent les données sur les méfaits pour la santé?</p>	<p>Les données sur les méfaits pour la santé seront influencées par les types de crise de surdose, par exemple les changements relatifs à l'approvisionnement toxique.</p> <ul style="list-style-type: none"> • Au cours de la semaine du 15 avril, le nombre de visites à l'urgence liées aux surdoses de drogue soupçonnées est inférieur à celui de la semaine précédente et se situe dans les limites normales d'après les données historiques. • Au cours de la semaine du 8 avril, le nombre de décès par surdose de drogue soupçonnés est inférieur à celui de la semaine précédente et se situe dans les limites normales d'après les données historiques.
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	<ul style="list-style-type: none"> • Pour plus de détails et des données supplémentaires, veuillez consulter le site ArretOverdoseOttawa.ca. • Au cours de la semaine du 15 avril, le nombre de personnes soupçonnées d’avoir subi une surdose par le Service de police d’Ottawa est inférieur à celui de la semaine précédente et se situe dans les limites normales d’après les données historiques.
<p>Qu’entendons-nous de la part des partenaires de services sociaux et de santé?</p>	<p>Les observations des partenaires de service peuvent être influencées par les types de crise de surdose et les changements saisonniers tels que l’augmentation des rassemblements à l’extérieur en raison des températures plus élevées.</p> <p>Pour la période du 8 au 21 avril, trois partenaires ont fait les observations suivantes :</p> <ul style="list-style-type: none"> • Les équipes du Programme de ramassage des aiguilles n’ont rien signalé d’extraordinaire. • L’équipe d’intervention a répondu à des situations de surdose dont la plupart ont nécessité un transport à l’hôpital. • Augmentation de la consommation de substances dans les espaces publics. • Détournement des ressources de la population sans logement vers la lutte contre les surdoses. • Les clients utilisent les services des centres de consommation supervisée et de traitement et se réjouissent du retour aux heures normales d’ouverture des centres. • Augmentation du nombre de surdoses d’opioïdes qui mettent du temps à réagir à la naloxone. • Les clients cherchent à satisfaire des besoins fondamentaux liés à l’alimentation, aux revenus et à l’emploi. <p>Préoccupations des partenaires :</p> <ul style="list-style-type: none"> • Consommation de substances non surveillée entraînant des surdoses non contrôlées et des complications à long terme pour les clients. • Augmentation du taux d’épuisement du personnel en raison de l’augmentation du nombre d’interventions liées aux surdoses. Le personnel se sent fatigué et a besoin de plus de temps de repos. • Détournement des ressources de la population sans logement vers la lutte contre les surdoses. • Traumatisme indirect chez les membres du personnel témoins de surdoses. <p>Recommandations des partenaires :</p> <ul style="list-style-type: none"> • Un partenaire a recommandé à SPO d’organiser un événement communautaire dans le but de faire diminuer les plaintes et les frustrations de la collectivité.

	<ul style="list-style-type: none"> • Formation des membres du personnel sur des sujets comme le traumatisme indirect, le débriefage et le renforcement de l'esprit d'équipe. • Nécessité d'acquérir de nouvelles connaissances fondées sur des données probantes pour intervenir en cas de surdoses dans le contexte actuel.
Qu'entendons-nous de la part des entreprises locales, des zones d'amélioration commerciale et des associations communautaires?	<p>Les observations dans la communauté peuvent être influencées par les types de crise de surdose et les changements saisonniers tels que l'augmentation des rassemblements à l'extérieur en raison des températures plus élevées.</p> <p>Aucun rapport reçu pour la période du 8 au 21 avril.</p>

Notes de données :

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- Toutes les mesures ne sont pas disponibles pour la semaine précédente. Il est possible que cet aperçu ne représente pas une description à jour de la situation à Ottawa.
- Des données supplémentaires sont disponibles sur les sites arretverdoseottawa.ca et [Ottawa ouverte](http://Ottawaouverte.ca).