

Peterborough Drug Strategy

# Consumption and Treatment Services Site Community Consultation Report

December 2, 2020

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## Executive Summary

The following report outlines the process and results of community consultations undertaken in Peterborough, Ontario in regards to locating a Consumption and Treatment Services (CTS) site in the community. These consultations took place from November 2019 to November 2020, with the most recent consultations being focused on a specific proposed location for the CTS site in downtown Peterborough, at 220 Simcoe Street. It is these latter community consultations, which happened between October 2020 and November 2020, that are the primary focus of this report.

The site-specific consultation process was led by a group of supportive agencies involved in the creation of the proposed CTS, under the umbrella of the Peterborough Drug Strategy (PDS), and particularly by the two lead agencies for the CTS site application, Peterborough AIDS Resource Network (PARN) and the Peterborough 360 Degree Nurse Practitioner-Led Clinic (360NPLC). These partners engaged a local, third-party consulting firm, Arising Collective, to facilitate virtual consultations, provide recommendations about consultation design, and to craft this final report.

After consulting with various individuals, organizations, and businesses in the City and County of Peterborough, including general residents and business owner/operators, residents and business owner/operators in close proximity to the proposed site, key stakeholder groups, and People with Lived Experience (PWLE), it is clear that the proposed CTS at 220 Simcoe Street has strong support.

Participants in the community consultation process raised many thoughtful and perceptive questions about safe consumption, harm reduction, and the operations of a CTS site. They provided excellent feedback about how the proposed CTS site could best meet the needs of those who might use a CTS site, as well as how CTS partner agencies can be good neighbours in downtown Peterborough.

Participants also raised a number of concerns about the proposed CTS site and its location in downtown Peterborough. Key areas of concern included the level of privacy available for guests of the site (both inside and outside of the building), the size and capacity of the site in terms of accommodating the anticipated number of guests, the potential impacts of the site on neighbouring businesses and residents, and the relationship and role of the Peterborough Police Service in terms of the operation of the site and its guests. Participants in the consultation process were also keenly interested in the proposed linkages to services that would be offered through the site, particularly in terms of what treatment options might be available.

Some concerns raised through the site-specific consultation process had already been identified by CTS partners and have been addressed in the planned operations of the site, which was developed based on requirements and guidelines from the provincial and federal governments, as well as in response to feedback received in the earlier community consultations conducted in November 2019. Where new or repeated concerns arose in the site-specific consultations, CTS partners collaborated to create an initial response, which is included in [Appendix C](#) of this report.

This report will be published on the PDS website in December 2020, and will be submitted to the provincial and federal governments as part of the CTS application process.

## Introduction

Between July 2017 and June 2018, the Peterborough Public Health unit area had the third highest rate of opioid overdose deaths and emergency room visits in the province of Ontario.<sup>1</sup> This crisis has been destroying lives in the City and County of Peterborough, as well as across Canada. During the COVID-19 pandemic, research has indicated that there are increased risks of drug-related overdoses and death. In the 3.5 months before the pandemic, there was an average of 34 drug-related deaths in Ontario each week. This increased to 46 deaths weekly in the first 3.5 months of the pandemic, a 38% increase.<sup>2</sup>

To save the lives of fellow community members, a broad collaborative effort to establish a Consumption and Treatment Services (CTS) site in Peterborough has been underway since December 2017. Public engagement activities, a critical component of the application process to both the Ontario Ministry of Health and Health Canada, have been conducted over the past year in order to ensure that community concerns are identified and can be mitigated through the design and operation of a site.

This report provides information about the consultation processes and the results of the consultation sessions. This report is intended to accompany the applications to the provincial and federal governments.

## Background

Supervised Consumption Sites (SCS) are health services that provide a safe and clean space for people to consume pre-obtained drugs under the supervision of health professionals. Staff are present at all times to respond to medical emergencies. Individuals are also provided with sterile drug use equipment, education on safer use, basic health services, and referrals to addictions treatment, housing, and other social services. In Ontario, supervised consumption services are called Consumption and Treatment Services (CTS).

As part of the application process to both the Ontario Ministry of Health and Health Canada, public engagement activities must be conducted with a broad range of community members. Partner agencies, led by the Peterborough AIDS Resource Network (PARN) and the Peterborough 360 Degree Nurse Practitioner-Led Clinic (360NPLC) under the umbrella of the Peterborough Drug Strategy (PDS), began broad public consultations about the idea of creating a CTS in Peterborough in November 2019.

In late summer of 2020, an opportunity arose to create an Opioid Response Hub at a former bus station in downtown Peterborough, located at 220 Simcoe Street. The Hub will include the Harm Reduction Works Program delivered by PARN and the newly-launched Mobile Strategic Overdose Response Team. With these services in place and with suitable space available inside the building, partner agencies determined that the 220 Simcoe Street location could also accommodate a CTS site.

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<sup>1</sup> Public Health Ontario, *Opioid Mortality Surveillance Report: Analysis of Opioid-Related Deaths in Ontario, July 2017-June 2018*. June 2019. (<https://www.publichealthontario.ca/-/media/documents/O/2019/opioid-mortality-surveillance-report.pdf>); Canadian Institute for Health Information, *Opioid-Related Harms in Canada*. December 2018. (<https://www.cihi.ca/sites/default/files/document/opioid-related-harms-report-2018-en-web.pdf>)

<sup>2</sup> Ontario Drug Policy Research Network, *Preliminary Patterns in Circumstances Surrounding Opioid-Related Deaths in Ontario during the COVID-19 Pandemic*. 2020. ([https://odprn.ca/wp-content/uploads/2020/11/Opioid-Death-Infographic\\_FINAL.pdf](https://odprn.ca/wp-content/uploads/2020/11/Opioid-Death-Infographic_FINAL.pdf))

As such, a second round of concentrated public consultation efforts was launched to ensure that stakeholders in the immediate area of the proposed site had an opportunity to provide their feedback. These activities were conducted in November 2020, and while they were focused on immediate neighbours of the site (both residential and business), they were also open to all residents of the City and County of Peterborough.

## Consultation Process

### Overview

Over the past two years, public engagement activities have been conducted by PDS partner agencies in order to inform the creation of a CTS site.

These consultations have engaged a broad number of residents in the City and County of Peterborough, with specific attention paid to engaging People with Lived Experience of substance use (PWLE), as well as direct neighbours (both residential and business) to the proposed site at 220 Simcoe Street.

Table 1.

*Timeline of public engagement activities from 2019 – 2020*

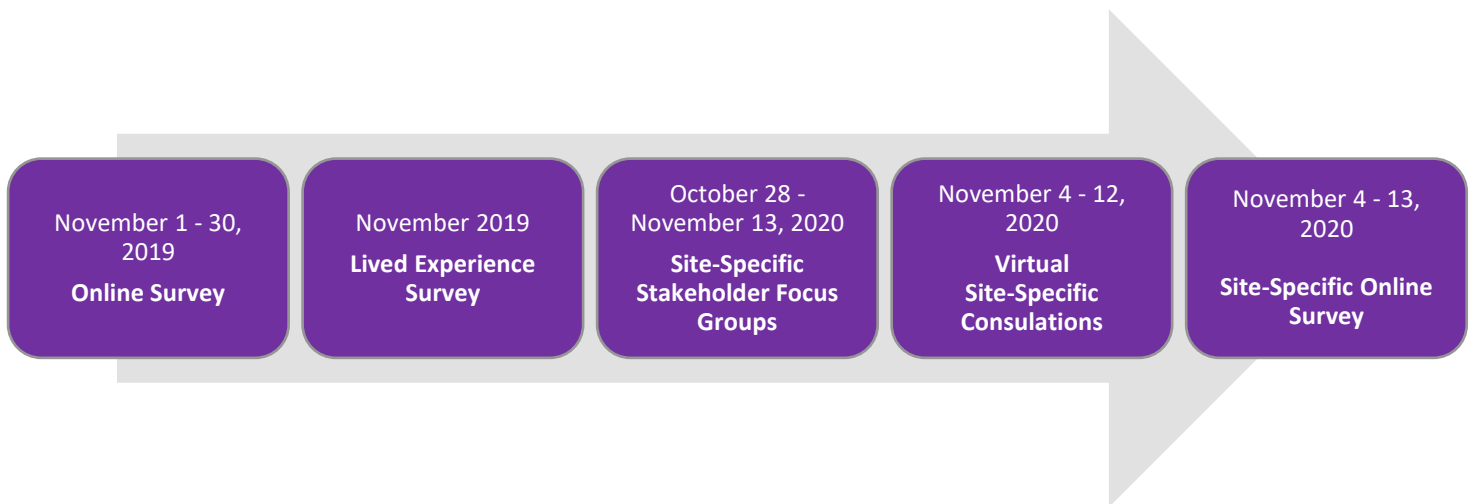
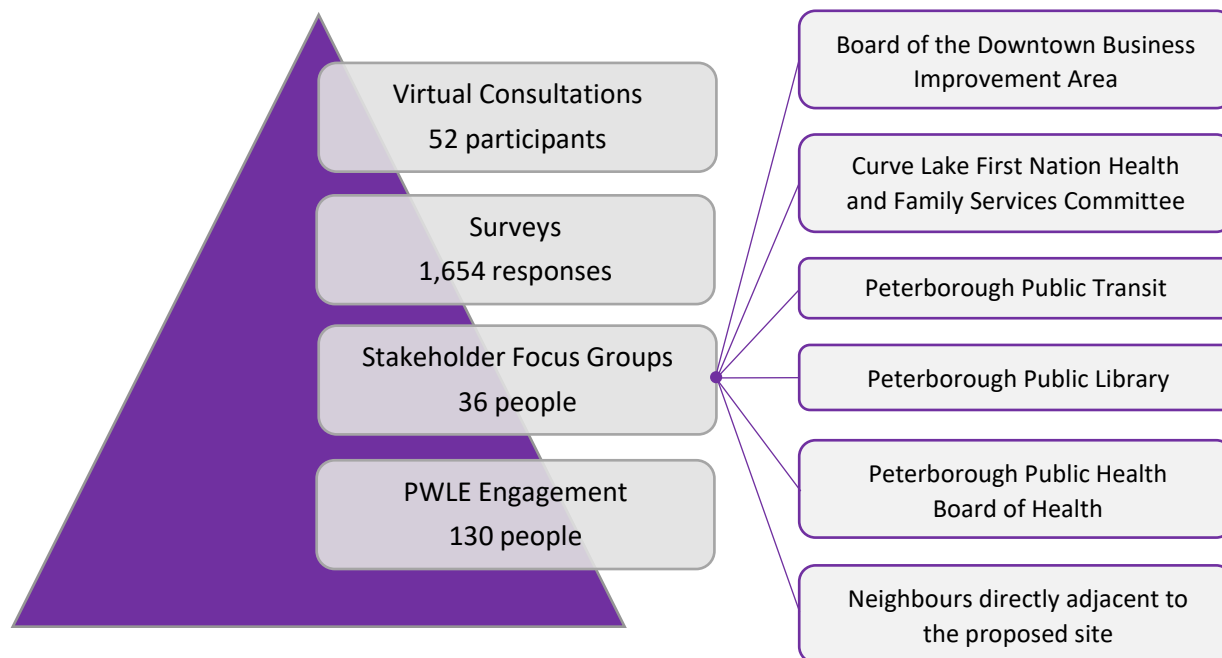


Table 2.  
Total public engagement numbers from 2019 – 2020



## Consultation Details

### Non-Site-Specific Consultations

In 2019, an online survey gathered general feedback from Peterborough City and County residents about the concept of a CTS site. The survey was open from November 1, 2019 until November 30, 2019 and received 1,621 responses. Additionally, a separate survey for PWLE was conducted in late November 2019 and engaged a total of 122 individuals. A copy of the Community Engagement Survey Report from December 2019 is available at [www.peterboroughdrugstrategy.com/CTS](http://www.peterboroughdrugstrategy.com/CTS).

### Site-Specific Consultations

In 2020, once the proposed site location was identified, virtual consultations were held with residential and business neighbours, as well as residents of the City and County of Peterborough. Informative materials, including a video tour of the proposed site, a Frequently Asked Questions (FAQ) document, and a floorplan, were made available to the public at [www.peterboroughdrugstrategy.com/CTS](http://www.peterboroughdrugstrategy.com/CTS). Six 90-minute consultation sessions were held on different days of the week and at different times to maximize opportunities for participation. A total of 71 community members registered to attend a consultation, with 52 people participating. A list of the consultation dates and times, and the agenda are available in [Appendix A](#).

Everyone who registered to attend a consultation received an invitation to complete an online survey after the session. This was designed to ensure that registrants were able to provide feedback in a more anonymous setting, as well as to capture any thoughts following the session. The survey was also shared with those who wanted to participate in the consultations, but who were not available to attend a

session on the dates and at the times offered. A total of 33 people completed the online survey, of which 85% live or work in downtown Peterborough. The survey introduction and questions are available in [Appendix B](#).

Finally, CTS partner agencies conducted specific outreach and engagement activities (focus groups) with key stakeholders in the downtown core of Peterborough, including presentations to Board members of the Downtown Business Improvement Area (DBIA), the Board of Peterborough Public Health, the Curve Lake First Nation Health and Family Services Committee, and management staff of Peterborough Transit, as well as consultations with PWLE. More details about these consultations are available in [Appendix A](#).

### Role of Consultants

To assist with the site-specific consultation process in 2020, a local, third-party consulting firm, Arising Collective, was engaged. Members of the Arising team designed, facilitated, and took notes during the virtual site-specific consultation sessions, assisted with the development of promotional materials, provided feedback on the online survey, and drafted the final report.

Qualitative responses were analysed using an open coding approach to draw out common themes and ideas, as well as to identify outliers within the feedback from virtual consultation participants, stakeholder focus group participants, and survey respondents. This thematic approach allowed for the identification of key areas of focus for consultation participants, which helped CTS partners consider both positive feedback and areas of concern to be addressed through the continued development of the proposed CTS site.

### Role of CTS Partners

Various CTS partners, including PARN, the 360NPLC, Peterborough Public Health, Peterborough Police Service, and Four Counties Addictions Services Team (Fourcast), participated in the consultation process as expert panelists. At least two CTS partner staff members attended each virtual site-specific consultation to provide information and respond to questions. CTS partners also led the creation and deployment of the general online survey and site-specific survey, deployed promotional materials, conducted presentations and meetings with stakeholder groups (including the DBIA, local developers, Peterborough Public Health Board of Health, and management staff of Peterborough Transit), and conducted consultations with PWLE.

Additionally, after reviewing a preliminary draft of this report, CTS partners collaborated to create [Appendix C: Addressing Community Concerns](#), which outlines how they intend to respond to the concerns raised by community members during the site-specific consultation process.

### COVID-19 Precautions

With the COVID-19 pandemic on-going during the site-specific consultation period, PDS and Arising Collective determined that the safest method of conducting public engagement activities would be virtual, with the use of Zoom to host consultation meetings and the use of Survey Monkey to conduct the online survey. Additional consultations completed by CTS partners were also conducted virtually.

Recognizing that a virtual consultation process might limit participation by some members of the community, a phone number was listed in all promotional material and all consultation registrants were

provided the option of calling in to each of the Zoom meetings. Additionally, if a member of the community wished to provide feedback but was not able to participate virtually or to call in to the session, PDS staff offered to complete the survey with the participant over the phone.

### Consultation Promotions

For the non-site-specific consultations, a concerted community engagement effort was launched in January 2018 to ensure key stakeholders and the community were informed about the process to establish a CTS site in Peterborough. An overview of this work is available in [Appendix D](#).

To ensure that the site-specific consultation process was well-advertised, a number of promotional methods were employed. These methods are detailed below.

#### Peterborough Drug Strategy

##### *Website*

- Between October 26, 2020 and November 12, 2020, the CTS page on the PDS website recorded 545 views. The overall PDS website recorded 1,524 views during this time.

##### *Eventbrite (online registration portal)*

- Six event listings recorded 292 views.

##### *Mailing list*

- Email sent to 927 contacts (including those interested in CTS information) was opened 274 times, with 35 clicks of the embedded links.

##### *Facebook*

- Posts, events, and shares reached 2,630 people, with 70 engagements.

##### *Instagram*

- Posters shared on the page and in stories recorded 307 impressions and 21 engagements.

#### Local Media

On October 2, 2020, a press event announced the proposed CTS site and advised the community on how to find information about upcoming community consultations. Following the event, articles were printed in the two local newspapers (Peterborough Examiner and Peterborough This Week) and a local digital media outlet (kawarthaNOW), and a story appeared on Global News Peterborough broadcasts.

On October 28, 2020, a media release about the site-specific consultations was circulated to all local media outlets in the City and County of Peterborough, resulting in two local newspaper articles.

PDS also engaged a local digital media company, PTBOCanada, to further promote the consultations. PTBOCanada was paid to promote the events on their Facebook (28,937 followers), Twitter (20,900 followers), and Instagram (19,500 followers) accounts for \$200 over eight days. Multiple posts were made across these platforms, one of which received 4,235 views. Additionally, the site-specific consultation details were submitted as events to kawarthaNOW, for inclusion in their online event calendar, and the events received promotion on their Facebook (20,804 followers) and Twitter (15,400 followers) accounts.



#### Posters

Posters advertising the sessions were placed in the downtown area and delivered to those within 250-metres of the site. A phone number was listed for accessibility purposes and a few registrations were completed by phone.

#### Group/Individual Outreach

A number of key organizations, downtown-adjacent businesses, and individuals in the community were notified by either phone or email and invited to meetings, engaged in conversations, and approached for letters of support where appropriate.

## Consultation Summary

This section summarizes the findings of the site-specific community consultations, including the site-specific virtual consultation sessions, the online survey, stakeholder focus groups, and consultations with PWLE.

Overall, those who participated in public engagement activities have demonstrated **strong support** for a CTS site, both in regard to the general concept of a CTS site being located in Peterborough as well as to the actual proposed location at 220 Simcoe Street.

While the community members, business owners, and other key stakeholders who participated in the sessions identified specific concerns about how a CTS site will operate and the impact it may have on the neighbourhood in which the proposed site is located, the overwhelming response from the site-specific consultations was **positive**.

Summaries of the results of the site-specific consultation sessions and online survey, along with additional consultations conducted by CTS partners are detailed in this section.

#### Site-Specific Consultation Sessions and Online Survey (2020)

The following section details the key themes raised by participants in the site-specific consultations and respondents to the follow-up online survey.

##### Location of the Site in Downtown Peterborough

Many participants commented on the location of the proposed site in downtown Peterborough. The majority of responses supported the site being downtown and in the specific location at 220 Simcoe Street. Some participants felt strongly that the site must be located downtown, given that there is already substance use occurring in the area, that it is in close proximity to public transit, and based on their belief that the site would mean less public substance use in the downtown core.

One participant objected to the location of the site and shared that they live nearby, and another expressed that they did not understand why the downtown was chosen for a site. A few downtown business owners also objected to the location of the site, while still expressing support for the idea of a CTS site being located in Peterborough.

#### Location of the Site in Proximity to Parks

With a public park approximately 150 metres away from the site, and other public spaces being located nearby, participants were specifically asked for feedback about locating a CTS site in close proximity to these parks. Generally, participants felt that having a CTS site so close to public parks would decrease the amount of visible, public substance use in those spaces, as it would be easy for guests to make their way to the CTS site instead. However, there were some participants who were concerned about the proximity of the CTS site to these parks, primarily because they felt it might generate negative attention from neighbours and critics.

“This park is already an informal consumption site. Moving users from the park to the CTS reduces opportunity for interaction with others while using narcotics.”

- *Site-specific online survey respondent*

Some participants recommended increased outreach activities, including regular ‘sweeps’ of the parks for needles and other substance use equipment, education for the public and for families who might not check before allowing their children to play at the park, involving the community and guests of the site in projects like litter sweeps and clean-ups, and signage at the park to direct guests to the CTS site.

#### Privacy

Many participants raised concerns about privacy for guests at the site, both in terms of the exterior of the building as well as inside the site itself. Generally, participants agreed that having an entrance at the back of the site, off the main sidewalks, would help protect the privacy of guests. Others expressed concern that if the site was already fully occupied (especially with COVID-19 restrictions in place), guests would need to wait in line outside, which could violate their privacy.

Some participants also raised concerns with privacy inside the site and expressed that the space was limited in terms of size. Specific suggestions were to make the site larger, implement more distancing, create a more private room for some individual guests (such as pregnant women or others who might face substantial stigma), create partitions between the chairs in the pre- and post-consumption areas, and ensure there would be enough room for two individuals in the case of peer-assisted injections.

Many participants expressed their appreciation that the design of the site did take privacy concerns into consideration, particularly with the main entrance located at the back of the building and with the frosting of windows.

#### Site Capacity

Of the participants who commented on the capacity of the site in terms of how many guests could use the site at one time, the majority were concerned about what would occur if there was overflow or lineups for service. Some were curious about the number of clients the site could expect to serve per day.

#### Physical Building - Exterior

A few participants inquired about the use of the parking lot that surrounds the building, suggesting that

it could be used for parking by others in the community or as a future drop-in site, while others were keen to see more green space and/or public art being installed in the lot.

Other comments from participants regarding what they appreciated about the building itself include that it is clean and neutral, that it is in a familiar location and wouldn't require a large, disruptive construction process, that it is self-contained and not too close to any other buildings, and that it has a large 'buffer' space around it with the surrounding parking lot. Others thought the building was a bit more run-down and that it could use more greenery, public art, and a discreet sign.

#### Physical Building - Interior

Some participants commented that the interior of the site seemed to be bright, welcoming, and clean, and that the layout had been well-thought out. A few participants shared that they were pleased to learn about the separate space for pre- and post-consumption monitoring, and that the consumption booths along with the monitoring space could be easily viewed from the planned observation desk.



"It looks rather like a work space at a hair stylist or barber. There is something comforting about that simplicity and functionality."

- *Site-specific online survey respondent*

Specific suggestions for modifications to the interior site included having the cubicle walls in the consumption booths extend further out, allowing for closed stalls with plexiglass for staff to monitor, more booths, and raising the booth desk higher to facilitate injections in other parts of the body.

#### Testing

A few questions were raised about the testing of substances at the CTS site. A couple participants inquired about what would happen if the substances tested were found to be contaminated, and another inquired about where in the building the testing would happen – whether in the waiting area or in the booths themselves.

#### Post-Consumption Monitoring

There were some questions about how the post-consumption monitoring process would function, including whether there would be time limits for how long someone could stay at the site. One participant inquired about what would happen if a guest was unwell after use and whether there would be follow-up done by staff before they left, while another asked what would happen if a guest were to fall asleep in the area.



"I admire the idea of providing food and drink to folks during this time. I had no idea how quickly a majority of overdoses happen post-consumption!"

- *Site-specific online survey respondent*

A few participants shared that they particularly liked the concept of offering a place for guests to relax and recover, consume snacks and coffee, charge their phones, and access recovery services if they were interested.

### Ventilation and Safe Inhalation

Some participants inquired about the amount of ventilation available for the space, and whether it was possible to extend services to guests who want to inhale or smoke their drugs. Two respondents to the online survey indicated that they would like to have a place for safe inhalation to be offered in Peterborough, but they understood that it was not feasible at this time.

### Linkages to Services

When asked about the planned services and referral pathways, participants who commented agreed that it was important to have such resources available to guests on-site. Positive feedback was received about the breadth of services, the immediacy of the access to services, the co-location with the Mobile Strategic Overdose Response Team, and having knowledgeable staff on-site.

“A CTS is an ideal way to support people in making connections with other services.”

- Site-specific online survey respondent

A few participants asked whether some specific services would be connected to the site, including the Kawartha Sexual Assault Centre, a nurse on-site to assist with wound care, and a social worker. One participant was critical of a local addiction treatment service provider, while another felt that the inclusion of services on-site would make the CTS site feel “medicalized or clinical” and noted that this was a turnoff in terms of using the site.

A few participants inquired whether guests would be able to choose to access services or whether it would be a requirement for them as part of using the site. One shared their belief that offering guests the choice of accessing services demonstrated respect for guests and their agency in making decisions.

Other suggestions to improve linkages to services were to co-locate the Rapid Access Addiction Medicine clinic (operated by Peterborough Regional Health Centre) at the CTS site or to develop an additional program in the CTS space to offer this service.

### Police

There was a significant amount of conversation and interest from participants about the role of the Peterborough Police Service in the creation of the proposed CTS site, whether the police were supportive of the CTS site, and how police would operate in the vicinity of the site. Some participants shared that they had heard there was a 250-metre ‘buffer’ or ‘no-go’ zone around the site, where police would not conduct enforcement activities. During one of the consultation sessions, a member of the Peterborough Police Service provided clarification that this was not the case and indicated that the police, as part of the four-pillar Peterborough Drug Strategy, are supportive of the site.

After hearing of the support of the police, a few participants still expressed concerns for guests of the site, and thought that police involvement might dissuade people from using the CTS site.

### General Questions about Operations

Participants raised a number of questions about how the site would operate in practice, who it would serve, and how it would be staffed. This included questions about the operating hours and how the

hours were determined, whether the site would serve just adults or youth as well, how staff would build trust with guests, whether security would be provided around and at the site, if transportation would be provided to guests after they used the site, whether bathrooms would be available for guests, and what generally happens after a guest uses the site.

#### General Questions about Harm Reduction

A few participants used the consultation sessions as an opportunity to seek general information about harm reduction services in Peterborough, including methods of disposing expired Naloxone kits, Naloxone training offerings, and needle sweeps and training.

A few participants also inquired about whether the site might ever be used as part of a ‘safe supply’ program, whereby guests could receive safe, regulated substances, rather than obtaining them from unregulated sources.

There were also a number of questions about the presence of needles and the collection of used equipment at the site. Some participants were pleased to understand that a needle collection box had been affixed to the exterior of the site and that guests could bring back used equipment to the site during operating hours. A few participants expressed concerns that the needle return was not being operated from a 1-to-1 ratio of equipment being handed out and returned, with a concern that this would lead to more litter in the downtown core and around downtown properties.

#### CTS Site Application Process

A number of participants had questions about the application process for a CTS site, as well as the process for selecting the location. One participant felt that the location had been selected in secret. Other participants inquired about how the provincial and federal application process works, whether there would be a timeline for opening the CTS site, whether funding was contingent on the consultation process, and how long the contract for the CTS site would last. A few participants inquired about how they might help the application process move forward and offered to contact their local political representatives to demonstrate support.

#### Site-Specific Stakeholder Focus Groups (2020)

To ensure key stakeholders had an opportunity to provide feedback about the proposed site, CTS partners conducted additional site-specific focus groups. These groups are noted in [Table 2](#). Further details about the dates and times of consultations can be found in [Appendix A](#).

The following section details the key themes raised by participants in these stakeholder focus groups.

#### Linkages to Services

Some participants inquired about treatment services available in Peterborough and through the proposed CTS site, particularly regarding detox services. One also asked about success rates in terms of connecting CTS site users with treatment services.

#### Impact of CTS on Surrounding Area

Some participants raised questions about the impact that the proposed CTS site might have on the surrounding area in general, and a few pointed to concerns about nearby facilities and whether the site might increase or decrease loitering, littering, and/or the use of nearby washroom facilities.

### General Questions About Operations

Participants had a number of questions about the operations of the site, such as how many people are anticipated to use the site, the housing situation of guests, the length of time allocated for guests to remain in the post-consumption area, the hours of operation, and when the site will start operating. One participant also inquired about how CTS partners will respond to concerns.

### CTS Site Application Process

Participants also had a number of questions about the application process itself, including how the consultation process would engage PWLE and how consultations would inform the application, the anticipated timing of the application being submitted, what barriers might exist for application approval, and opportunities for additional information sessions and/or documents to be shared with key stakeholders.

### Site-Specific Consultations with People with Lived Experience (2020)

Suzanne Galloway, Executive Director of the 360 Nurse Practitioner-Led Clinic, and a community volunteer engaged with eight PWLE at the proposed CTS site to seek their feedback.

A summary of comments follows, organized by areas within and outside the proposed site.

### Pre- and Post-Consumption Waiting Area

Generally, participants expressed appreciation for this area. They recommended that lockers be made available, that the space use bright colours, that affirmations be put on the walls, that the ceiling tiles be decorated, and there be no use of fluorescent lights. There was an additional recommendation to implement a 'waiting list' so that guests could put their name on the list if there was a line-up and return at another time instead of waiting on site.

Most participants agreed with the need to provide amenities in this space, such as coffee, snacks, phone chargers, wireless internet, food, and water. A few inquired about how CTS staff would move guests along and what guidelines about conversations, such as those about politics, might be in place. Others recommended that the space should have a wall moved back so there would be more room for consumption and that the pre- and post-consumption waiting area should be switched with the consumption area for better flow. One recommended that there should be a separate entrance and exit, with the door on Simcoe Street being used for exiting the site.

### Consumption Area

Most participants expressed a desire for more privacy in the consumption area, particularly so that guests could not be seen from the front door or waiting area, as well as from other booths. Recommendations included frosted glass partitions between booths, six-foot-tall dividers between booths, or bathroom stall-style booths with openings at the bottom. One participant pointed to Booth #1 as needing privacy from a person who might be approaching from the bathroom.

### Exterior of the Site

Participants made some recommendations about how to make the exterior of the site more inviting, such as with the installation of picnic tables, cigarette disposal units, Indigenous art and/or a mural on the outside of the building, shelter or seating for those waiting, and the provision of snacks. One

participant also suggested the creation of a memorial for those who have lost their lives to drug overdoses/poisonings.

A few participants mentioned the need to have staff both inside and outside the building, particularly to make it more inviting for people to come. Another recommended the creation of a 'pick-up' window for harm reduction supplies, so that people do not have to enter the site to access those supplies.

One participant commented that the exterior did not look particularly sterile, and another recommended that the site needed to blend into the surrounding buildings and community.

Park at Bethune and Simcoe

When asked about the proximity of the proposed CTS site to the park at the corner of Bethune and Simcoe streets, participants mostly agreed that the close proximity would improve conditions at the park. Others made general comments about the short distance between the park and the site, and the reputation the park had in the past for being a place of heavy substance use.

General Feedback

Overall, nearly all participants in these focus groups expressed their appreciation of a CTS site being planned for Peterborough as well as the proposed location. There was concern from a few participants about being watched by the police and the stigma that may come from being seen at the site. Others made recommendations such as ensuring there are peers on site, providing automatic sanitizer dispensers, having no people in uniforms, providing vein care advice, listening to people's expertise about their own bodies, and ensuring the site is cleaned between use.

## Conclusion

Throughout the site-specific community consultation process, participants and respondents raised many thoughtful questions about safe consumption and the proposed CTS site at 220 Simcoe Street. It was clear that the majority of those who engaged in the consultation process care about those who may be future guests at the proposed CTS site, as well as for the overall success of downtown Peterborough – its businesses, organizations, and residents.

A key area of importance for many participants was the linkages to services that will be available through the proposed CTS site, particularly with regards to treatment and detox services. Many participants also spoke about the importance of having a CTS site available in Peterborough, so that more people can benefit from these linkages to services, all in one place.

While a number of concerns were raised about the operations and location of the proposed CTS site, particularly in terms of privacy for guests within and around the site, the capacity of the site to handle the anticipated number of guests, the potential impact of the proposed CTS site on neighbouring businesses and residents, and involvement of the Peterborough Police Service, the majority of the feedback received was positive and generally in support of the proposed site and its location.

Overall, there is strong support for the establishment of a CTS site at 220 Simcoe Street in Peterborough.

## Appendix A: Site-Specific Consultation Details

### Virtual Consultation Details

The virtual consultations were led and facilitated by Arising Collective. These consultations occurred on the following dates and at the following times, and for the noted audiences:

1. General Public  
Wednesday, November 4, 2020  
6:00 PM – 7:30 PM
2. General Public  
Thursday, November 5, 2020  
12:00 PM – 1:30 PM
3. Downtown Business Owner/Operators  
Monday, November 9, 2020  
6:00 PM – 7:30 PM
4. Direct Residential Neighbours  
Tuesday, November 10, 2020  
12:00 PM – 1:30 PM
5. Direct Residential Neighbours  
Wednesday, November 11, 2020  
7:00 PM – 8:30 PM
6. General Public  
Thursday, November 12, 2020  
6:30 PM – 8:00 PM

### Virtual Consultation Agenda

The virtual consultation agenda was designed by Arising Collective, in close collaboration with CTS partners. This agenda was used in each of the virtual consultations noted above.

1. Welcome, technical considerations, and introductions (10 minutes)
2. Video tour of proposed CTS site (7 minutes)
3. Question & Answer Session about Safe Consumption (20 minutes)
  - a. Open for general questions about Safe Consumption
4. Question & Answer Session about the Proposed Site (45 minutes)
  - a. Do you have any questions about the site that was chosen for the CTS?
  - b. Do you have any questions about the Pre- or Post-Consumption Waiting Area?
  - c. Do you have any questions about the Proposed Consumption Area?
  - d. Do you have any questions about linkages to other services?
  - e. Do you have any questions about the exterior of the site?
  - f. There is a park within close proximity to the proposed site (Bethune & Simcoe Street Park is 150 metres away). Do you have any thoughts or recommendations in regards to the CTS and this park?
5. Next Steps (5 minutes)



### Stakeholder Focus Groups Details

Key stakeholder focus groups were led by different members of the CTS partner organizations. Focus group sessions are outlined below along with the dates and the stakeholder group consulted.

#### Peterborough Public Health

At the Board of Health meeting of November 12, 2020, Evan Brockest, Health Promoter with Peterborough Public Health, gave a presentation on the current status of the proposed CTS site, the status of public engagement activities, and an update on the process to apply for the necessary exemptions and funding for the proposed CTS site, and sought questions from Board members.

#### Downtown Business Improvement Area

At the DBIA Board meeting of Wednesday, October 28, 2020, Suzanne Galloway, Executive Director of the 360NPLC, Charles Shames, Executive Director of PARN, and Evan Brockest, Health Promoter at Peterborough Public Health, made a presentation about the proposed CTS site, and sought feedback and questions from DBIA Board members.

#### Peterborough Public Transit

On November 10, 2020, Suzanne Galloway, Executive Director of the 360NPLC, engaged with 3 management staff from the Peterborough Transit service, to provide an overview of the services currently being delivered at the 220 Simcoe Street site and the proposed CTS, and sought feedback and questions from Transit staff.

#### Consultations with Persons with Lived Experience (PWLE)

On November 6 and 12, 2020, Suzanne Galloway, Executive Director of the 360NPLC, and a community volunteer engaged with PWLE to seek their feedback on the proposed CTS site.

## Appendix B: Site-Specific Survey

An online survey was delivered through Survey Monkey and sent to all participants in the virtual site-specific consultations as well as those who wished to participate but who were unable to do so. The survey included the following information, as well as the questions and response options below.

### Introduction

Community agencies are applying to establish a Consumption and Treatment Services (CTS) Site at 220 Simcoe Street in Peterborough. Consumption and Treatment Services (CTS) are a proven way to reduce the harms of drug use.

A more general community consultation survey about establishing a CTS was completed in November 2019. This survey received 1,621 responses, 82% of which were Peterborough City and County residents.

The purpose of this survey is to gather site specific feedback about the proposed CTS operations at 220 Simcoe Street.

This survey is open to people who live or work in the City or County of Peterborough.

Your participation is voluntary, and your answers will be confidential. The results of this survey will be used to apply for a CTS in Peterborough. Your answers may be used in a summary report. No identifying information will be used in any reports or presentations.

Please watch a video tour and read answers to Frequently Asked Questions of the proposed site here prior to completing this survey.

This survey should take about 15 minutes to complete.

### Questions

1. If you understand and agree with the information about this survey, please check 'Agree' to begin this survey.
  - a. I agree
2. Are you 16 years or older?
  - a. Yes
  - b. No → Thank you. You do not need to answer any more questions. This survey is only for people who are 16 years of age or older, and who live or work in Peterborough.
3. Do you live or work in the City or County of Peterborough?
  - a. Yes
  - b. No → Thank you. You do not need to answer any more questions. This survey is only for people who live or work in Peterborough.
4. Please select the response that best describes your situation:
  - a. I live or work in downtown Peterborough
  - b. I own/operate a business in downtown Peterborough
  - c. I live or work elsewhere in the City of Peterborough

- d. I live in the County of Peterborough
- 5. Did you attend a Virtual Question & Answer Session?
  - a. Yes → Show question 6
  - b. No
- 6. If so, which session did you attend?
  - a. Wednesday, Nov. 4, evening
  - b. Thursday, Nov, 5, noon hour
  - c. Monday, Nov. 9, evening
  - d. Tuesday, Nov. 10, noon hour
  - e. Wednesday, Nov. 11, evening
  - f. Thursday, Nov. 12, evening
  - g. Not Applicable
- 7. Do you live within 250 metres of the proposed CTS site?
  - a. Yes
  - b. No
- 8. Do you own or operate a business or organization within 250 metres of the proposed CTS site?
  - a. Yes
  - b. No

Pre-Consumption Waiting Area (Open Text Responses)

- 9. What I like about the proposed pre-consumption waiting area.
- 10. What I don't like about the proposed pre-consumption waiting area.
- 11. What I would change about the proposed pre-consumption waiting area.
- 12. Comments

Consumption Area (Open Text Responses)

- 13. What I like about the consumption area.
- 14. What I don't like about the consumption area.
- 15. What I would change about the consumption area.
- 16. Comments

Post-Consumption Area (Open Text Responses)

- 17. What I like about the proposed post-consumption waiting area.
- 18. What I don't like about the proposed post-consumption waiting area.
- 19. What I would change about the proposed post-consumption waiting area.
- 20. Comments

Linkages to Services (Open Text Responses)

- 21. What I like about the proposed linkages to services.
- 22. What I don't like about the proposed linkages to services
- 23. What I would change about the proposed linkages to services.
- 24. Comments

Exterior of Site (Open Text Responses)

25. What I like about the exterior of the proposed site.
26. What I don't like about the exterior of the proposed site.
27. What I would change about the exterior of the proposed site.
28. Comments

Proximity to Simcoe & Bethune Street Park (Open Text Responses)

There is a park within close proximity to the proposed site (Bethune & Simcoe Street park is 150m away)

29. What I like about the proximity to the park.
30. What I don't like about the proximity to the park.
31. What I would change about the proximity to the park.
32. Comments

Final (Open Text Responses)

33. Do you have any other comments related to the proposed CTS operations at this site?

## Appendix C: Addressing Community Concerns

After reviewing a preliminary draft of this report, CTS partners analyzed the consultation feedback data presented in this report and identified seven key themes that correlate to concerns expressed by participants. The following table summarizes how CTS operations will be responsive to and address these community concerns.

Items with an asterisk (\*) are those concerning the finalization of the design of the proposed CTS site, which will be dependent on available capital dollars, ventilation, fire safety, and infection prevention and control requirements.

Additionally, some suggestions and concerns raised by consultation participants have already been addressed as part of planned operations for the CTS site, as outlined in the video tour of the site and in an FAQ document developed to support the community consultations. Both the video and the FAQ are available at [www.peterboroughdrugstrategy.com/CTS](http://www.peterboroughdrugstrategy.com/CTS).

Theme	Response
Exterior	<ul style="list-style-type: none"> <li>• Beautify with greenery and art (e.g. mural) and create memorial space</li> <li>• Install cigarette disposal units and shelter or seating for those waiting</li> <li>• Determine what will happen with parking by non-CTS-affiliated vehicles</li> </ul>
Privacy	<ul style="list-style-type: none"> <li>• Design* an attractive barrier to make the entry less exposed</li> <li>• Increase separation of spaces within the CTS*</li> <li>• Construct booths and/or obtain cleanable separations* to offer maximum privacy/ability to inject in different parts of the body while still being able to observe consumption</li> </ul>
Limited Space	<ul style="list-style-type: none"> <li>• The space for the CTS is 1,000 ft<sup>2</sup> with 3 booths, which is in line with other CTS sites in cities of a similar size, as well as the space recommended and funded by the province</li> <li>• Add to the design* the suggestion of a ‘take-out/pick-up’ window for harm reduction supplies, so individuals seeking this service do not need to occupy the building if it is getting near capacity (which will be lower during COVID)</li> <li>• Close down or remove one of the double doors to offer more space between booths</li> <li>• Develop policies regarding length of stay in/on site</li> <li>• Implement a waitlist so individuals can leave and come back, rather than need to wait on site</li> <li>• Consider traffic flow in the design*</li> </ul>
Interior Use	<ul style="list-style-type: none"> <li>• Minimize fluorescent light</li> <li>• Use bright colours</li> <li>• Provide lockers and automatic sanitizer dispensers</li> <li>• Consult further with PWLE regarding space design* and guidelines for guests</li> </ul>
Service Provision	<ul style="list-style-type: none"> <li>• Provide amenities in post-consumption space, such as coffee, snacks, phone chargers, wireless internet, food, and water</li> </ul>

Theme	Response
	<ul style="list-style-type: none"> <li>• No people in uniforms (note that service users at the Kingston CTS had similar concerns about paramedics in uniforms, but they have been accepted and generally have better relations with paramedics when interacting in the community)</li> </ul>
Proximity to Park	<ul style="list-style-type: none"> <li>• Conduct regular ‘sweeps’ of the park for drug-related litter</li> <li>• Encourage responsible disposal of used drug using equipment both by providing a convenient place for proper disposal and through messaging</li> <li>• Involve the community and guests of the site in projects (e.g. clean-ups)</li> <li>• Signage at the park to direct guests to the CTS site*</li> </ul>
Public Education	<ul style="list-style-type: none"> <li>• Create education tools that provide clarity on the most commonly asked questions, including:               <ul style="list-style-type: none"> <li>○ Number of anticipated users and proposed hours</li> <li>○ Relationship of the site with police</li> <li>○ Security measures</li> <li>○ Testing of drugs</li> <li>○ Type of drug use permitted</li> <li>○ Post-consumption wait period</li> <li>○ Linkage to services (including Rapid Access Addictions Medicine clinic and nurse on site to provide wound care &amp; link to primary care)</li> <li>○ How needle exchange services reduce drug litter &amp; why drug use equipment is not exchanged one for one</li> <li>○ Application process and anticipated start up</li> <li>○ How public feedback can be given and how ongoing input through advisory committee will be received</li> </ul> </li> </ul>

## Appendix D: Pre-2020 Communication Efforts by CTS Partners

### Initial Efforts to Establish a Temporary Overdose Prevention Site (January to May 2018)

In January 2018, the group working to bring a Temporary Overdose Prevention Site to Peterborough struck a Communications Committee consisting of representatives from the City of Peterborough, Peterborough Police Services, PARN, and an independent consultant.

The Committee coordinated the following activities between January and April 2018:

- Development of a Communications Plan to inform City of Peterborough officials and residents of the intention to launch a Temporary Overdose Prevention Site to respond to the increase in deaths due to drug poisoning in Peterborough;
- Briefings with the Mayor of Peterborough, the Warden of Peterborough County, all members of Peterborough City Council, and the Executive Director of the Peterborough DBIA;
- A media conference in March to announce the intention of establishing a CTS site in Peterborough featuring the Mayor of Peterborough, the Chief of Peterborough Police Services, the Chief of Peterborough County-City Paramedics, the Medical Officer of Health, and the Executive Director of PARN.

In the weeks following the media conference, the Communications Committee supported the group working to bring a Temporary Overdose Prevention Site to Peterborough as they met with local property owners to identify a location for a site. A location was not identified prior to the provincial election writ period beginning on May 9, 2018, and official efforts to establish a site were temporarily suspended pending the results of the Ontario election, and the subsequent pause in the Temporary Overdose Prevention Site program following the election.

### Launch of the CTS Site Program (October 2018 to June 2019)

In October 2018, Ontario announced the launch of the CTS site program, an updated version of the Temporary Overdose Prevention Site Program, with an increased emphasis on wrap-around services to connect people who use drugs to primary care, treatment, and other health and social services.

During this period, the Executive Director of PARN continued to meet with property owners to identify a location for a CTS site and worked with the City and County of Peterborough to increase awareness of the opioid crisis through the Peterborough Opioid Summit held in July 2019. The Executive Director of PARN hosted the event, which featured PWLE, politicians from all levels of government, and representatives from Police and Emergency Medical Services. PARN developed a pre- and post-event survey of people who attended, with more than 50% of the 200 attendees completing the survey.

### Working Together to Save Lives in Peterborough (July to December 2019)

In July 2019, a Steering Committee was formed by Member of Provincial Parliament (MPP) for Peterborough-Kawartha Dave Smith, Mayor of Peterborough Diane Therrien, and Deputy Mayor of Selwyn Township Sherry Senis (representing the County of Peterborough) to bring a CTS site to Peterborough. The Committee featured representatives from Peterborough Public Health, Peterborough

Police Service, Canadian Mental Health Association - Haliburton, Kawartha, Pine Ridge, Peterborough Regional Health Centre, Fourcast, the 360NPLC, and PARN. The group also included private business Whitepath Consulting, a retired emergency room physician, and community members with experience developing inclusive programs.

A Communications Committee was re-established, consisting of representatives from Peterborough Police Services, the City of Peterborough, the County of Peterborough, Peterborough Public Health, the Peterborough Drug Strategy, and PARN. The Communications Committee completed the following activities to support the Steering Committee's efforts to identify a location and complete the application for a Site:

- A press release to announce the establishment of a Steering Committee working to bring a CTS site to Peterborough (July 2019);
- Development of Key Messages document, Backgrounders, FAQs, and other communications materials (July 2019);
- Distribution and promotion of a Petition to bring a CTS to Peterborough, which was subsequently read into the legislature by MPP of Peterborough-Kawartha Dave Smith (July to October 2019);
- Design and creation of a website to provide information about a CTS to the community and collect questions and other feedback from community members (October 2019);
- Launch of an online community-wide survey about a potential CTS in Peterborough. This survey was live for the entire month of November and received 1,621 responses, with 74% of respondents supporting the establishment of a CTS in Peterborough (November 2019);
- Work with PWLE of drug use to conduct 122 in-person surveys of people who use drugs in Peterborough to determine preferred hours, services, and location for a potential CTS (November 2019); and,
- A press release was issued at the beginning of November to announce the launch of the surveys and another press release was issued in December to share the results of the surveys (November – December 2019).