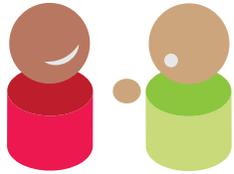
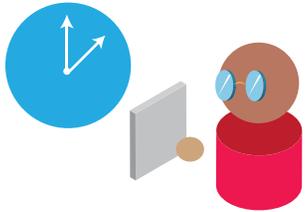


## Issues Process



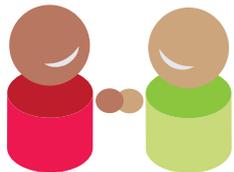
### Step 1

Complaint/Issue is raised by community member in-person or online. Every effort is made to resolve matter in a timely manner. Review process begins for more complex issues.



### Step 2

Our Outreach & Communications Manager (OCM) will respond with update on issue within 2 business days. Review process may include meetings &/or email updates according to complainant preference.



### Step 3

The OCM schedules a meeting with complainant to present resolution of issue within 1 month, where possible. Opportunities for escalation are discussed, if necessary. Complaint is closed & documented.

## Contact Us

CONC Bloor St. Emergency Shelter  
850 Bloor St. West  
Toronto, ON  
M6G 1M2

[samantha@conc.ca](mailto:samantha@conc.ca)

Outreach & Communications Manager  
416 792 8941 ext. 224

[www.conccommunity.org](http://www.conccommunity.org)

## Follow us on Facebook!



[@CONCShelterandHousing](https://www.facebook.com/CONCShelterandHousing)

[@CONCDropIn](https://www.facebook.com/CONCDropIn)



The Christie Ossington  
Neighbourhood Centre's

Community  
Response  
Initiative  
(CRI)



CONC is a multi-service organization that is dedicated to building upon the strengths and vision of our participants to create a safe and welcoming community. We offer a range of programming for all ages, which include:

### Shelter & Housing

CONC provides 98 shelter beds & 20 units of transitional housing. We also provide participants with access to housing, education & health support.



### The Nook

We run children's programs for ages 5 – 14, offering after-school, summer & winter camps & activities.



### The Drop-In

Our drop-in serves over 5,700 participants per year, giving community members access to nutritious meals, support groups, social events, & wellness programs.



### LOFT YCSEI

CONC is the home of the Youth Centre for Social Enterprise & Innovation East & West. YCSEI East runs LOFT Kitchen Café, which provides employment training for youth. YCSEI West is set to open in 2017 & will house a professional sound studio & arts, as well as a music incubator for youth.



## Community Response Initiative (CRI)

### Why was the response created?

The Community Response Initiative (CRI) was formulated as a result of conditions created by Toronto City Council in their approval of CONC's 30 bed men's emergency shelter in November 2015. CONC has incorporated the plan into our mission to further serve our community by looking to community members to inform the successful integration of the shelter into the Bloorcourt neighbourhood.

### How can I contact CONC?

CONC has designated an Outreach & Communications Manager (OCM) to oversee all issues brought up by community members in regards to the maintenance and transition of the shelter. You can access the initiative through the CLC link in CONC's website, by phone, and by walking in during the manager's office or filling out a response form.

### What happens after I get in touch?

The OCM will be in contact with you within 2 business days depending on your preference. If the matter is more complex, a meeting will be arranged. The OCM will contact all relevant parties involved in the matter in working towards a resolution. The OCM will also schedule a resolution meeting to update you on what has been done about your concern. Ways to escalate the matter will also be presented should the situation not be resolved to your satisfaction.

## How can I get involved at CONC?

### The Community Liaison Committee

CONC hosts a monthly meeting dedicated to integrating our new 30 bed shelter into the Bloorcourt community with the involvement of residents, community agencies & other interested parties. Those interested in becoming a CLC member or would like access to meeting minutes or more information can email [samantha@conc.ca](mailto:samantha@conc.ca)

### Volunteering & Placements

Visit [conccommunity.org/volunteer](http://conccommunity.org/volunteer) & fill out our online application for both volunteer & student placement positions. We will contact you to arrange for an interview &/or orientation. Volunteer positions are available in all of our programs, but specialized training or clearances may be required.

### Have a skill you'd like to share?

Professional volunteers are welcomed to contact us through our online application form. Tell us about your skill & what you'd like to bring to our services at CONC & we will get in touch!

### Donations at CONC

Both in-kind & online monetary donations are always welcome at CONC. For an updated list of what we need, please visit our website & look for the wishlists on each program's webpage.

