

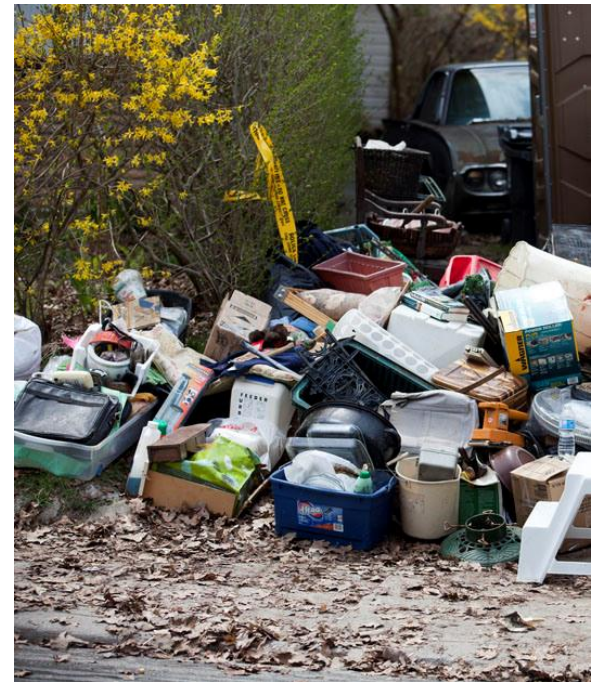
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Specialized Program for Interdivisional Enhanced Response to Vulnerability

A Collaborative Risk Driven Approach
to the Management of Problematic Hoarding

Agenda:

- What are Collaborative Risk Driven Community Safety Models?
- How is SPIDER designed?
- How do we use SPIDER as a tool to address problematic hoarding behaviour?
- What about legislation and ethical considerations?
- Case Study



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Program Vision:

The safe inclusion of vulnerable Torontonians in their neighbourhoods and communities.

Program Mission:

To reduce recurrence of risks and ensure the safe inclusion of vulnerable Torontonians in their communities by ensuring that: responses of different City of Toronto Divisions are coordinated; health care, social and community services are made available; and that operational and system level reforms are identified and promoted.

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Program Mandate:

To reduce recurrence of these risks, and ensure safe integration and inclusion of vulnerable Torontonians in their neighbourhoods and communities by:

- Ensuring City of Toronto responses are coordinated;
- Ensuring existing health care, social and community services are made available; and
- Identifying and driving needed systemic reforms

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SPIDER defines **vulnerability** as the result of the interaction between the challenges a person faces and the resources that they can access when facing those challenges.

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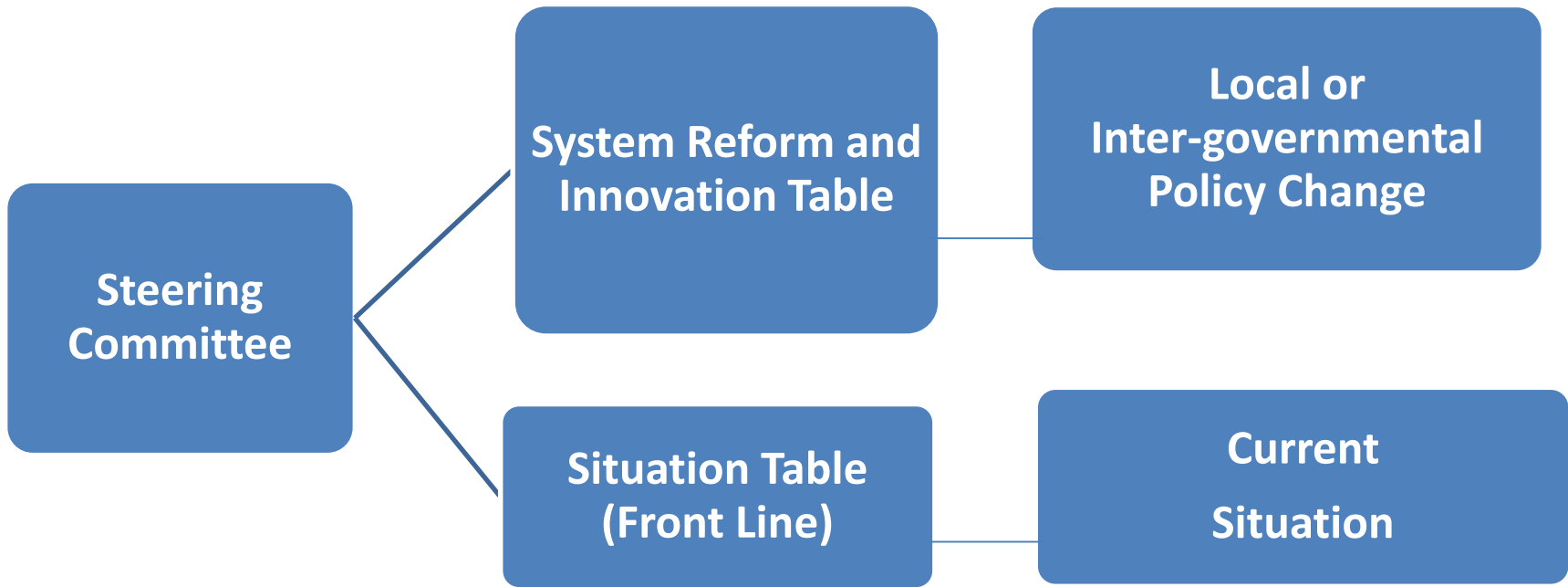
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Risk is the probability of quantifiable damage, injury, liability or loss that is caused by external or internal vulnerabilities and that may be avoided through pre-emptive action.

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SPIDER Structure:



Collaborative Risk-driven Intervention Models and the Management of Problematic Hoarding:

- Problematic hoarding is a multifaceted issue where many vulnerabilities can contribute to elevated health and safety risk
- It affects not only the person with lived hoarding experience but can also put neighbours and property at risk
- Multiple **SPIDER** situations have involved tenants, their neighbours and housing providers



The “Fire Triangle”:











International OCD Foundation: Clutter Image Rating Scale (bedroom)



4



5



6



7



8



9

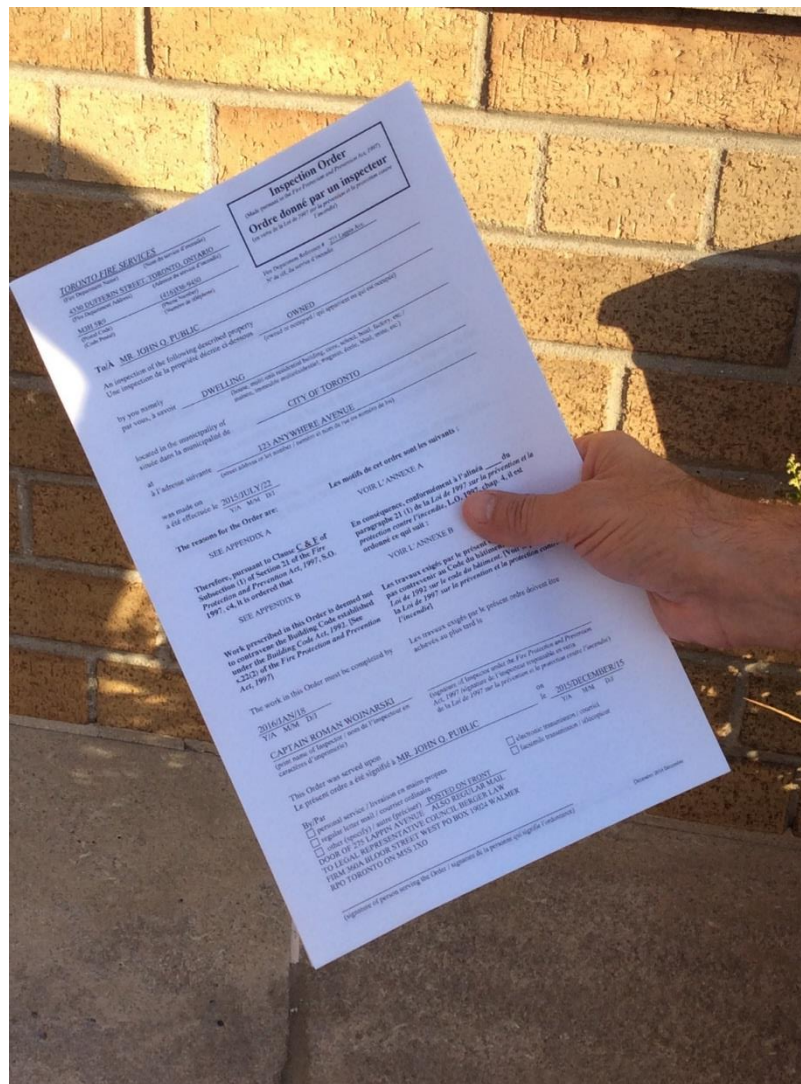
http://www.hoardingconnectioncc.org/Hoarding_cir.pdf

For the Purpose of operationalizing the Fire Protection and Prevention Act, Toronto Fire Services defines:

Problematic Hoarding is an excessive accumulation of (usually) personal/acquired belongings and items which are being stored/retained within a dwelling unit...in such quantities and/or location(s) (example: kitchen, bedroom, living room, bathroom, basement, balcony, hallways, stairways, etc.) as to make such area(s) within the premises unsafe and/or unusable for their intended purpose.

Toronto Fire Services inspection concentrates on the following criteria:

- Proximity of combustibles to sources of ignition
- Blocked exits/access to exits
- Excessive use of temporary wiring
- Excessive combustible fuel load
- If a fire were to start...would the occupant and/or neighbouring dwellings be at an elevated risk (means of egress, rapid fire spread, etc.)?





Legislative Authority:

- Building Code Act – Provides both the legislative authority for a municipality to pass Property Standards Bylaws along with the enforcement authority for municipal officers to enforce this Bylaw.
- City of Toronto Act - Provides the authority for the City to pass municipal Bylaws along with the powers to enforce these bylaws.

Various Bylaws:

- Toronto Municipal Code – Chapter 548, Littering and Dumping of Refuse Bylaw
- Toronto Municipal Code – Chapter 629, Property Standards Bylaw
- Toronto Municipal Code – Chapter 489, Grass and Weed Bylaw
- Toronto Municipal Code – Chapter 447 – Fences

Bylaw Specifics:

Toronto Municipal Code – Chapter 548, Littering and Dumping of Refuse Bylaw

- This Bylaw does not permit the dumping or placing of refuse or waste on a property and if this has occurred then we have the authority to issue a Notice directing the occupant to remove the refuse or waste and if they do not do so, then the City can do the work 4 days later and the costs are put on the property taxes.

Toronto Municipal Code – Chapter 629, Property Standards Bylaw

- This Bylaw requires that owners/occupants maintain their buildings in a state of good repair and in a clean and sanitary condition. If a person does not comply with these provisions, then we have the authority to issue an Order and if it is not appealed within 14 days then the City can carry out the necessary remedial work to achieve compliance.

Bylaw Specifics:

Toronto Municipal Code – Chapter 489, Grass and Weed Bylaw

- This Bylaw requires a person to keep any grass or weeds on their lawn to a maximum height and if they do not do so, then a Notice can be issued and if not complied with the City can do the cutting 4 days after the Notice is issued and the costs placed on the property taxes.

Toronto Municipal Code – Chapter 447 – Fences

- This Bylaw requires a person to maintain fences in a good state of repair and if they do not then the City can charge them under the *Provincial Offences Act* and if found guilty then they may be subject to a financial penalty.

Principals/goals:

- **Team approach – need assistance from others to make it a success – Toronto Public Health, Cota, Crisis Outreach Service for Seniors, TFS, TPS**
- **Low key – no media and maintain person’s dignity and confidentiality**
- **Minimize the anxiety and impact to the occupant – no arrests**
- **Balance the occupant’s needs with the surrounding neighbourhood needs**
- **Complete the necessary remedial work and leave the occupant with a clean/sanitary and safe living environment**
- **Recognize that ML&S is not solving the problem, we are dealing with the symptoms/impacts of hoarding**

Process:

- **Initial investigation of property – possible contact with occupant**
- **Contact other agencies for assistance in working with occupant to assist with getting necessary actions undertaken (i.e., cleaning/removing of debris/refuse/waste) AND exploration of health or social supports**
- **Bring matter to SPIDER for consideration if necessary**
- **Once non-compliance confirmed, coordinate remedial action date with contractor, assisting agencies and inform occupant of purpose and goal of remedial action and date for such action**
- **Day of remedial action, try and gain agreement and cooperation from occupant**
- **Carry out remedial action**

Hoarding issues have significant impacts on numerous people, they impact the occupants of the building, the adjacent properties and the community at large.

The issues include matters that

- **impact health and safety of occupants,**
- **create offensive odours,**
- **lead to pest infestations**
- **create visually unsightly conditions**
- **create significant stresses and conflict between neighbours**

Exterior Refuse – before:



Exterior Refuse – after:



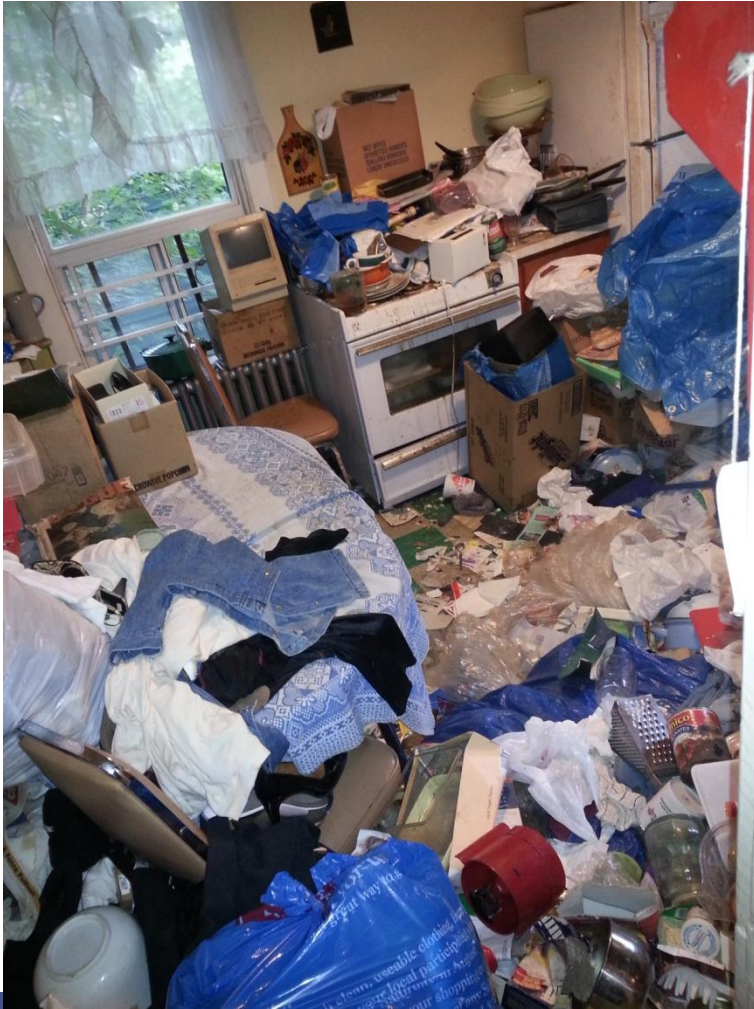
Exterior Refuse – before:



Exterior Refuse – after:



Interior Property Standards Violations:



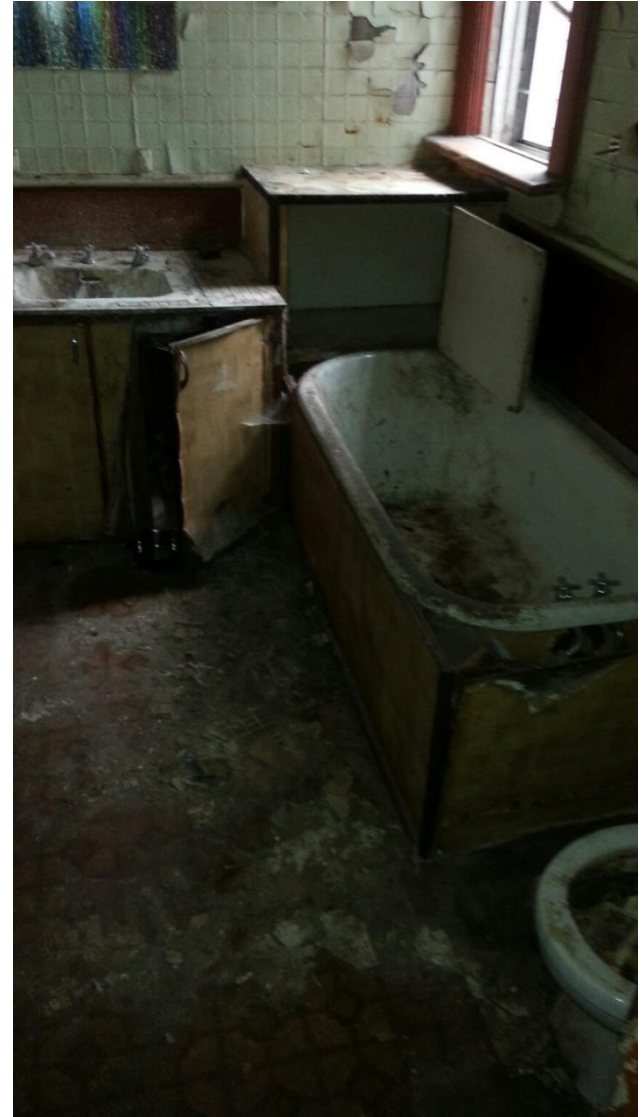
Interior Property Standards Violations - before:



Interior Property Standards Violations - after:



Interior Property Standards Violations:



Interior Property Standards Violations:



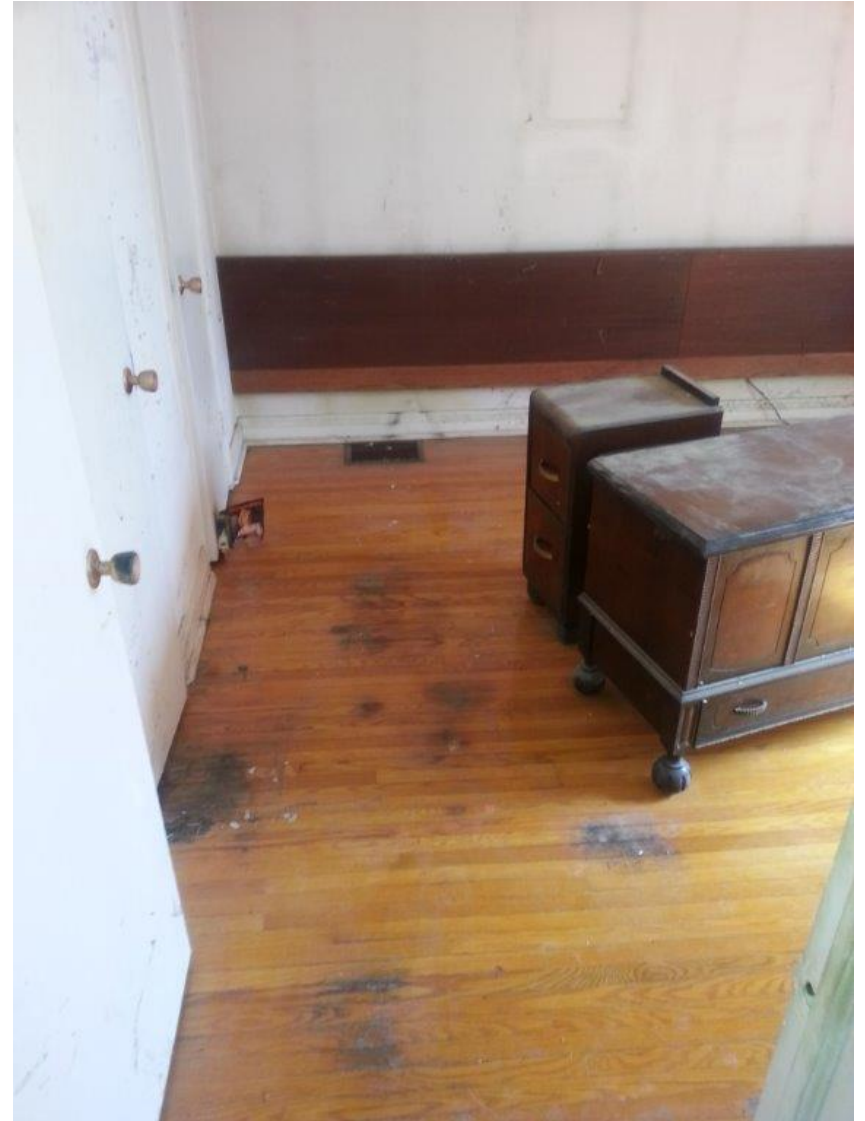
Other Property Standards Violations:



Other Property Standards Violations:



Interior Property Standards Violations:



Interior Property Standards Violations:





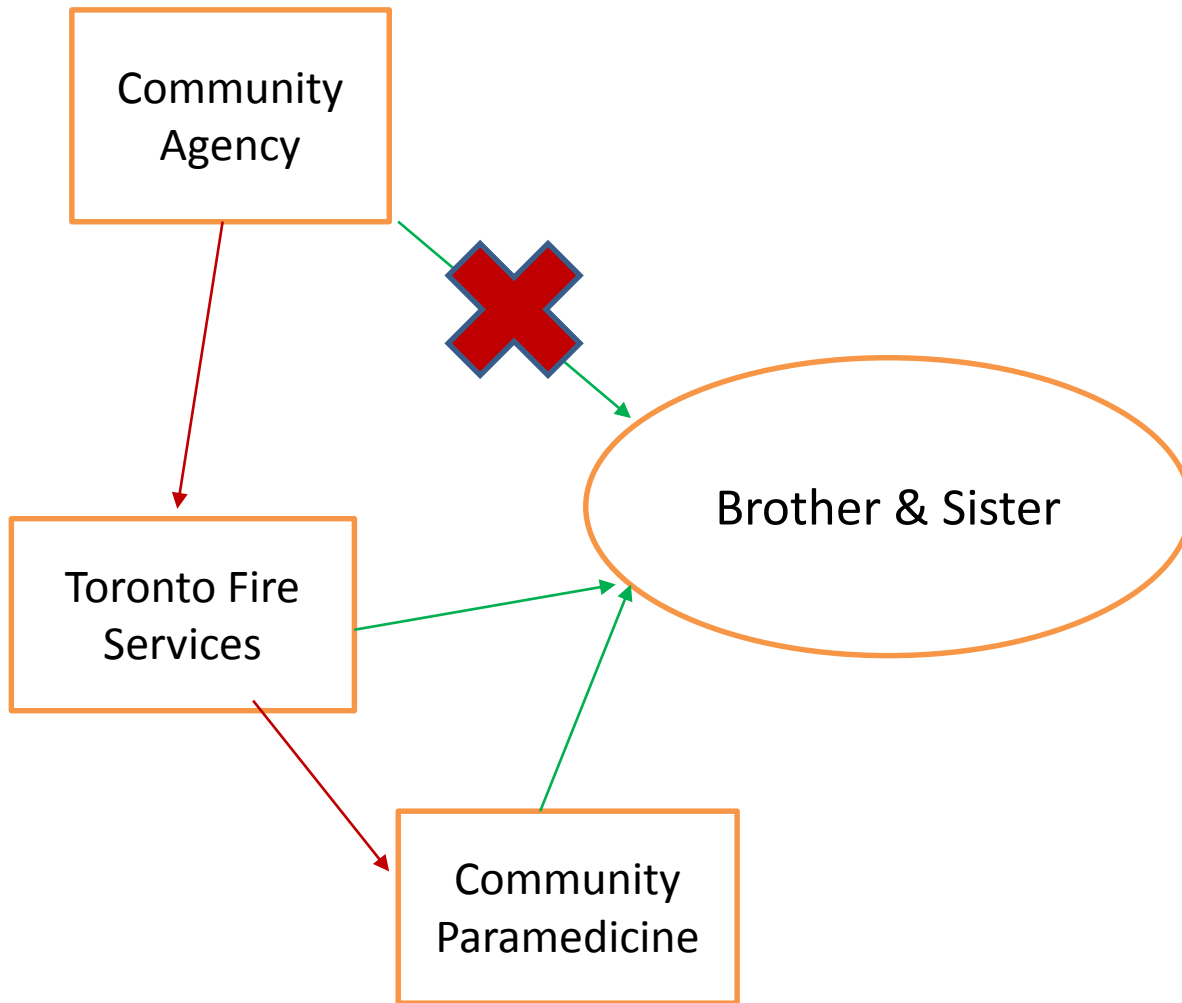
Moving Forward – Challenges:

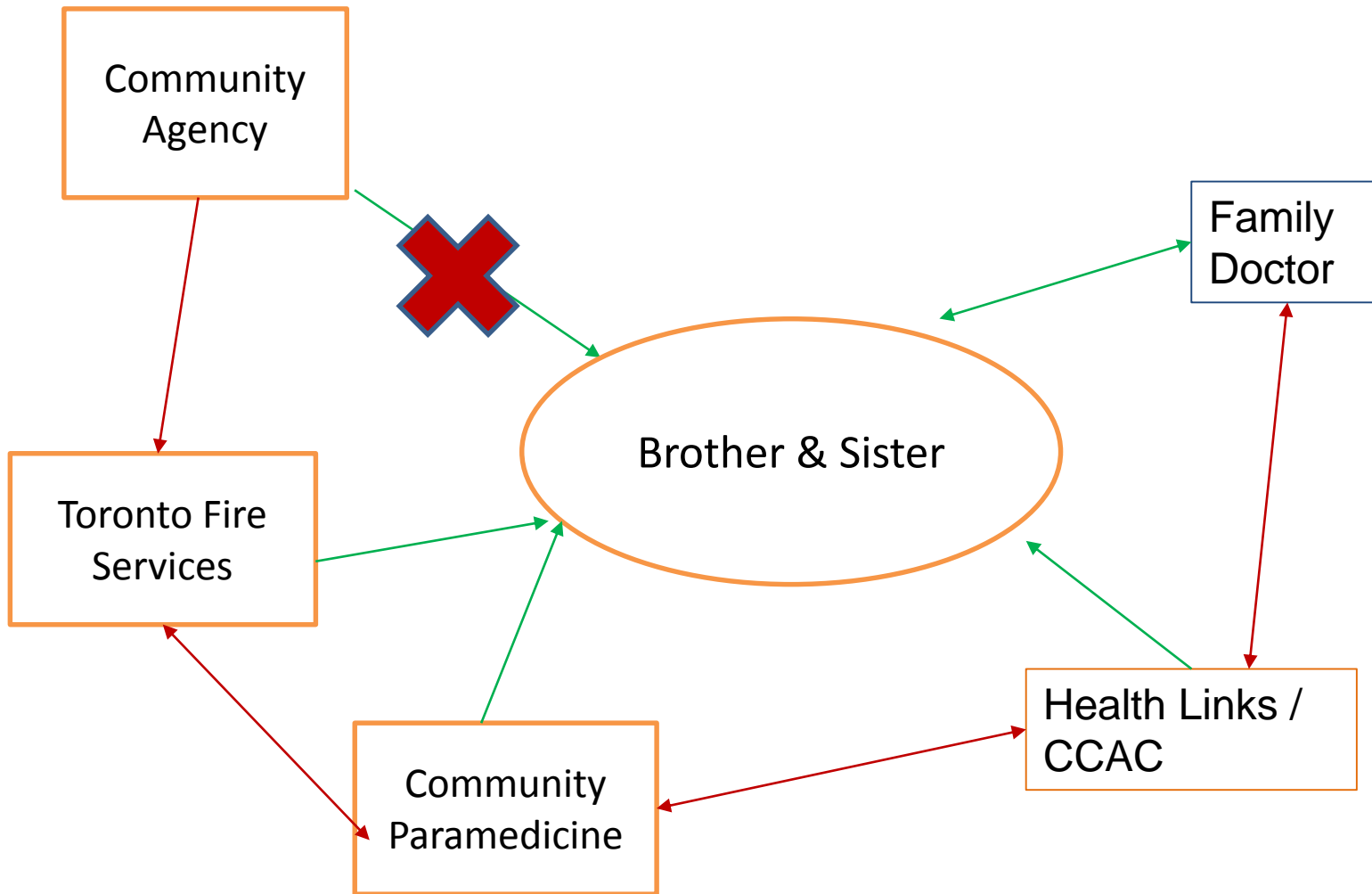
- Need support for occupants with replacing essential items, bedding, furniture, clothing, food, etc.
- ML& S are addressing issues that are symptoms of the illness
- Need support/assistance from other partners to provide ongoing long term treatment to avoid repeat of hoarding situation
- Need support/assistance for occupant while remedial action being carried out during a very traumatic event
- If issues are not addressed then not only are occupants at risk, but so are all surrounding neighbours

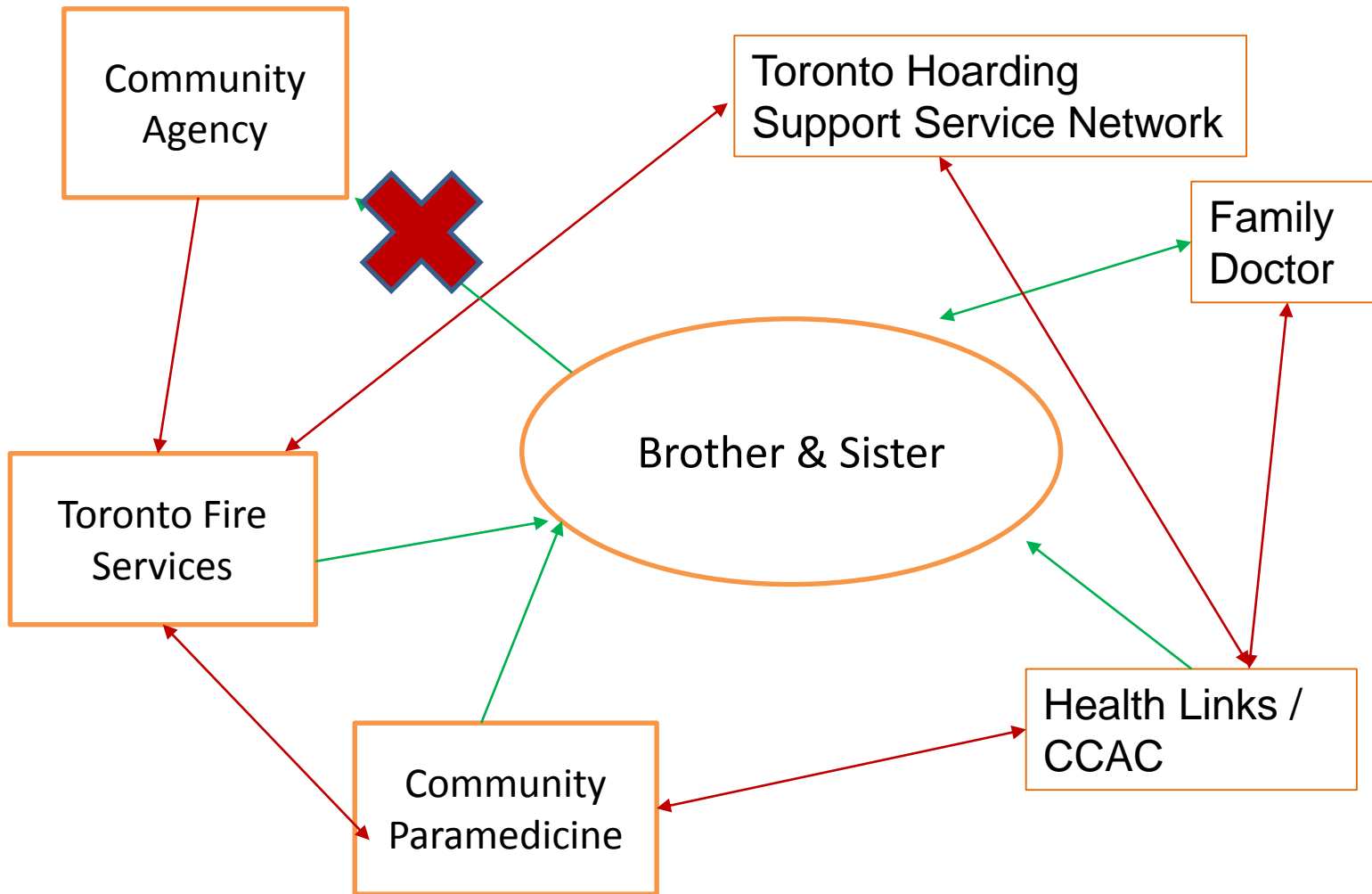
Case Study: Using Collaborative Risk Driven Models to Support Persons with Lived Experience Hoarding

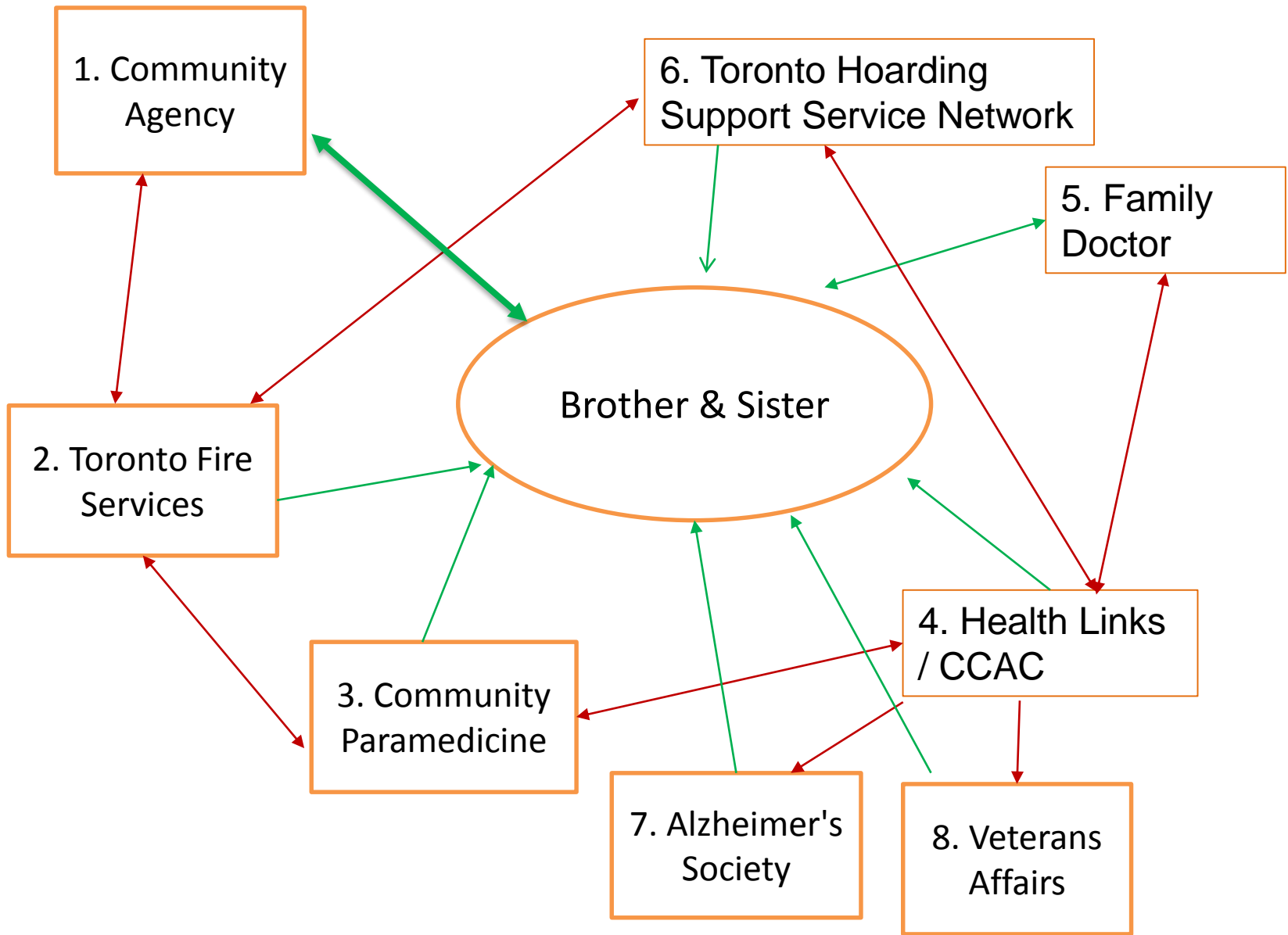












- Problematic hoarding can create elevated health and safety risks to people, property and their neighbours.
- Collaborative risk driven models are designed to leverage the tools and mandates of the most appropriate services to mobilize inter-sectoral responses to situations of acutely elevated risk.
- SPIDER enhances service coordination and information sharing for the purpose of connecting people to appropriate services and reducing the vulnerabilities that they experience.
- Collaborative risk driven models facilitate safety planning and harm reduction to help reduce the potential for targeted enforcement.

Questions?



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