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**PARKDALE
QUEEN WEST**
Community
Health Centre

Voices & Views on Building a Safer Parkdale Together

July's Neighbourhood Meeting



Dear Parkdale Community,

On Thursday, July 17th, 2025, over 150 Parkdale residents and community partners gathered at our 1229 Queen St. W site for a neighbourhood meeting. The turnout was a clear reflection of Parkdale's deep care and commitment, even when the conversations are difficult. A summary of the concerns that brought us together was acknowledged, including:

- An increase in the number of unsheltered community members using the parkette and public spaces around the centre.
 - We were able to clarify that PQWCHC owns the parkette property but it is leased to the City for management and maintenance as a public park space

- Public use of illicit substances and discarded substance use equipment
- Lack of public washroom access and resulting human waste on private property
- Centre's Community Safety Team and staff not available 24/7 for support and intervention
- Experiences of verbal aggression, feeling physically unsafe and concerns about theft
- Perceptions of inaction and insufficient actions to address neighbourhood complaints
- The presence of the Supervised Consumption Service being seen as responsible for or contributing to safety concerns.

With moderator support of John Doherty, long-time Parkdale resident and past leader of many initiatives in the community, together, we named concerns, shared truths and explored solutions with raw honesty. The overall message was clear: Safety for all who call Parkdale home is important. And housing, emergency shelter and low-barrier harm reduction services, including Supervised Consumption Services (SCS), remain essential lifelines for our most vulnerable community members. We were heartened by those who offered up community-centred approaches and collective support solutions, with many asking, "What can we do?"

We were joined by neighbourhood partners. Inspector Robert Choe of 14 Division affirmed that criminalizing homelessness and drug use is not their approach. Councillor Gord Perks addressed the City's responsibilities for parkette maintenance, affirmed the importance of the services offered by the Centre and spoke of city initiatives and strategies to address homelessness and the housing crisis. We remain committed to working with these partners to accomplish our shared goal of a safe and healthy Parkdale for everyone.

Gratitude to community members and Centre clients who shared perspectives and testimonies that underscored the value of safety for all and that harm reduction is not just healthcare, but a lifeline that affirms dignity and humanity.



Proactive Measures at PQWCHC:

Safety

- Dedicated Community Safety Team (CST) from One Community Solutions since 2023.
- Exploring CST service extension to 11 PM.
- Staff and CST regularly ask individuals to refrain from substance use outside the Centre.
- Increased signage to maintain orderly conduct.
- Engaging housed and unhoused residents to improve safety in the Parkette.
- Ongoing collaboration with Toronto Police Services and Community Officers.
- For an emergency, dial 911 immediately.
- For incidents of theft, property damage or to report other crime please contact [Toronto Police Services](#) or your Neighbourhood Community Officer at [416-808-1400](#).

Cleanliness

- Minimum four perimeter sweeps daily.
- Responsive to local requests for item removal.
- Coordinating with Toronto Parks & Rec for regular park maintenance.
- For disposal assistance: email communityengagement@pqwchc.ca or call 416-703-8482 ext. 1265/1295.
- For city-wide disposal info, contact 311.

Washroom Access

- Porta-potty request denied due to site limitations and community concerns.
- Centre washrooms remain open during operating hours.

Outreach

- Staff and outreach teams provide health care and social supports.
- Partnered with Streets to Homes 24-hour team for after-hours outreach

Next Steps: We're committed to continuing open dialogue. Monthly neighbourhood meetings will resume, creating space to listen, plan, and act together to make Parkdale safer and uphold public health.

Some neighbours seeking to create community responses to the concerns, support the people in need, and to answer the question "What do we do?" will be convening to plan once we have more details, we will share that information with interested community members.

Thank you for continuing to show up, speak up and stand up for a better Parkdale for everyone!



Mark Your Calendars

Upcoming Meeting Dates.

Your voices shape Parkdale!

Here are the dates for our upcoming neighbourhood meetings that will include discussions on:

- Community Safety with Toronto Police Services
- Understanding Harm Reduction, what it is and why it works
- Understanding and reducing substance use and mental health stigma

- Community Safety and Public Health: Safe Sharp Disposal

Join us every 3rd Wednesday of the month:

- August 20, at 6 PM
- September 17, at 6 PM
- October 15, at 6 PM
- November 19, at 6 PM
- December 17, at 6 PM

All meetings will be held at the Centre's Parkdale site, located at 1229 Queen Street West. If you have questions or topics you'd like to see addressed, send us an email.

Let's build a safer Parkdale for all!

Email Us



Bringing Clarity to the Conversation.

Check out our New Community FAQ.

Misinformation can spread quickly, and we want to make sure you have clear answers about the issues and what we are doing to address concerns.

- ✦ [Read the FAQ](#)
- ✦ [Submit a Question](#)

Learn more