Attachment 2: Public Washroom Incentive Program

Community Development will explore and establish an incentive program to leverage existing washroom resources and peer support services for the delivery of public washrooms that are safe, equitable, and community-based. Community Development will collaborate with stakeholders, including non-profit organizations and Business Improvement Zones, to identify locations and build partnerships to enhance public washroom access.

Program Overview

The incentive program will provide capacity building and financial support for partner organizations, or community host agencies. Program components could include:

- Small grants to support increased staff, maintenance, cleaning, equipment and supply costs
- Signage to indicate the facility is open and available for public use
- Training and capacity building for participating organizations. This may include harm reduction, naloxone, cultural competency, and non-violent crisis intervention.
- Safety plan development for each location, including enhanced security and safety measures, communications plans in the event of an emergency, and collaboration with downtown foot patrols.

Partners

Partners will be selected based on suitability. Consideration will be given to organizational capacity and mandate, relationship with community members, prior experience with temporary or permanent public washroom operations, collaborations with other organizations, accessibility of the building/property, condition of washroom facility, and location.

Partners will include non-profit organizations and the Downtown BIZ, to support public washroom access throughout all areas of downtown and adjacent neighbourhoods where there is evidence of a need.

Community Development will collaborate with each partner to develop a model of operations that works for the organization and meets local community need, while ensuring the following:

- Washrooms will be available for public use
- Regular and frequent washroom checks to support the safety of community members
- Frequent cleaning, including restocking toilet paper, and maintenance as is required to support human health and dignity
- Use of harm reduction and community-based approaches

Number of Pilot Locations

Four to six locations, to ensure at minimum an enhanced level of service from the temporary washroom project.

Pilot Duration

6 months, with a monthly review to assess the impacts of the program on community and the organization. Long-term implementation to be established based on outcomes from the pilot.

Funding

The program will be funded by reallocating funds from the temporary washroom project budget within Community Development.