

**Welcoming Streets Program  
June 2021 - Present**

Updated June 28, 2022

# Welcoming Streets Program

## Our Mission:

The Welcoming Streets Initiative is designed to support BIA businesses and vulnerable individuals simultaneously by addressing business concerns and providing direct systems navigation support.

## Program Goals:

1. To establish & foster positive relationships
2. To support with systems navigation & connection to services
3. Community education and prevention planning
4. Offer de-escalation support
5. To enhance community safety

## Expected Outcomes and Impact:

1. Stronger engagement between businesses and the community service sector
2. Deeper understanding of mental health and addictions and the types of support services available
3. Raised awareness, leading to an increase in more positive interactions and improved relationships between business owners and vulnerable population
4. Stronger connections and rapport building, leading to increased access to support services

In supporting individuals experiencing homelessness through direct outreach, individuals may access services faster. This immediacy results in:

- An understanding of various referral processes & appointment facilitation between client and service
- Client advocacy, person-centered care, and acknowledgement of lived and living experiences
- Positive and empathetic interactions between business and individual
- The development of meaningful trusting relationships
- Reduction in calls to local police department & a proactive approach to supporting others
- Reduction in potentially violent situations
- Stronger sense of community and inclusivity
- Community partnerships (businesses and social service sector)
- Cohesive approach and a reduction in the duplication of services provided



**Sara Behring**

**Welcoming Streets Steward**

905-933-3755

Monday-Friday, 8:30am-4:30pm  
(occasional Saturdays)

## TESTIMONIAL

"We have noticed an improvement in our public spaces and Sara has been doing an amazing job working with local clients and acting as a liaison between the library and members of the public who are experiencing homelessness and other challenges."- Trevor Pross, CEO Belleville Public Library and John M. Parrott Art Gallery

## Roles

### Sara-Welcoming Streets Steward

- Establish a rapport with members of the community in order to respond to situations that may require de-escalation and/or referrals to additional support
- Direct outreach
- Case management
- Provide resources and education to businesses and community members that include:



### Belleville Downtown District BIA

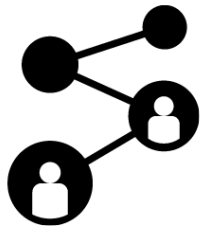
- Suggestions on how to improve the downtown customer experience
- Ideas on how to change public perception of downtown Belleville

### Belleville Police Services ADMIN Line

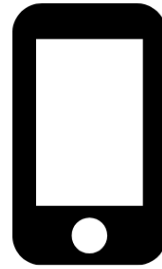
- Welcoming Streets Steward is unavailable, and you've been directed to make contact
- No immediate threat to the safety of any individuals that may be involved
- Wellness checks

### Belleville Polices Services

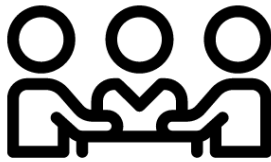
- Welcoming Streets Steward is unavailable, and you've been directed to make contact
- Immediate threat to the safety of the individual or others
- Witnessing a crime or a crime is in progress
- Emergency
- Trespass to Property Act
- Mental health crisis



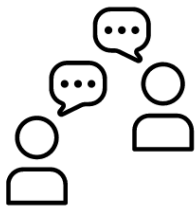
MORE THAN  
**400 REFERRALS**  
MADE TO COMMUNITY  
SUPPORTS AND SERVICES



MORE THAN  
**230 CALLS**  
FOR ASSISTANCE  
FROM DOWNTOWN  
BUSINESSES



**300+ MEETINGS**  
WITH LOCAL BUSINESSES AND COMMUNITY PARTNERS



CONNECTIONS MADE WITH  
**90+ INDIVIDUALS**  
EXPERIENCING HOMELESSNESS



AN ESTIMATED



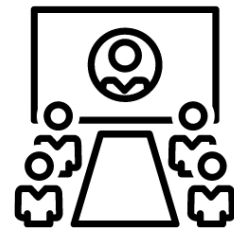
**180+ CALLS**

TO BPS AVOIDED

**OVER 530**

UNIQUE INTERACTIONS

**31 WORKSHOPS WITH  
80 PARTICIPANTS**



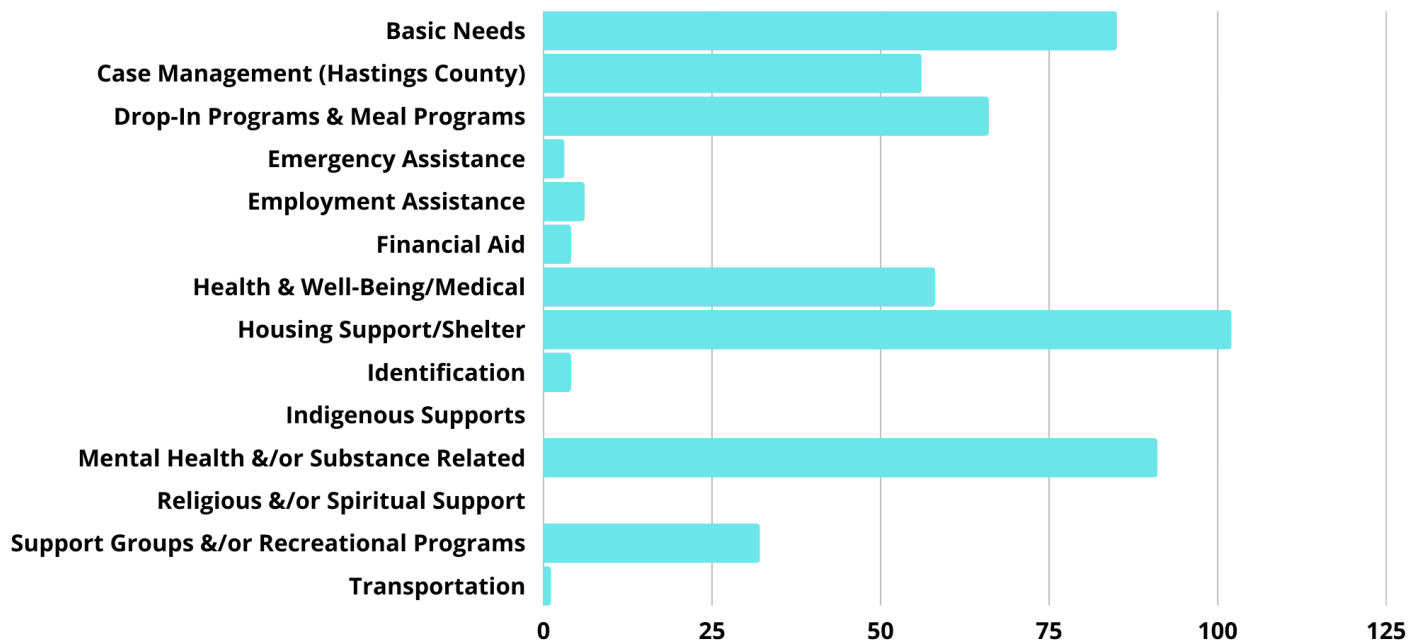
**7 LOCAL BUSINESSES**  
HAVE PARTNERED TO OFFER GOODS  
AND SERVICES

## Referrals Made

Top four referrals have included:



Total Supports and Referrals to Date:



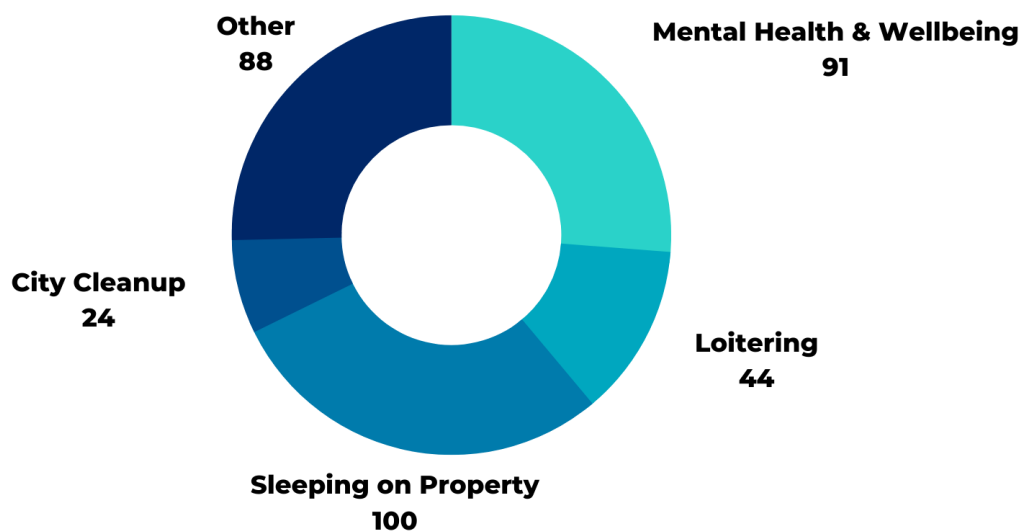
## Making Connections with our Local Businesses

### TESTIMONIAL

"Welcoming Streets is already proving to be an integral addition to our Downtown Belleville community's toolbox. Sara's one on one conflict resolution guidance has already helped us with some event-related aspects of our business that helps us as owners feel more prepared to provide an even better experience for our customers." - **Stacey Kerr, Scalliwag Toys**

### Top 4 Calls for Service:

Assistance provided by Welcoming Streets Steward addressing most common concerns.



8

local business businesses  
trained in administering  
**Life-Saving Medication**

### TESTIMONIAL

"As head of security at the Belleville Public Library, I can speak to the importance of Sara Behring's work with us downtown. She fosters an important link that allows us to deal with vulnerable people in our area. Getting those people, the assistance they need, whilst allowing us to get to know those individuals. It's a team effort, and Sara and the street Steward program provide a vital step in community outreach." - *Jeff Bentley, Maxima Security*

## *Community Support & Inclusivity*

# Sharing Spaces

## in Downtown Belleville

Let's keep Downtown Belleville a safe and fun space for all of us to share. Please respect your neighbours and follow our code of conduct.



**Be kind when asking for help.**



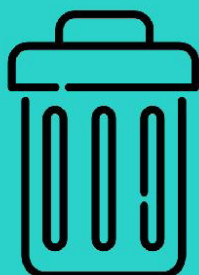
**Do not use inappropriate language or behaviour.**



**Use public washrooms.**



**Do not harass or discriminate against others.**



**Clean up after yourself.**



**Do not trespass.**



## Looking ahead

To further support downtown businesses and individuals experiencing homelessness Welcoming Streets will continue to offer workshops and community education, as a way to promote inclusivity, empathy, and positive interactions.

Welcoming Streets plans to further their relationships with other organizations as a way to offer a more cohesive and collaborative approach to care.

“Welcoming Streets will continue to grow and develop as a program that supports downtown businesses and our more vulnerable community members simultaneously. My hope is that Welcoming Streets can not only expand its reach within the downtown community, but that it becomes a program of guidance and assistance to other communities aiming to implement something similar.” - **Sara Behring, Welcoming Streets Steward**



### TESTIMONIAL

“Sara is a friendly and helpful presence who is providing resources to folks who have often given up trying to navigate a series of systems that are often complicated and difficult to navigate at the best of times. Sara is a beacon of hope, and we hope we can help her shine brightly for as long as she is able to do her work in the Downtown.” - **Stacey Kerr, Scalliwag Toys**

*This report and other Downtown Belleville materials are available online at*

**downtownbelleville.ca**



# Welcoming Streets

in Downtown Belleville

## **In a Crisis?**

Contact QHC Crisis Intervention Line at  
613-969-7400 Ext. 2753.

**If you must use drugs alone,**  
contact 1-888-853-8542.

## **Emergency Housing Hastings County**

613-771-9630, Mon-Fri., 8:30AM-4:30PM,  
After Hours available Mon-Fri.,  
4:30PM-8:30AM at 1-877-528-9514.

**Addictions and Mental Health Services**  
call **310-Open** - 613-310-6736

