

Without Prejudice

June 7, 2019

Sean, House of Von Dehn
c/o 249 Presland Avenue
Ottawa, Ontario K1K 2B6

Re: Complaint to City and Judicial Review Application

I understand that the time you spent in the shelter was difficult and extremely unpleasant. I can assure you that your complaint was taken seriously and that services have been improved as a result.

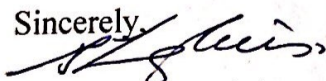
The City is of the opinion that the Salvation Army is meeting its contractual obligations as it relates to the Emergency Shelter Standards. The issues that were of concern have been adequately addressed and the service provider is taking every reasonable measure to prevent, exterminate and control bed bugs in the shelter.

With regards to your application for the life skills program, an email from JP and a response from JP regarding your denial of services, these are under the control of the shelter provider. As such, please contact them to request these documents.

I am hopeful that you will continue to work with your assigned housing based case manager and be able to find and secure housing with the subsidy being offered to you by the City under the Housing First Program.

We will continue to respond to your court application should you choose to carry on.

Sincerely,



Geneviève Langlais
Associate Legal Counsel

*Shaping our future together
Ensemble, formons notre avenir*

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